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PERSONNEL ATTITUDE AS A PREDICTOR OF LIBRARY USE AMONG POSTGRADUATE STUDENTS IN SELECTED PUBLIC UNIVERSITIES, SOUTH-WEST, NIGERIA

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Abstract
Use of library facilities is an integral part of the academic and research undertakings of postgraduate students; however, there exist some factors that appear to limit the extent of their utilization of library facilities in their respective universities. The study sought to investigate personnel attitude as an influence on library use by postgraduate students in selected public universities of South West, Nigeria. A survey research design was employed in the study. The total population of the study consisted of 17,576 postgraduate students from whom 439 respondents were selected using multistage sampling technique. Data collection was through structured questionnaires, which had Cronbach's alpha coefficients of 0.88 for library use and 0.89 for personnel attitude. Multiple regressions analysis at 0.05 level of significance was used in analyzing data gathered. The highest frequency was observed in the usage of subscribed journals ($\bar{x}$ = 3.35) while the lowest was remote access to databases ($\bar{x}$ = 2.46). Personnel attitude was positively evaluated ($\bar{x}$ = 3.31), where interpersonal relationship had the highest mean ($\bar{x}$ = 3.43), followed by professionalism ($\bar{x}$ = 3.27), perception ($\bar{x}$ = 3.27) and image ($\bar{x}$ = 3.26). According to multiple regression analysis, dimensions of personnel attitude significantly accounted for 46% of the variation in library use (Adj. R^2 = .46; $F(4,396) = 87.51$, $p < .05$). Interpersonal relationship ($\beta = -.53$) and professionalism ($\beta = -.25$) significantly correlated negatively with library use, perception ($\beta = -.01$) did not have any significant effect, while image ($\beta = .94$) had significant positive correlation and was the best predictor. This study demonstrates that personnel attitude plays an important role in analyzing library use among postgraduate students.
Keywords: Personnel attitude; Library use; Postgraduate students; Academic libraries; Interpersonal relationship; Professionalism; Library services; South-West Nigeria.

Introduction
University libraries serve as an important means of enabling students to learn and conduct research through access to books, journals, research databases, as well as facilities and information services (Niyomwungeri, 2025; Norris & Webb, 2020). The use of libraries entails identifying, accessing, retrieving, and utilizing library facilities and information sources in order to satisfy academic and research requirements (Ike et al., 2023). The efficient use of these

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sources is necessary for the full realization of library objectives since the library objectives can hardly be achieved in situations where the available sources and facilities are not adequately used (Idowu & Oso, 2022; Anunobi & Emezie, 2020).

Even though it is important for students to utilize library services, research shows that postgraduate students do not use university libraries regularly. According to Onanuga et al. (2020), less than half of postgraduate students frequently used the library, with poor ICT facilities, internet connections, electronic sources and research databases being some of the factors that prevented postgraduate students from using the university library. Similarly, Omeluzor and Aluko-Arowolo (2023) showed that most postgraduate students at Babcock University do not use the library very frequently, with one of the main reasons being the fact that most students were working while studying. In addition, Yusuf and Farouk (2017) noted the limited use of the library by postgraduate students and other university employees, with this being due to competing priorities and insufficient resources and facilities, among others.

Apart from resources and facilities, the relationship between library staff and users could also affect library use. Idowu and Oso (2022) observed that library use could be affected by the actions and interactions of library staff. Oden and Owolabi (2021) and Nyemezu (2022) have defined personnel attitudes in terms of the attitude shown by the library staff towards assisting students to satisfy their information needs. Friendly, knowledgeable and professional library personnel could help foster good user experiences, whereas negative and uncooperative attitudes could deter library use (Bankole, 2023; Michael & Olayemi, 2023).

This point of view on the significance of personnel attitude also shows up in how library personnel interact with users. As per Bankole (2023), positive interpersonal relations between library personnel and users help to enhance communication and understanding of users' information needs. According to Jabbari et al. (2021), the absence of any kind of interaction with library personnel might prompt students to get their required information from somewhere else. Also, Rodrigues and Mandrekar (2020) observed that useful personnel who provide explanations about the technology could improve the perception of the users and make them more interactive.

Postgraduate students might also benefit from personnel attitude since their usage of the library entails research and accessing information sources. According to Owolabi et al. (2023), "library personnel are among the key elements that facilitate interaction between users and the library through orientation, workshops, and information literacy programs," while Oden and Owolabi (2021) state that "staff attitude is one of the measures of library effectiveness and image." Nonetheless, the literature review has focused on such aspects of library use as resource availability, ICT facilities, Internet access, database accessibility and others. Not much attention has been paid to the predictive role of the personnel attitude. There is therefore a need for investigation of whether the personnel attitude is a predictor of library use among postgraduate students. It is for that reason that this study seeks to investigate personnel attitude as a predictor of library use among postgraduate students in selected public universities in South-West, Nigeria.

Statement of the Problem

In university libraries, there are information sources, databases, and services for aiding the

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activities of students regarding their teaching, learning, and research processes. There is proof that library utilization is decreasing by students in higher education institutions in Nigeria. According to Ofordile and Ogugua (2022), factors such as unstable power supply, bad internet connectivity, and lack of access to technology caused the decrease. In another study carried out by Abdulsalami and Efosa (2020), other reasons included lack of proper guidance, difficult institutional passwords, and lack of awareness about research databases. While these variables have been studied extensively, there is still no focus on the effects of personnel attitude on the utilization of library facilities by postgraduate students. Personnel attitude could play a major role as it includes interpersonal relationship, professionalism, perception and image and thus affect the likelihood of students to seek help from the library. However, research on this relationship with postgraduate students in public universities in South West Nigeria has not been extensive. Thus, this study seeks to investigate personnel attitude as a predictor of library usage among postgraduate students in some public universities in South West Nigeria.

Objective of the Study

The main purpose of this study is to examine the effect of attitude of library personnel on the use of libraries by postgraduate students in some chosen public universities in South-West, Nigeria. The specific purposes include:

1. ascertain the reason for use of library by postgraduate students in selected public universities in South West, Nigeria;
2. ascertain the frequency of library use by postgraduate students in selected public universities in South West, Nigeria;
3. ascertain the attitude of library staff towards postgraduate students in selected public universities in South West, Nigeria;
4. ascertain the impact of staff attitude on library use by postgraduate students in selected public universities in South West, Nigeria; and

Literature Review

Library Use by Postgraduate Students

Library usage means utilization, acquisition, searching, borrowing, reading and usage of information resources, facilities, and services to meet users' information requirements (Ike et al., 2023). In the case of postgraduate students, library usage entails the use of information resources in reading, completing assignments, research work, seminar papers and thesis writing and updating knowledge (Atanda et al., 2021; Ayotola et al., 2020). Postgraduate students are one of the key university researchers who make significant use of information resources in print and electronic formats as research forms one of the most important elements of postgraduate study (Gyau et al., 2021; Mariano & Potane, 2022).

The importance of library use stems from the fact that the library offers services that aid in learning, teaching, and research. The postgraduate students use the library resources to access information for their study and research activities such as studying for examinations, conducting research and self-development (Naidu & Kishore, 2019). The library also acts as a resource center where students can access information materials related to the courses taught at the institution (Hussain, 2023). Efficient library use will allow students to access the services offered by academic libraries.

The advantages of using the library include access to pertinent and up-to-date information for assignment purposes. According to Mashaba and Pretorius (2023), the use of

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online library services enables postgraduate students access to information for assignments, lecture notes, exam preparation and research. In a similar vein, according to Haq & Shahzad (2021), the library is used by postgraduate students to keep themselves updated with information while Owolabi et al. (2023) discovered that students made use of the library for reading, borrowing books and internet/e-mail purposes.

Library usage can be gauged using various metrics. According to Ike et al. (2023), the number of visits to the library, number of items borrowed, number of books consulted, number of hours spent using library facilities and number of information accessed via the internet have been used as library usage measures. In this case, library usage is gauged using purpose of usage and frequency of usage which are meant to gauge why postgraduate students use the library and how frequently they use its facilities and services. Purpose of library usage is defined as reading, borrowing of books, consultation of course materials, carrying out research, writing assignments and upgrading their knowledge (Ayotola et al., 2020; Owolabi et al., 2023). Frequency of usage refers to the frequency with which postgraduate students use the library.

Library Personnel Attitude

Attitude of library personnel is defined as the manner in which library personnel behave while handling the users in their search for information resources and services (Nyemezu, 2022). According to Oden and Owolabi (2021), an attitude can be defined by the feelings, attitudes and perception that affect the manner in which people perceive their surroundings and engage in their activities. Attitude of library personnel can therefore be shown by the interaction between the staff and the users.

Personnel attitudes are important since the library personnel directly assist users to choose appropriate databases and information resources, create search strategies, and obtain relevant information (Nyemezu, 2022). According to Idahosa (2022), the effectiveness of any library depends greatly on the way the users view its services and the attitudes that the personnel exhibit towards the users. Therefore, library personnel are an important component of library functions and may impact the way users perceive the importance of library services. Positive personnel attitude will be helpful for users in terms of better communication, assistance and interactions. Mustofa et al. (2023) indicated that good interpersonal relations would ensure that the users are comfortable while asking for assistance and help, and also allow library personnel to show patience, empathy, and friendliness. The same way, Owolabi et al. (2024) stated that professionalism through skills in information retrieval, digital literacy, and user education ensures effective library service delivery.

Attitude of personnel can be determined based on interpersonal relationship, professionalism, perception and image, which have been identified by Michael and Olayemi (2023) as dimensions that define librarians' attitude. Such dimensions would serve as the foundation upon which the attitude of library personnel towards postgraduate students and its effect on library utilization would be investigated. Interpersonal relationship would entail the social ties between library personnel and users, marked by effective communication, trust, respect and understanding (Njoku, 2023). Professionalism would be about the expertise demonstrated by library personnel in information retrieval, digital literacy and user instruction (Owolabi et al., 2024). Perception would be about users' perception of the significance of library

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resources and services (Boateng et al., 2022), whereas image would be about users' perspective of the library and its welcomingness (Badmus & Ogunlana, 2020).

Theoretical Framework

This study is grounded in the Human Attitude Theory as put forth by Alreck and Settle (1985), which argues that attitude affects the reaction of people to other people, objects and situations. In a library setting, personnel attitude might affect the library experience of the library users and their willingness to utilize the library facilities. This theory is highly applicable in this research since personnel attitude is assessed based on interpersonal relationship, professionalism, perception and image. Good relations, professional behavior and positive perceptions will motivate the postgraduate students to use the library, but bad experiences may discourage the students from using the library.

Empirical Review

The attitude of librarians and patronage of the users in the private university libraries in Lagos State, Nigeria was studied by Michael and Olayemi (2023). A survey research method was used and it was found that the factors interpersonal relationship, professionalism, perception and image were rated highly and librarians' attitude had a significant impact on library patronage of undergraduates. A study on attitude and utilisation of library resources and services was carried out by Ukaegbu (2020) at Donald Ekong Library, University of Port Harcourt through a descriptive survey research method. It was found that academic staff did not make adequate use of library resources even when such resources were available. Capacity Building and Attitude to Work among Librarians in Public Libraries in Edo State, Nigeria was the title of research conducted by Omigie and Bosah (2020). Low level of involvement in capacity building activities and negative impact on the attitudes of librarians to the use of library materials at work were found through the use of descriptive survey method on 23 librarians. The work attitude and reference service delivery in academic libraries in Anambra State was the focus of Mbanefo and Ekoko's (2020) research using quantitative survey method.

Awujoola & Phillip (2020) examined the influence of librarians' attitude, ICT competency, and use of the library among undergraduate students in two universities in Oyo State, Nigeria. Through the use of a descriptive survey, questionnaire, correlation and regression analysis, the research revealed that there was a significant relationship between librarians' attitude and library resource utilization ($p = .00$). There was also a significant relationship between librarians' ICT competency and library resource utilization ($p = .00$). Ojei & Popoola (2023) evaluated the perception of users on the attitudes of library staff in the federal universities in South-West Nigeria through a descriptive survey. The results showed responsiveness, assurance, access, communication skills and empathy as the attributes exhibited by the library staff. Abubakar et al. (2024) sought to determine personnel attitudes and preservation practices among academic libraries in Niger State, Nigeria. A survey methodology was adopted for this research work where 387 librarians and paraprofessionals were totally enumerated using descriptive and inferential statistics. The results showed that there is a significant positive effect of personnel attitude on preservation practices. Reliability coefficients between 0.77 to 0.84 and a return rate of 81.4% were recorded.

Methodology

The study used a survey research design to analyze the attitudes and use of library services among postgraduate students in selected public universities in South-West, Nigeria. The

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study's population consisted of 17,576 postgraduate students in selected public universities in the South-West region of Nigeria. The number of samples used for the study was 439 postgraduate students, calculated using the Taro Yamane formula, plus a contingency for non-response. Multistage sampling method was employed to select the participants from the selected public universities and five faculties, which were Sciences, Social Sciences, Environmental Sciences, Engineering/Technology and Medical Sciences. Data collection instruments consisted of structured questionnaire formulated based on the objectives of the study and extant literature. Library usage was rated through purpose and frequency of usage, and the personnel attitudes were evaluated based on interpersonal relationship, professionalism, perception and image. The data collection instrument was validated through content and construct validation by experts and pilot-tested among 40 postgraduate students of Tai Solarin University of Education. The instrument had Cronbach's alpha coefficient of 0.88 and 0.89 for library usage and personnel attitude respectively.

The researcher and trained research assistants administered the questionnaires to the selected respondents after obtaining the necessary permission. The completed questionnaires were coded and analysed using SPSS. Frequency, percentage, mean and standard deviation were used to summarise the data, while multiple regression analysis was used to determine the influence of personnel attitude and its dimensions on library use. The hypotheses were tested at the 0.05 level of significance. Ethical approval was obtained before data collection, while participation was voluntary and respondents' confidentiality, anonymity and right to withdraw were maintained throughout the study.

Results

Table 1: Distribution of Respondents by Demographic Information

Variables	Category	Frequency	Percentage (%)
Age (Years)	20–24	56	14.0
	25–29	88	21.9
	30–34	68	17.0
	35–39	72	18.0
	40–44	49	12.2
	45–49	22	5.5
	50–54	30	7.5
	55–59	12	3.0
	60–64	4	1.0
Gender	Male	206	51.4
	Female	195	48.6
Religion	Christianity	233	58.1
	Islam	164	40.9
	Others	4	1.0
Marital Status	Single	177	44.1
	Married	200	49.9
	Divorced	14	3.5
	Separated	10	2.5

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Variables	Category	Frequency	Percentage (%)
Employment Status	Employed	184	45.9
	Not Employed	217	54.1
Programme	Master's	260	64.8
	Ph.D	141	35.2

Table 1 shows the demographic profile of the respondents. The biggest age group was 25-29 years old (21.9%). There was an almost equal proportion of males (51.4%) and females (48.6%). Christian respondents constituted 58.1%, and Muslims made up 40.9%. Almost half of the respondents were married (49.9%), whereas 54.1% were unemployed. Master's students formed the highest percentage (64.8%). The graph shows that there is sufficient coverage of all the major demographic categories of postgraduate students.

Objective 1: find out the purpose of library use by postgraduate students in selected public universities in South-West, Nigeria

Table 2: purpose of library use by postgraduate students

S/N	**Statement on purpose of library use.** I make use of the library to:	**Strongly Disagree**	**Disagree**	**Agree**	**Strongly Agree**	**Mean**	**SD**
1.	Get current information resources and sources	2 (0.5%)	12 (3.0%)	180 (44.9%)	207 (51.6%)	3.48	0.58
2.	Find specific information in my field of interest via databases	10 (2.5%)	10 (2.5%)	166 (41.4%)	215 (53.6%)	3.46	0.67
3.	Prepare conference and seminar papers	8 (2.0%)	28 (7.0%)	163 (40.6%)	202 (50.4%)	3.39	0.71
4.	Prepare for tests or examinations	10 (2.5%)	26 (6.5%)	168 (41.9%)	197 (49.1%)	3.38	0.72
5.	Use journals and reference materials	4 (1.0%)	16 (4.0%)	207 (51.6%)	174 (43.4%)	3.37	0.61
6.	Consult research materials	2 (0.5%)	28 (7.0%)	212 (52.9%)	159 (39.7%)	3.32	0.62
7.	Write research dissertation/thesis	8 (2.0%)	44 (11.0%)	165 (41.1%)	184 (45.9%)	3.31	0.74
8.	Do my assignments	4 (1.0%)	80 (20.0%)	170 (42.4%)	147 (36.7%)	3.15	0.77
9.	Use the internet	40 (10.0%)	74 (18.5%)	171 (42.6%)	116 (28.9%)	2.91	0.93
10.	Read newspapers	62 (15.5%)	168 (41.9%)	123 (30.7%)	48 (12.0%)	2.39	0.89
11.	Relax after stressful academic activities	102 (25.4%)	142 (35.4%)	90 (22.4%)	67 (16.7%)	2.30	1.03

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Overall Mean = 3.23

Table 2 reveals that the highest three uses of the library were acquiring current sources of information ($\bar{x}$ = 3.48), using databases for particular information searching ($\bar{x}$ = 3.46), and preparation of conference/seminar papers ($\bar{x}$ = 3.39). The lowest three uses were the internet access ($\bar{x}$ = 2.90), reading newspapers ($\bar{x}$ = 2.39), and relaxation after academic exercises ($\bar{x}$ = 2.30). These results show that postgraduates make use of the library primarily for scholarly and research work and not recreation.

Two: examine the frequency of library use by postgraduate students in selected public universities in South-West, Nigeria;

Table 3: Frequency of library use by postgraduate students

S/N	Statement	Very Often	Often	Rarely	Never	Mean	SD
1.	I make use of journal resources via subscribed databases	181 (45.1%)	184 (45.9%)	30 (7.5%)	6 (1.5%)	3.35	0.68
2.	I make use of textbooks via databases when in the library	160 (39.9%)	219 (54.6%)	22 (5.5%)	–	3.34	0.58
3.	I use the library because of good resources via subscribed databases	129 (32.2%)	250 (62.3%)	22 (5.5%)	–	3.27	0.55
4.	I visit the library and consult library resources	136 (33.9%)	233 (58.1%)	8 (2.0%)	24 (6.0%)	3.20	0.75
5.	I use library database resources in my subject area	146 (36.4%)	189 (47.1%)	56 (14.0%)	10 (2.5%)	3.17	0.76
6.	I ask librarians for assistance	162 (40.4%)	121 (30.2%)	106 (26.4%)	12 (3.0%)	3.08	0.89
7.	I use the library for assignments and examination preparation	141 (35.2%)	160 (39.9%)	72 (18.0%)	28 (7.0%)	3.03	0.90
8.	I copy and print library materials	156 (38.9%)	135 (33.7%)	30 (7.5%)	80 (20.0%)	2.92	1.12
9.	I access library e-resources	129 (32.2%)	162 (40.4%)	26 (6.5%)	84 (20.9%)	2.84	1.10
10.	I remotely link and access library databases	52 (13.0%)	191 (47.6%)	48 (12.0%)	110 (27.4%)	2.46	1.03
11.	I read only online news and magazines	58 (14.5%)	108 (26.9%)	106 (26.4%)	129 (32.2%)	2.24	1.06
Overall Mean = 2.99							

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As indicated in Table 3, the frequency of library use was high ($\bar{x}$ = 2.99). The highest frequency was recorded in the usage of journal sources via subscribed databases ($\bar{x}$ = 3.35), use of textbooks via databases ($\bar{x}$ = 3.34) and use of the library due to quality resources via subscribed databases ($\bar{x}$ = 3.27). The lowest frequencies were recorded for remote access to library databases ($\bar{x}$ = 2.46) and reading news magazines online ($\bar{x}$ = 2.24). This implies that graduate-level students use the library's subscription services often, especially journals and books, while they don't use the library to gain database access remotely and read newspapers and magazines.

Three: examine the attitude of library personnel towards postgraduate students in selected public universities in South-West, Nigeria

Table 4: Attitude of library personnel towards postgraduate students

S/N	Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	SD
	Interpersonal Relationship (Mean =3.43)						
1.	Library personnel are compassionate in assisting users identify the right information sources available to meet their information need(s)	215 (53.6%)	176 (43.9%)	4 (1.0%)	6 (1.5%)	3.50	0.60
2.	Library users are provided equal access to information resources and sources without discrimination	203 (50.6%)	186 (46.4%)	12 (3.0%)	–	3.48	0.56
3.	Library personnel displayed the friendly disposition under any condition to users in need of information	194 (48.4%)	183 (45.6%)	18 (4.5%)	6 (1.5%)	3.41	0.65
4.	Library personnel are polite	166 (41.4%)	225 (56.1%)	10 (2.5%)	–	3.39	0.54
5	Library personnel instills confidence in me that makes me comes back to use the library	178 (44.4%)	199 (49.6%)	16 (4.0%)	8 (2.0%)	3.36	0.66
	Professionalism (Mean =3.27)						
6.	Library personnel knows how to give out the right information sources to users	175 (43.6%)	212 (52.9%)	14 (3.5%)	–	3.40	0.56
7.	Library personnel always demonstrate good knowledge of available databases resources collection	173 (43.1%)	202 (50.4%)	14 (3.5%)	12 (3.0%)	3.34	0.69

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S/N	Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	SD
8	Library personnel are expert in search of resources using technological devices	165 (41.1%)	212 (52.9%)	20 (5.0%)	4 (1.0%)	3.34	0.62
9	Library personnel are proactive in providing information resources and sources to users	141 (35.2%)	210 (52.4%)	46 (11.5%)	4 (1.0%)	3.22	0.68
10	Library personnel have full knowledge of all resources to answer users questions	97 (24.2%)	228 (56.9%)	76 (19.0%)	–	3.05	0.66
	Perception (Mean =3.27)						
11.	Library personnel gives attention to individual users in the provision of crucial information resources and sources	220 (54.9%)	155 (38.7%)	14 (3.5%)	12 (3.0%)	3.45	0.71
12.	Library personnel have good communication and public relation skills	169 (42.1%)	224 (55.9%)	8 (2.0%)	–	3.40	0.53
13.	Library staff regard timeliness	147 (36.7%)	184 (45.9%)	66 (16.5%)	4 (1.0%)	3.18	0.73
14.	Library staff ensure all users experience satisfaction in their visit to the library	173 (43.1%)	120 (29.9%)	106 (26.4%)	2 (0.5%)	3.16	0.83
15	Library personnel ensure speedy connectivity to the Internet as well as all databases available in the library	86 (21.4%)	289 (72.1%)	26 (6.5%)	–	3.15	0.51
	Image (Mean =3.26)						
16.	There's always pleasant tranquility from library personnel desks	209 (52.1%)	158 (39.4%)	32 (8.0%)	2 (0.5%)	3.43	0.66
17.	Library staff always make users welcome	223 (55.6%)	90 (22.4%)	88 (21.9%)	–	3.34	0.81
18.	Library personnel make the environment pleasantly inviting to all categories of users	191 (47.6%)	122 (30.4%)	88 (21.9%)	–	3.26	0.79

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S/N	Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	SD
19.	Library personnel are always relaxed while attending to users	160 (39.9%)	147 (36.7%)	88 (21.9%)	6 (1.5%)	3.15	0.81
20.	The appearance of library staff makes them approachable	168 (41.9%)	133 (33.2%)	90 (22.4%)	10 (2.5%)	3.14	0.85
	Overall Mean = 3.31						

From Table 4, it is clear that postgraduate students perceived the attitude of the library staff positively with an average of 3.31. Interpersonal Relationship emerged to have the highest average score ($\bar{x}$ = 3.43) followed by Professionalism ($\bar{x}$ = 3.27), Perception ($\bar{x}$ = 3.27) and Image ($\bar{x}$ = 3.26). The highest scoring question was "Personnel are caring in helping users to identify the right sources of information" with $\bar{x}$ = 3.50 whereas the lowest one was about the approachability of staff in terms of appearance ($\bar{x}$ = 3.14). These results suggest that the respondents saw the librarians as cooperative, professional, and approachable.

Objective 4: examine the influence of personnel attitude on library use by postgraduate students in selected public universities in South-West, Nigeria

Table 5: Influence of personnel attitude on library use by postgraduate students

Variable	B	Std. Error	Beta	T	Sig.	*R*	*Adj. R^2*	*F*	*ANOVA Sig*
(Constant)	30.986	2.427		12.769	.000				
Interpersonal Relationship	-.531	.127	-.211	-4.199	.000				
Professionalism	-.251	.126	-.088	-1.997	.046	0.685*	0. 464	87.51 (4,396)	0.000
Perceptions	-.010	.166	-.004	-.060	.952				
Image	.937	.107	.565	8.755	.000				

Dependent Variable: Library use by Postgraduate
Predictor: (Constant), Image, Professionalism, Interpersonal Relationship, Perceptions
DF (Statistics) = 4, 396

As Table 5 indicates, personnel attitude had a significant impact on the postgraduate students' library use (Adj. R^2 = .46; $F(4,396) = 87.51$; $p < .05$), accounting for 46.4% of variance in the library use. The factors interpersonal relationship ($\beta = -.53$, $p < .05$) and professionalism ($\beta = -.25$, $p < .05$) showed a significant negative influence on library use, whereas the factor perception was insignificant ($\beta = -.01$, $p > .05$). The factor image had a significant positive influence and the most powerful impact ($\beta = .94$, $p < .05$).

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Discussions of Findings

Results obtained from objective one indicate that postgraduate students utilized the library more often than not for academic and research reasons. These included access to the latest information resources, searching for particular information through the use of databases, writing papers for seminars and conferences, and consultation of scholarly information. These results validate the conceptual nature of the academic library as a storehouse of knowledge which facilitates learning and research (Niyomwungeri, 2025; Norris & Webb, 2020; Oyeniyi et al., 2021). It is consistent with the results from Hussain (2023), which indicated that the library serves as the source for materials needed for teaching and research, as well as Gyau et al. (2021), which noted the importance of research in postgraduate studies. The finding further corroborates with the results obtained by Haq and Shahzad (2021) who found that postgraduate students often used the library for academic work. Similarly, the study corroborates with the findings of Owolabi et al. (2023) who found that postgraduate students often used the library to access relevant sources and databases containing recent information. In line with the present findings, Anunobi and Emezie (2020), Lawal and Kannan (2021), and Ayotola et al. (2020) also reported that library resources were widely used by postgraduate and university students for academic purposes such as conducting research, completing assignments and preparing examinations. On the other hand, the present finding is inconsistent with the findings of Johnson (2023) who found that postgraduate students used the library less often for studying and more often for relaxing. Similarly, the finding is inconsistent with the studies of Ofordile and Ogugua (2022), Abdullahi and Owolabi (2021), Atanda et al. (2021), and Anmol et al. (2021) who reported that postgraduate students often do not use library resources.

The results have also shown that the perception of postgraduate students towards the attitude of the library staff was positive. Interpersonal relationships got the highest mean value among all the dimensions, followed by professionalism, perception, and image. This finding is in line with that of Michael and Olayemi (2023), where a high rating of interpersonal relationships, professionalism, perception, and image among librarians working in private university libraries in Lagos State is discussed. It is also in conformity with Oden and Owolabi (2021), where positive attitudes of university library staff in Ogun State are highlighted. The result also aligns well with those of Nyemezu (2022) and Idahosa (2021), where positive attitudes of the library staff have been linked to efficient professional interaction and provision of information services. The study by Abubakar et al. (2024) also showed a favorable attitude by library professionals toward their professional practices in libraries. However, the current research result is different from that by Omigie & Bosah (2020), which shows that some public libraries have neutral or unfavourable attitudes. It was also observed that library professional attitude had a great impact on the use of library by postgraduate students. Together, the four variables explained 46.4% variance in library use. While interpersonal relationship and professionalism had negative significant coefficients, the variable perception had no significant effect, but image variable was positively significant and had the strongest influence. The current significant model is in line with the work by Michael and Olayemi (2023) that shows that librarians' attitude had a great impact on patronage by the users. Also, it is in agreement with the findings by Oden & Owolabi (2021), who have shown a significant influence of staff attitude on service delivery and by Awujoola & Phillip (2020) on librarians' attitude and student library patronage. In the same vein, Ukaegbu (2020) reported that negative attitudes have been connected to poor use of library

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resources. The conclusion is in agreement with Mbanefo and Ekoko (2020), whose study established a connection between work attitudes and reference services delivery. Besides, Omigie and Bosah (2020) pointed out the significance of professional development in influencing librarians' work attitudes, whereas Ojei and Popoola (2023) highlighted responsiveness, communication, and empathy as key qualities for staff members.

Conclusion

In conclusion, it was found that good interaction between library staff and postgraduate students plays a key role in enhancing the relationship with university libraries. Professional behavior and maintaining good relations with users as well as creating good library atmosphere is thus vital in meeting the information requirements of postgraduate students in public universities in South-Western Nigeria.

Recommendations

i. Postgraduate students must make more extensive use of journals, databases, and other scholarly materials available in the library to support their studies.
ii. The government must ensure that sufficient funding is allocated to buy and maintain up-to-date journals, databases, and other electronic scholarly materials in the university library.
iii. Librarians must promote professionalism, good interpersonal relations, and positive image among their staff members.

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