

Undergraduate Students' Preference for Web-based and Conventional Library Services in Kwara State University, Malete, Kwara State, Nigeria

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Abstract

The purpose of this study is to investigate undergraduate students' preference for web-based and conventional library services in Kwara State University. Specifically, the study aimed at identifying the types of web based and conventional library services available, and also determines the frequency with which the students are using web-based and conventional library services in the University. The study adopted descriptive survey design. The population of the study was 3,572 undergraduate library users out of which a sample of three hundred and forty-six (346) was selected using convenience sampling technique. Three hundred and twenty (320) respondents, representing 92.5% of the sample size returned their questionnaire. The questionnaire is titled "Undergraduate Students' Preference for Web-based and Conventional Library Services" and was used to gather data from the respondents. Data collected were examined and analysed using frequency count and percentage while t-test was used to test the only null hypothesis of the study. The findings of the study showed that 95.9% of the respondents attested to the availability of web based library services. Also, 58.4% of respondents preferred Frequently Ask Questions (FAQ) as integral part of web based library services. In the same vein, the study also discovered that 93.3% of the respondent utilized library orientation and instruction services, while current awareness service is the least or rarely used conventional library services representing 41.9%. Cumulatively, the study discovered that web based library services are the most preferred services used by the students. The study recommended that university authority and library management should make provision and further advocate the use of web based library services, while the conventional services serve as complimentary. This is pertinent in order to conform to global modern library practice which is characterized by using ICT facilities and resources.

Keywords: Academic Library; Conventional library; Web based library services; Undergraduate students.

1. Introduction

The importance of academic library to any institution cannot be overemphasized; due to the fact that it supports the system to achieve her goals and objectives. To buttress this statement, Edoka (2000) summarized some functions of academic library that make it imperative for better accomplishment of the institution goals and objectives. These include; provision of information resources needed for the academic programme offered in the parent institution; provision of research information materials related to the needs of faculty and research students; provision of information materials for recreation and for self-development of users; cooperate with other libraries at appropriate level for improved information services; provision of specialized information services to appropriate segments of the wide community. On the other hand, the term "library services" refer to facilities rendered by the library for the use of books and other information materials so as to meet users' information need (Sundari, Jeyapragash &

Karthikeyan, 2012). The researchers explained further that the common library services are, current awareness service, selective dissemination of information, indexing and abstracting, reference service, document delivery, inter library loan, bibliographic services among others. All these services have changed its mode to an extent with web activities revolution across academic libraries worldwide.

In the past, all libraries including academic libraries were termed as traditional library or conventional library (Ogunsola, 2011). Conventional libraries or traditional libraries can be described as a library whereby the users should be physically present before it could be accessed and its collections are mostly physical in nature, which is often invoke as a counterpoint to the modern or digital library (Ogunsola, 2011). Asamoah-Hassan (2010) opined that conventional libraries have been with us for long and proved to be reliable and most librarians have relaxed into it. The researcher explained further that, their service provision has not been held to ransom by lack of electric power or poor telecommunication systems. Though often slow, its information not very current and space consuming, records kept on cards and in catalogue cabinets have lasted for years directing people to the stock in the library. Furthermore, traditional library services demand self-comprehensive collection building in anticipation of demand from users (Asamoah-Hassan, 2010). Other characteristics of these include; emphasis on storage and preservation of physical items, particularly books and periodicals; cataloging at a high level rather than one of detail, such as author and subject indexes as opposed to full text; browsing based on physical proximity of related materials, such as books on sociology are near one another on the shelves; passivity; information is physically assembled in one place; users must travel to the library to learn what is there and make use of it.

However, with the advent of the internet and associated technologies, in particular the World Wide Web has opened up an entirely new medium for providing improved information services and resources for the users (Kumari, 2016). This means that the emergence of Information and Communication Technology (ICT) has brought tremendous changes to the way library and other information centers performed their operations. This means that the application of ICT to the services provided in the academic library gave birth to web based library services which is also known as digital or virtual library. Madhusudhan and Nagabhushanam (2012a) portrayed web-based library services as the services provided that can only be accessed through the use of internet as a medium which the library website as a gateway with the help of library automation system. Halub (1999) opined that web-based library services are innovative, progressive services that promote the image of libraries towards the library obligation to excellent in education and research. Since the web-based library services are available 24 hours service to the users, users can have access to library services from their own computers and at their own convenient time without physically visiting the library. The web-based library services save a lot of time and traveling cost (Ahmed, 2007; Pathak, Mishra & Sahoo, 2011; Madhusudhan & Nagabhushanam, 2012b).

Several studies such as Lukasiewicz (2007); Grudzien and Casey (2008); Kichuk (2010); and Knight (2013) have revealed that despite the fact that print materials are still popular within universities, an increasing number of university students used Web resources for their research while some are still using print materials. This had brought confusion on the services that students preferred between Web based and conventional library services. Based on the observation of the researcher, it appears that there have been dearth of empirical studies on the students' preference for web based or conventional library services in Nigeria university library system. Specifically, it was established that no study had examined the undergraduate students' preference for web based or conventional library services in Nigeria universities domesticating the research to Kwara State University, Malete, Kwara State, Nigeria. This is a gap that requires urgent attention by researchers, hence, the justification to conduct the research in this area in order to fill the identified gap.

Purpose of the Study

This study was designed to find out the undergraduate students' preference for web based services and conventional library services in Kwara State University, Malete. The objectives of the study are to:

1. Identify the types of web based and conventional library services used by undergraduate students in Kwara State University;
2. Determine the extent to which undergraduate students are using web-based and conventional library services in Kwara State University;
3. Examine the perceived advantages of web based library services;
4. Examine the perceived advantages of conventional library services; and
5. Identify the challenges encountered while using web based library and conventional library services in Kwara State University.

2. Statement of the Problem

With the advent of ICT in this 21st century, the importance of ICT in academic library cannot be over-emphasized. This is because it has brought tremendous changes to the way libraries operate. However, despite the integration of ICT into the library operations, there is no study to show the preference of undergraduate student between conventional and web-based library service. Most importantly, there is no study that directly focused on the undergraduate students' preference for web based and conventional library services in Kwara State University, Malete. This is the gap that this study identified and intends to fill. It is in the light of this that this study was design to examine undergraduate students' preference for web based and conventional library services in Kwara State University, Malete.

3. Literature Review

Studies have been conducted on the use of web based and conventional library services by scholars. For example, Madhusudhan and Nagabhushanam (2012) examined the use of web-based library services by users in different sections of the university libraries in India and examined how some of the University libraries provide web access to their collections and the problems faced by users in accessing web-based library services. Findings show that many of the surveyed university libraries are yet to exploit full potential of the web forms, and lagging behind in effective use of library website. Ravichandran, Muruesapandian, Sivakumaren and Gopalakrishnan (2012) investigated the different communication services and system based services which are used by the students in the department of engineering education in engineering colleges in Chennai. Questionnaire was used to collect data from the respondents. It was found that majority of the students are using e-mail service for communication and digital library service to collect information for their academic purposes. Further, it was found that the Bulletin Board and Inter Library Loan (ILL) services were used by less number of students.

Thanuskodi and Ravi (2011) studied the utilization of digital resources by faculty and research scholars and found that majority of the respondents browsed the Internet for teaching, research, and learning. Similarly, Sharma, Shawla and Madaam (2011) in their study found that mostly of the faculty members and students in various discipline use internet services like e-mail, chatting, search engines, remote login, File Transfer Protocol (FTP), Frequently Ask Questions (FAQ) and also found that less number of users use archives, and Listserv. Dilevko and Gottlieb (2002) conducted a web-based survey of undergraduate library users at the University of Toronto. The study found that undergraduate students typically begin assignments and essays using electronic resources, traditional print resources (e.g., books and printed journals) remain crucial components in their research because of their reliability and permanent accessibility. Strouse (2004) also reported that users (especially younger ones) developed a clear preference for receiving information in electronic formats than manual format. Similarly, Liew, Foo, and Chennupati (2000) examine the use and perception of 83 graduate students about the electronic journals. The findings revealed that a majority of graduate students (73%) prefer electronic journals over print journals. Among factors that motivate them to use electronic journals include links to additional resources, searching capability, currency, availability, and ease of access. Furthermore, Sathe, Grady and Giuse (2002) in their study reported that students prefer electronic journals while faculties prefer print

journals. Reason identified for using e-resources is ease of access, ease of printing, and ease of searching are among the most commonly cited reasons for preferring electronic journals.

Smith (2003) investigated use of electronic journals by faculty staff at the University of Georgia. The study found that junior faculties tend to use electronic resources more than senior faculty. Lenares (1999) established some of the factors that influence the use of electronic resources which include convenience, timeliness, and the ability to search text are the most important factors influencing faculty's choice of electronic resources over print materials. The reason for this may be subjected to the benefits that they derived from these services. Daramola (2016) carried out a study on perception and utilization of electronic resources by undergraduate students at Federal University of Technology Library, Akure. The study discovered that undergraduate students mostly use e-journals and bibliographic databases (Science Direct) when they visit the libraries. Ajiboye and Tella (2007) examined the information seeking behaviour of undergraduate students in the University of Botswana. The result of the study revealed that the internet is the most consulted source, followed by students' class notes and handouts. This finding is further confirmed by Valentine (1993) who conducted a similar study and found out that undergraduates looked for the fastest way that would lead to satisfactory results when doing research by going for electronic information sources first. In same vein, Lohar and Roopashree (2006) studied the use of electronic resources and how the electronic resources are improving the academic career of the faculty and the problems that are faced in using the electronic resources. They reported that electronic resources are often use in the libraries and concluded that application of information technology and use of e-resources in the libraries have brought remarkable changes in librarianship and they also highlighted the use of computers and e-resources in library operations/services. Onifade et al (2013) reported in their study that the respondents used more of internet facilities than any other library resources. This represented 65 (20%) of the total responses, followed by textbooks and monograph resources which accounted for 60 (18%) of the total responses; while e-journals and e-books were the next most used resources representing 56 (17.1%) of the total responses. Chikonzo and Aina (2006) conducted a study on the information needs and sources of information used by veterinary students at the University of Zimbabwe. The findings from the study showed that writing assignments and studying for tests or examination were the primary tasks for which they required information and the major sources used to obtain information were books, videos, and lecture notes.

4. Methodology

This study adopted descriptive survey research design. The population of the study consists of all the registered undergraduate students of Kwara State University Library. According to the library register, as at 2016/2017 academic session, the total number of registered undergraduate students in Kwara State University Library was 3,572 out of which 346 were selected using convenience sampling technique. The justification for this selection of sample was based on Israel sample size table, 2003. A self-developed questionnaire tagged "Undergraduate Students' Preference for Web based Services and Conventional Library Services Questionnaire (USPWSCLSQ)" was used to collect data for the study. The questionnaire was divided into seven sections, Section A to G. The instrument was validated using content and construct validity types to determine if the instrument is valid by giving two copies of the questionnaire to two research expert in the Department of Library and Information Science, with a reliability co-efficient $r=0.621$; 0.783 ; 0.633 ; 0.731 ; and 0.582 for section B, C, D, E, F, and G respectively using split-half technique. Three hundred and forty-six copies of the questionnaire were administered to the respondents in the library. Out of 346 copies of the administered questionnaire, 320 copies were retrieved. This gives a response rate of 92.5%. The reason why the researchers had higher response is that respondents were asked to fill the instrument and return it immediately. Data collected was analyzed using frequency count and percentage.

5. Results and Discussion of Findings

Table1: Demographic Information of the Respondents

Gender	Frequency	Percent
Male	181	56.6
Female	139	43.4
Total	320	100.0
Age		
15-20	229	71.6
21-25	43	13.4
26-30	48	15.0
Total	320	100.0
Level of Study		
100	90	28.1
200	91	28.4
300	91	28.4
400	48	15.0
Total	320	100.0

Table 1 shows the bio-data of the respondents. The table revealed that 181 (56.6%) of the respondents were male while female was 139 (43.4%). The table also shows that 229 (71.6%) of the respondents were between the age of 15-20 years, 43 (13.4%) were between the age of 21-25 years and 48 (15.0%) were between the age of 26-30 years. Lastly, the table shows that 90 (28.1%) of the respondents were in 100 level, 91 (28.4%) in 200 level, 91 (28.4%) in 300 level and 48 (15.0%) in 400 level. Based on this finding, the results of this study could not be generalized. In the light of this, future researchers should increase the sample size of the study so as to generalize the findings of this study.

Types of Web-based and conventional library services used in Kwara State University?

Table 2a: Types of Web Based Library Services students in Kwara State University

S/N	Web Based Services	Yes	No
1	Frequently Ask Questions (FAQ)	227 (86.6%)	43 (13.4%)
2	Internet Services	307 (95.9%)	13 (4.1%)
3	E-referencing	272 (85.0%)	48 (15.0%)
4	OPAC	302 (94.4%)	18 (5.6%)
5	Web forms	228 (71.2%)	92 (28.8%)
6	E-Library Portals	135 (42.2%)	185 (57.8%)
7	Online Circulation Transaction	288 (90.0%)	32 (10.0%)
8	Online bibliographic database	152 (47.5%)	168 (52.5%)
9	Online current awareness bulletins	195 (60.9%)	125 (39.1%)
10	Online help and information skill tutorials	135 (42.2%)	185 (57.8%)
11	Electronic article alert service	185 (57.8%)	135 (42.2%)

Table 2a shows the type of web based library services rendered in Kwara State University Library. The table revealed that majority of the respondents 307 (95.9%) attested to the availability of Internet service, 302 (94.4%) to the availability of OPAC, 272 (85.0%) to e-referencing, 288 (90.0%) to online circulation transaction, 228 (971.2%) to web forms, 227 (86.6%) to frequently ask questions (FAQ), 195 (60.9%) to online current awareness bulletins, 185 (57.8%) to electronic article alert service. On the other hand, majority of the respondents attested that online bibliographic database (47.5%) and online help and information skill tutorials (42.2%) are not rendering in their library. This finding is in agreement with the work of Si and Ranaweera (2016) who identify different web-based services that academic library rendered respectively in order to support their parent institutions. The reason why this study reported the same findings may be subjected to the fact that they were conducted in the academic environment.

Table 2b: Types of Conventional Library Services students in Kwara State University

S/N	Conventional Library Services	Yes	No
1	Current Awareness Services	285 (89.1%)	35 (10.9%)
2	Selective Dissemination of Information	225 (70.3%)	95 (29.7%)
3	Referral Services	261 (81.6%)	59 (18.4%)
4	Reprographic Services (Photocopy)	262 (81.9%)	58 (18.1%)
5	Bibliographic Service	226 (70.6%)	94 (29.4%)
6	Indexing Services	258 (80.6%)	62 (19.4%)
7	Charging and Discharging	273 (85.3%)	47 (14.7%)
8	Bulletin board services	91 (28.4%)	229 (71.6%)
9	Abstracting Services	252 (78.8%)	68 (21.2%)
10	Manual Reference Services	308 (96.2%)	12 (3.8%)
11	Library orientation and instruction	288 (90.0%)	32 (10.0%)

Table 2b shows the types of conventional library services rendered in Kwara State University Library. The table revealed that manual reference services (96.2%), Library orientation and instruction (90.0%), charging and discharging (85.3%), current awareness services (89.1%), reprographic services (photocopy) (81.9%), referral services (81.6%), indexing services (80.6%), abstracting services (78.8%), bibliographic service (70.6%) and selective dissemination of information (70.3%) were the majorly rendered conventional library services in Kwara State University Library as attested to by the students. While bulletin board services is the least rendered conventional library services in Kwara State University Library. This finding is in line with the work of Ogunsola (2011) who reported that manual reference service, selective dissemination of information charging and discharging are conventional library services that academic libraries in their study rendered in order to support their parent institutions.

Extent to which undergraduate students use Web-based and conventional library services

Table 3a: Extent to which Undergraduate Student Utilized Web-based Library Services

S/N	Web Based Services	Always	Frequently	Rarely	Never
1	Frequently Ask Questions (FAQ)	133 (41.6%)	187 (58.4%)	-	-
2	Internet Services	186 (58.1%)	91 (28.4%)	43 (13.4%)	-
3	E-referencing	47 (14.7%)	183 (57.2%)	47 (14.7%)	43 (13.4%)
4	OPAC	134 (41.9%)	91 (28.4%)	95 (29.7%)	-
5	Web forms	91 (28.4%)	182 (56.9%)	-	47 (14.7%)
6	Library Portals	143 (44.7%)	44 (13.8%)	86 (26.9%)	47 (14.7%)
7	Online Circulation Transaction	87 (27.2%)	90 (28.1%)	143 (44.7%)	-
8	Online bibliographic database	133 (41.6%)	139 (43.4%)	-	48 (15.0%)
9	Online current awareness bulletins	95 (29.7%)	90 (28.1%)	135 (42.2%)	-
10	Online help and information skill tutorials	90 (28.1%)	48 (15.0%)	47 (14.7%)	135 (42.2%)
11	Electronic article alert service	91 (28.4%)	90 (28.1%)	139 (43.4%)	-

Table 3a shows extent to which undergraduate student utilized web-based services. The table3a revealed that 187 (58.4%) of the respondents frequently used “Frequently Ask Questions (FAQ)”, 186 (58.15) of the respondents always used ‘Internet Service”, 183 (57.2%) of the respondents frequently used “E-referencing, 134 (41.9%) of the respondents used OPAC always, 182 (56.9%) of the respondents used “Web Forms” frequently, 143 (44.7%) of the respondents used “Library Portals” always, 143 (44.7%) of the respondents used “Online Circulation Transaction” rarely, 133 (41.6%) of the respondents used “Online Bibliographic Database” always, 135 (42.2%) of the respondents used “Online Current Awareness Bulletins” rarely, 135 (42.2%) of the respondents never used “Online Help and Information

Skill Tutorials” and 139 (43.4%) of the respondents used “Electronic Article Alert Service” rarely. This finding is in agreement with the work of Sharma, Shawla and Madaam (2011) who found that their respondents mostly use Frequently Ask Question, Internet network search engines, remote login, FTP. However, this finding contradicts the work of Ravichandran, Muruesapandian, Sivakumaren and Gopalakrishnan (2012) who found in their study that their respondents always using e-mail services.

Table 3b: Extent to which Undergraduate Students Utilized Conventional Library Services

S/N	Conventional Library Services	Always	Frequently	Rarely	Never
1	Current Awareness Services	87 (27.2%)	47 (14.7%)	186 (58.1%)	-
2	Selective Dissemination of Information	90 (28.1%)	92 (28.8%)	138 (43.1%)	-
3	Referral Services	92 (28.8%)	185 (57.8%)	-	43 (13.4%)
4	Reprographic Services (Photocopy)	95 (29.7%)	43 (13.4%)	182 (56.9%)	-
5	Bibliographic Service	135 (42.2%)	139 (43.3%)	12 (3.8%)	34 (10.6%)
6	Indexing Services	218 (68.1%)	31 (9.7%)	59 (18.4%)	12 (3.8%)
7	Charging and Discharging	125 (39.1%)	79 (24.7%)	68 (21.2%)	48 (15.0%)
8	Bulletin board services	194 (60.6%)	43 (13.4%)	71 (22.2%)	12 (3.8%)
9	Abstracting Services	136 (42.5%)	138 (43.1%)	35 (10.9%)	11 (3.4%)
10	Manual Reference Services	238 (74.4%)	37 (11.6%)	33 (10.3%)	12 (3.8%)
11	Library orientation and instruction	229 (71.6%)	69 (21.6%)	11 (3.4%)	11 (3.4%)

Table 3b revealed the extent to which undergraduate student utilize conventional library services. The table shows that 186 (58.1%) and 138 (43.1%) of the respondents rarely use “Current Awareness Services” and “Selective Dissemination of Information” respectively. The table 4.3b also shows that 185 (57.8%) of the respondents frequently use “referral Services”, 182 (56.9%) of the respondents rarely use “Reprographic Services (Photocopy)”, 139 (43.3%) of the respondents “Bibliographic Service”. The table also shows that 135 (42.25%), 218 (68.1%), 125 (39.1%), 194 (60.6%), 136 (42.5%), 238 (74.4%) and 229 (71.6%) always use “Bibliographic Service”, “Indexing Services”, “Charging and Discharging”, “Bulletin board services”, “Abstracting Services”, “Manual Reference Services” and Library orientation and instruction” respectively. This finding is in agreement with the work of Sharma, Shawla and Madaam (2011) who found that their respondents mostly use Frequently Ask Question, Internet network search engines, remote login, FTP. However, this finding contradicts the work of Ravichandran, Muruesapandian, Sivakumaren and Gopalakrishnan (2012) who found in their study that their respondents always using e-mail services. The result shows that majority of the respondents are always using bibliographic services, indexing services, charging and discharging, bulletin board services, abstracting services, manual reference services and library orientation and instruction. This finding corroborate the work of Chikonzo and Aina (2006) who found that students in University of Zimbabwe prefer to obtain information through traditional method such as using printed textbooks among others.

Perceived advantages of web-based services over conventional library services?

Table 4: Perceived Advantages of Web-based over Conventional Library Service

S/N	Perceived Advantages	SA	A	D	SD
1	Quick access	205 (64.1%)	69 (21.6%)	46 (14.4%)	-
2	Remote access	100 (31.2%)	185 (57.8%)	23 (7.2%)	12 (3.8%)
3	Wider access	163 (50.9%)	112 (35.0%)	45 (14.1%)	-
4	Multiple use for single sources	124 (38.8%)	185 (57.8%)	-	11 (3.4%)
5	Links to additional information	197 (61.1%)	112 (35.0%)	11 (3.4%)	-
6	Search capability	112 (35.0%)	174 (54.4%)	34 (10.6%)	-
7	24 hour access	152 (47.5%)	112 (35.0%)	23 (7.2%)	33 (10.3%)
8	Saves time of the users	81 (25.3%)	171 (53.4%)	45 (14.1%)	23 (7.2%)
9	Easy to use	191 (59.7%)	106 (33.1%)	-	23 (7.2%)

Table 4 shows the perceived advantages of web-based services over conventional library service. The table revealed that majority of the respondents agreed that multiple use for single sources (96.6%), links

to additional information (96.1%), easy to use (92.8%), search capability (89.4%) remote access (89.0%), wider access (85.9%), quick access (85.7%), 24 hours access (82.5%) and save time of the users (78.7%) are the advantages of web-based services over conventional library service. This finding corroborates the work of Liu (2006) who reported that electronic library services have numerous advantages over traditional library services such as remote access, 24-hour services, and multiple users for a single information material.

Perceived advantages of conventional over web-based library service?

Table 5: Perceived advantages of Conventional over Web-based Library Services

S/N	Perceived Advantages	SA	A	D	SD
1	Physical browsing	103 (32.2%)	183 (57.2%)	34 (10.6%)	-
2	Getting immediate help from "Real" person	146 (45.6%)	151 (47.2%)	-	23 (7.2%)
3	Quiet place for study	215 (67.2%)	83 (25.9%)	22 (6.9%)	-
4	Access to archival and older information	104 (32.5%)	172 (53.8%)	33 (10.3%)	11 (3.4%)

Table 5 shows that majority of the respondents agreed that quiet place for study (93.1%), getting immediate help from "Real" person (92.8%), physical browsing (89.4%), getting more detailed information (89.3%) and access to archival and older information (86.3%). The reason why majority of the respondent identify this advantages is likely to attributed to the fact that traditional library services rendered in the library satisfied their information need better than using web-based library services.

Challenges encountered while using web-based and conventional library services?

Table 6: Challenges encountered while using Web-based and Conventional library Service

S/N	Challenges encountered while using Web-based	Yes	No
1	Visual display problems which resulted too difficult to use	80 (25.0%)	240 (75.0%)
2	Difficulty to ask for instantaneous help from the real librarian	198 (61.9%)	122 (38.1%)
3	Lack of stability of online resources	114 (35.4%)	206 (64.4%)
4	Financial burden on the equipment and internet access were shifted to users	187 (58.4%)	133 (41.6%)
5	Uneasiness with online reading	144 (45.0%)	176 (55.0%)
6	Lack of credibility and quality with the online resources	164 (51.2%)	156 (48.8%)
7	Technical problem with system	95 (29.17%)	225 (70.3%)
S/N	Challenges Encountered while Using Conventional Library Services		
1	Time consuming	167 (52.2%)	153 (47.8%)
2	Inconvenience (e.g. Opening hours; closed during holiday)	116 (36.2%)	204 (63.8%)
3	Annoying patrons and unpleasant staff	241 (75.3%)	79 (24.7%)
4	Availability (e.g. needed items have been checked out or not on the shelf)	173 (54.1%)	147 (45.9%)
5	Short loan period	215 (67.2%)	105 (32.8%)
6	Limited number of items to borrows	184 (57.5%)	136 (42.5%)
7	Overdue fines	183 (57.2%)	137 (42.8%)

Table 6 shows that majority of the respondents agreed that it is difficult to ask for instantaneous help from the real librarian (61.9%) and financial burden on the equipment and internet access were shifted to users (58.4%) are the challenges encountered while using Web-based. On the other hands, annoying patrons and unpleasant staff (75.3%), short loan period (67.2%), limited number of items to borrows (57.5%), overdue fines (57.2%), Availability (e.g. needed items have been checked out or not on the shelf) (54.1%) and time consuming (52.2%) are the challenges encountered while using conventional library services. This finding is in line with the work of Liu (2006) who opined that it is difficult for the users of web-based library services to ask real librarians difficult questions and overdue fines are the major challenges associated to web-based library services conventional library services respectively.

Table 7: Overall question on most preferred services by undergraduate students.

Overall Question	Frequency	Percent
Web based	230	71.9
Conventional library services	90	28.1
Total	320	100.0

Table 7 shows the overall question on the services that student prefer most. The table shows that out of 320 respondents, 230 (71.9%) prefer web-based library services to conventional library services while 90 (28.1%) prefer conventional library services to web-based library services. This means that majority of the respondents prefer web-based library services to convention library services. This finding corroborates the work of Strouse (2004) shows that users (especially younger users) have developed a clear preference for receiving information in electronic formats. The reason for this may attached to the numerous advantages that they perceived that conventional library services have over traditional library services.

6. Conclusions

Based on the findings of this study, it could be concluded that Internet service is available at Kwara State University. In the same vein, it could be concluded that undergraduate students in Kwara State University preferred Frequently Ask Questions (FAQ) to other web based services. Furthermore, it could be concluded that undergraduate students in Kwara State University utilized library orientation and instruction while they rarely use current awareness services. Furthermore, it shows that undergraduate students in Kwara State University Library agreed that multiple use for single sources is the major advantage of web based services over conventional library services, in the same vein, it could be ascertained that these students also preferred quiet place for study as this is the preferred advantage of conventional services over the web based library services. Finally, it could be concluded that undergraduate students agreed that difficult to ask for instantaneous help from the real librarian is the challenge faced while using web based library services. On the other hand, it could be concluded that undergraduate students agreed that annoying patrons and unpleasant staff is the challenge faced while using conventional library services. Cumulatively, the study shows that web based library services are the most preferred services by the undergraduate students in Kwara State University Library

8. Recommendations

Based on the findings of this study, the following recommendations are made:

1. The university authority, library management, TETFUND, NUC and other stakeholders should make provision for the full migration of library services from its manual services to web based, without losing the value of the conventional library services because of the tremendous benefits accrue to it.
2. The university authorities and library management should improve on the existing web based library services and facilities by subscribing to the relevant information resources such as e-data bases etc. and sharing of resources with cooperating university libraries.
3. The university authority and library management should commit more funds to training of library staff web resources management using either in-house consultants or external experts. This could be achieved by sponsoring them to attend conferences, seminars, or workshops.
4. On the issue of credibility of the e-resources, acquisition librarian should try as much as possible to critically evaluate all the information materials acquired into the library. This will give library users the required quality of information materials.

5. Short loan period is one of the challenges that students encountered in the use of traditional library services. In the light of this, library management should extend the loan period. This could be achieved by acquiring more copies of library materials where applicable.

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