

Students Use and Satisfaction with Reprographic Services at Delta State University Library

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Abstract

This study focused on students use and satisfaction with reprographic services at Delta State University Library in Nigerian. Reprographic service is one of the fundamental services rendered in the reprographic units of University Libraries. The research employed descriptive survey research method, questionnaires and observable checklists were the instruments used for data collection. The target population librarians and registered library users of university libraries in Nigeria. The scope of the study was limited to federal, state and private university libraries in Delta state. Discoveries from this study showed that; reprographic services is been carry out in most Nigerian universities libraries. Reprographic service/activities in university libraries in Nigeria are not effective. Library's users do not make use of reprographic services in university libraries in Nigeria frequently because, it is not available or effective. There are challenges that affect reprographic services in university libraries in Nigeria. There are strategies that university libraries in Nigeria can used to improve the state of reprographic services with provision of alternative source of power and improved funding of reprographic as most strategies to curb the challenges encountered by libraries as regard reprographic services. The study recommends that Nigerian universities libraries should continue to carry out reprographic services to continue to satisfy the needs of users. The researchers also recommend that Nigerian University Libraries should enlarge the reprographic service they render for commercial purposes so that they can meet the need of more people in the community where the library is situated.

Keywords: University, Library Services, University Libraries, Reprographic Service, Information Resources.

Introduction

Reprographic service is one of the cardinal functions of the library and this is to make information resources available to library users, particularly when the materials cannot be borrowed out on a long term or when the student desires to have a personal copy of such materials. The main thrust of reprographic service in the library is to make information available to library patrons this is because information is the spin on which the continued existence of any

society relies on (Okiki, 2011). Information is key to the well-being of humanity and stands as the major determinant for decision making. Information is so significant and could be equated to any other economic resources to which an increased investment on information leads to increase in productivity and a catalyst to national development. The library as an information store where different forms of information resources are kept, is seen as a gateway to information in any institution, because it houses information bearing resources in different formats. In this regard, Mohammed (2017) considered libraries as, veritable portals of organized information useful for coping with varieties of information needs, expectations and challenges. Traditionally, libraries are known for housing information in print and non-print format and are used for educational development of individuals in the society.

University libraries are essential component of the university. It is built to satisfy the information needs of students, staff, researchers, and other users in the university's environment. Edom (2013) notes that the university library as a repository of the wisdom of great thinkers of the past and the present. Its collections and services are designed to meet the instructional programme of the institution involved. Rejendran (2005) and Okafor (2011) notes that the primary capacity of a University library is to fill in as an assistant to a parent organization in providing supportive roles in the teaching, learning and research roles of the university. Generally, the university library's objective is to support academic activities in their university community. For libraries to accomplish their objectives, libraries need to stock current materials, especially through the provision of relevant and current information resources in both print and non-print formats.

In spite of the current resources stocked in the libraries, Libraries find it challenging to effectively access and reproduce the accessible resources in the library, due to either complete absence or shortage of reprographic facilities, this calls for great concern (Udochukwu, 2019). Consequently, the importance of effective reprographic facility and the need to stock library with relevant and current information resources cannot be under estimated. In view of the above, university librarians function is to effectively provide services to meet user's information needs. However, for libraries to adequately serve its patrons there is need for librarians to explore other means of providing services and making library materials available to patrons, this can be done through reprographic service. Anyanwu (2008) cited in Udochukwu (2019) lend credence to the above and highlighted the importance of reprography in library services to comprise saving space, helping in the preservation and conservation of library materials, assisting in the reproduction of rare books, of print and archival materials for the purposes of storage and use, supporting inter-library corporation resources and sharing, improving the use of library materials and facilitating the reproduction of exact copies of document.

Reprographic service is one of the fundamental services rendered in the libraries. Arome, Nathaniel & Alfred (2020) posits that reprographic services are services that are rendered in the reprographic units of libraries. Reprographic services has been variously defined by different scholars. Reprographic services according to Sacket, (2002), Anyanwu (2008) and Ashikuzzaman (2018) is the reproduction of graphics through motorized or electrical means such as photography or xerography. They further explained that it is the art of producing single or numerous copies of documents either by photography, cinematography or other means. The

term reprographic was first introduced as "office printing" at the first international congress on reprography held in Cologne, Germany in 1963. Reprography, as explained is a term that is currently utilized instead of photograph copying, printing, record proliferation, or narrative propagation, (Sacket, 2002, Anyanwu 2008 and Ashikuzzaman2018). According to Sambo, Aghojare, and Ahutu (2016)the significant import of reprographic units in libraries is to decrease expense of printing, copying, and other relative administrations delivered in the unit for library clients. Furthermore, other reprographic business focuses inside and outside the scholarly organization such as dispersal of data for a huge scope among libraries and among libraries and their benefactors, proliferation of reports and to avoid mutilation of library assets by clients are some of the reasons for establishment of reprographic services.

Statement of Problem

The study on students use and satisfaction with reprographic services was necessitated by the researcher's observation from his visit to the Delta State University Library and interaction with library patrons particularly the students. Reprographic service is key and vital in dissemination of information to library users within the university community, a functional reprographic unit will no doubt enhance provision of library materials for teaching, learning and research. Over the years reprographic unit of the university library is faced with some challenges, this is evident in the movement of staff and students for reprographic purposes. Consequently, this study seek to examine students use and satisfaction with reprographic services at Delta State University Library Abraka.

Objectives of the Study

The general objective of this study is to appraise the state of reprographic services in university libraries in Nigeria. The specific objectives are to:-

1. find out the state of reprographic services at Delta State University Library
2. determine the effectiveness of reprographic services at Delta State University Library
3. ascertain the extent to which students use reprographic services at Delta State University library
4. find out students satisfaction with Library routine services at the Delta State University Library
5. find out problems associated with reprographic services at Delta State University Library

Research Questions

Based on the general and specific objectives of this study, the following research questions were formulated to guide this study.

1. Does your University Library has reprographic services unit in the Library?
2. How effective is the reprographic services in your University Library
3. To what extent do you make use of reprographic services by students in the University Library?
4. Are you satisfied with library services offered in the University Library?
5. What are the problems associated with reprographic services in the University Library?

Literature Review

Reprographic service is one of the cardinal functions provided to students and staffs in the library this will improve the provision of library materials to library patrons in time of information resources needs. Singh and Garg (2002) defined reprographic services as the production of documents of all kinds by any process using light, heat, or electric radiation-photocopies, micro-copies, blueprints, electro copies, and thermos copies. Reprographic, as explained is a term that is now used in place of photo duplicating, photocopying, duplicating, printing, document reproduction, or documentary reproduction, (Anyanwu, 2008). Reprography serves many roles in libraries and these roles amongst others include dissemination of information on a large scale among libraries and between libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts, extensive republications of information of unique collection of data, out of print books, manuscript, volumes of periodicals and saving of space in the library. Reprographics services are the reproduction of graphics through mechanical or electrical means, such as photography or xerography (Popoola, 2008).

Reprographic services are essential to the realization of the goals of university libraries. Ashikuzzaman (2018) opines that the advantage of reprographic services by university libraries is that, users have easy access to photocopying services and it enables library users to reproduce required information from textbooks and journals. Rotundo and Sackett (2002) identified other benefits of reprographic services in university libraries to include, converting hard copy drawings and originals to secure digital files, creating crisp, clean image on plain bond paper, digital files can be made available in internal works and scanners can compress files to manageable sizes. Reddy (2017) believes that reprographic services are of advantage in the following areas, saves labor in the sense that both users and library staff expends less labour in reproducing a large number of information materials, saves time as it conserves the time that would have been spent by users to copy. Furthermore, it enhances quality service, the accuracy of service, gets rid of monotony, enhances the image of the library, encourages accurate control of the library, saves cost, and reduces burden at work.

According to Eze (2004) reprographics service is a fast and cheap means of recycling information and has become a major activity in the modern library. In other words, a reprographics service is a way of reproducing a copy of information material and making them available for library clients. Eze (2004) further noted that reprographic service helps university libraries to produce a fresh copy of a document, and it is now taking the center stage in library services by making an original document available to the user. Eze (2004) echoes that reprographic services help the university libraries in sharing resources through reprographic services. It is worthy to note that libraries not only provide multiple copies of original documents to their clients, but they can also obtain copies of information resources they need from other libraries through resource sharing and networking. Corroborating this, Anyaoku (2008) adds that reprographic service serves the roles in libraries and these roles amongst others includes dissemination of information on a large scale among libraries and between libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts, extensive republication of information of resources such as books, serials materials and other library

resources. This in addition to reprographic services will enable the library to render quality services to her patrons. Some reprographic services are: for making copies for library users; making copies for addition to the existing library stock; used for inter-library lending; for making copies of library guides for users or instructions to the user; for administrative process correspondence, communication; for preservation purposes; the original copies are preserved while the reproduced copies are made available to users; for security purposes; the original copy of a document is perfectly secured, security reasons while the photocopy is only made available; the original copy is never given out. It minimizes theft, mutilation, and pilfering of books; for publication purposes; as in micro-publishing; for document conservation or restoration purpose; and for acquisition purposes; libraries can photocopy or microfilm books they do not have, (<https://liveprojectstore.com/project-materials/> Challenges in the Provision of Reprographic Services by Federal Polytechnic Nekede, Library FPNO).

In spite of the usefulness of reprographic services in the library, it is still faced with some challenges. This is because offerings reprographic services in the library require using machines which need to be maintained or serviced now and again to enhance their efficiency. However, It has been observed that reprographic services in most Nigerian university libraries are hampered due to the fact that reprographic gadgets are not regularly maintained and when they are sooner or later broken down, then are dumped outdoor the library, the above situation has affected use of reprographic facilities in the library. Accordingly, Udochukwu (2019) found that reprographic services were not fully exploited despite its significance in enhancing the accessibility and availability of information resources, this was due to some factors that may limit the effectiveness of reprographic services such as unskilled staff, erratic power supply and insufficiency of machine spare parts. Igbegher (2009) additionally, itemized a few troubles related to reprographic services in the library which include a lack of spare parts and investment and Know-how, Igbegher sees adequate funding as a catalyst to potent reprographic services in universities libraries and other academic institutions libraries. This is due to the fact that while libraries are underfunded, each activity is at a standstill and it may pose a serious problem, because the library needs money to enable her function properly. When libraries are underfunded, there will be trouble with purchase of library materials and this will impact negatively on the image of the library and users satisfaction with library services consequently, Sriram and Rajev (2014) note that various studies were conducted on user satisfaction of academic libraries, outlining photocopying facilities, printing facilities etc. and note that still there are some lacking in services and facilities provided in the libraries such as Photocopying facilities, Printing facilities, Study desks facilities, Library Catalogue and PC provisions. The above situation will also affect library user's perception.

Rimiru (2017) taken into consideration a few issues associated with reprographic services and noted that with the use of photocopying gadget, copies of reproduced files may also fade with time, price of photocopying files may be an awful lot if a big quantity of copies are worried, simplest selected colours can be copied and photocopy machines can't be used whilst there's no energy supply. In addition, Reddy (2017) opines that, the expensive nature of reprographic machines, forms of equipment smash down any minute, can make human beings lazy and that it

creates fewer jobs for human beings as machines do the process that would were given to people. Reddy views are both on the impact of lack of fund in the library and human resource which are very fundamental in the operation s of the library. Other areas of difficulties burdened are the non-availability of indigenous technical required for retaining machines in running order, restrictions on importation by a few countries, and difficulties in uploading spare components and consumables as foreign producers changeover to a brand new model of the equal form of system thereby making it tough for the ones who have an earlier model of the gadget to preserve them.

Ajay (2012) opines that reprographic machines need ordinary preservation for prolonged lifestyles span and excellent output. Amodeo (1983) states that component of reprography which includes photocopying reduces the life-span of certain books, maps and bound serials because, if they are not well handled they can tear. Ajayi (2012) further highlighted some of the problems facing reprographic services to include inadequate personnel and absence of investment. Notwithstanding, the demanding situations regularly faced in the discharge of reprographic services in libraries, it's role in statistics duplicate and dissemination cannot be overemphasized as information facilities can't do without it. Investment is one of the essential restricting factors to reprographic services in Nigeria. Apart from the value incurred in acquiring reprographic devices, funding that is needed for the overhaul and replacement of the machines and other broken elements are not readily available. The spillover effect on the system is pronounced and protection of reprographic device by means of skilled technical services operators that assist to manipulate the release of contaminants from poorly managed gadget is also not visible.

Methodology

This study elicited data from the respondents (undergraduates of Delta State University, Abraka) on issues relating to students' use and satisfaction with reprographic services at Delta State University Library. The descriptive kind of survey research design was used for the study. A target population of 1,500 respondents which consisted of undergraduates from different Faculties of the Institution was used for the study. From the target population of 1,500 respondents, a sample size of 350 respondents which is 23% of the total population was selected for the investigation by means of accidental sampling technique. The sampled population was determined in line with krejcie and Morgan (1970) recommended population and sample size for research activity. However, out of the 350 copies of the questionnaire administered only 254 copies of the questionnaire were returned and found useful for conducting the study which represent 72% response rate.

The instrument used for eliciting response was questionnaire and which was the sole research instrument that was utilized for conducting the study. The instrument (questionnaire) was designed by the scholar and titled "Students' Use and Satisfaction with Reprographic Services Questionnaire (SUSRSQ)". With the intention of ensuring a high response rate, the copies of the research instrument (questionnaire) were distributed to the respondents personally in the university library. Data generated from the administered questionnaire were analysed by means of descriptive statistical tools. Research question 1 was answered using percentage and frequency counts, while research questions 2 to 5 were answered using mean. The criterion mean

of 2.50 was used with a mean rating of 0.00 to 1.49 (very low), 1.50 to 2.49 (low), 2.50 to 3.49 (high) and 3.50 and above (very high). The analysis was done with the aid of SPSS version 22.

Results

This section of the research addressed the presentation and discussion of the research findings in line with the research questions that were raised in the study. This is presented as follows:

Table 1: Level of Study of the Respondents

Level of Study	Frequency	Percentage (%)
400	77	30.3
300	35	13.8
200	61	24.1
100	80	31.6
Total	253	100

Data in Table 1 revealed that 77(30.3%) of the respondents are 400 level students, 61(24.1%) of the respondents are 200 level students, while 35(13.8%) of the respondents are 300 level students. The researcher concluded that the majority of the respondents that participated in this study are 400 level students than their counterparts in other levels of studies.

Table 2: Gender of Respondents

Gender	Frequency	Percentage (%)
Male	110	43.3
Female	144	56.7
Total	254	100

Data presented in Table 2 shows that 110 respondents representing 43.3% are males, while 144 respondents representing 56.7% are females. The conclusion was reached that majority of the respondents that participated in this study are females.

Table 3: Age Range of the Respondents

Age Range	Frequency	Percentage (%)
15-20 Years	114	44.9
21-25 Years	112	44.1
26 Years and above	28	11
Total	254	100

Table 3 revealed information on the age range of the respondents. it was revealed in the Table that 114(44.9%) respondents are within the age range of 15-20 years, 122(44.1%) respondents are within the age range of 21-25 years, while 28(11%) respondents are within the age range of

26 years and above. The conclusion was reached majority of the respondents that participated in this study are within the age range of 15-20 years.

Table 4: Availability of Reprographic Services

Item	Responses			
	Agree		Disagree	
	Freq.	%	Freq.	%
Delta State University Library has reprographic service unit	163	64.2	91	35.8

Data in Table 4 shows the availability of reprographic services in Delta State University Library. It was revealed that majority of the respondents (163, 64.2%) agreed that reprographic service is available in Delta State University, Library.

Table 5: Extent of Effectiveness of Reprographic Services

Extent of Effectiveness	Responses				\bar{x}	Remark
	Very High	High	Moderate	Low		
Reprographic service is very effective in the university library	27	62	71	92	2.10	Low
Aggregate Mean					2.10	
Criterion mean					2.50	

Table 5 revealed the extent of effectiveness of reprographic services in Delta State University library. It was revealed in the Table that the aggregate mean of 2.10 is lower than the criterion mean of 2.50. Therefore, the conclusion was reached that the extent of effectiveness of reprographic services in Delta State University Library is low.

Table 6: Extent of Use of Reprographic Services by Students

Extent of Effectiveness	Responses				\bar{x}	Remark
	Very High	High	Moderate	Low		
To what extent do you use reprographic services in the university library	13	39	81	121	1.78	Low
Aggregate Mean					1.78	
Criterion mean					2.50	

Data presented in Table 6 showed that the aggregate mean of 1.78 is lower than the criterion mean of 2.50 which implies that the extent of use of reprographic services by student is low. The conclusion was reached that to a low extent the students use reprographic services

Table 7: Extent of Satisfaction with Reprographic Services offered in the University Library

Extent of Satisfaction	Responses				\bar{x}	Remark
	Very High	High	Moderate	Low		
Very Satisfied	40	35	98	81	2.13	Low
Somewhat satisfied	41	41	83	82	2.11	Low
Neither satisfied nor dissatisfied	34	42	90	81	2.06	Low
Somewhat dissatisfied	50	101	41	62	2.55	High
Very dissatisfied	48	101	41	64	2.52	High
Aggregate Mean					2.27	
Criterion mean					2.50	

The extent of satisfaction with reprographic services offered in the university library is shown in Table 7. It was revealed that the aggregate mean of 2.27 is lower than the criterion mean of 2.50 which indicates that the extent of satisfaction with reprographic services offered in the university library is low. Therefore, it was concluded that to a low extent the students are satisfaction with reprographic services that are offered in the university library.

Table 8: Problems Associated with Reprographic Services

Extent of Satisfaction	Responses				\bar{x}	Remark
	Strongly Agree	Agree	Disagree	Strongly Disagree		
Irregular electricity supply	101	97	14	42	3.12	Agree
Insufficient equipment	83	104	27	40	2.96	Agree
Moribund equipment	84	107	30	33	2.96	Agree
Awareness of information about reprographic service	91	92	27	44	2.97	Agree
Aggregate Mean					3.00	
Criterion mean					2.50	

Data in Table 8 reveals information on the problems associated with reprographic services. It was revealed in the Table that the aggregate mean of 3.00 is higher than the criterion mean of 2.50 which implies that majority of the respondents agreed that several problems inhibit the use of reprographic services in Delta State University Library. It was therefore concluded that: irregular electricity power supply (\bar{x} =3.12), insufficient equipment (\bar{x} =2.96), moribund equipment (\bar{x} =2.96), and students' awareness of information about reprographic services (\bar{x} =2.97), are the problems associated with the use of reprographic services in Delta State University Library.

Discussion of Finding

Extent of Effectiveness of Reprographic Services

The present study found that effectiveness of reprographic services in Delta State University library is low. It was revealed in the Table 5 that the aggregate mean of 2.10 is lower than the criterion mean of 2.50. Therefore, the conclusion was reached that the extent of effectiveness of reprographic services in Delta State University Library is low. This finding is in agreement with Udochukwu (2019) Results which revealed that reprographic services are not effective due to some factors that may limit the effectiveness of reprographic services such as unskilled staff, erratic power supply and scarcity of machine spare parts.

Extent of Use of Reprographic Services by Student

Data presented in Table 6 showed that the aggregate mean of 1.78 is lower than the criterion mean of 2.50 which implies that the extent of use of reprographic services by student is low. The conclusion was reached that to a low extent the students use reprographic services. The above findings agree with Udochukwu (2019) which found that reprographic services were not fully exploited regardless of its importance in enhancing the accessibility and availability of information resources in the library.

Extent of Satisfaction with Reprographic Services offered in the University Library

The extent of satisfaction with reprographic services offered in the university library is shown in Table 7. It was revealed that the aggregate mean of 2.27 is lower than the criterion mean of 2.50 which indicates that the extent of satisfaction with reprographic services offered in the university library is low. Therefore, it was concluded that to a low extent the students are satisfaction with reprographic services that are offered in the university library. The above findings agree with Sriram and Rajev (2014) who reported in their studies conducted on user satisfaction of academic libraries and reported that there are some lacking in services and facilities provided in the libraries such as Photocopying facilities, Printing facilities, Study desks facilities, Library Catalogue and PC provisions which can affect user satisfaction.

Problems Associated with Reprographic Services

Data in Table 8 reveals information on the problems associated with reprographic services. It was revealed in the Table that the aggregate mean of 3.00 is higher than the criterion mean of 2.50 which implies that majority of the respondents agreed that several problems inhibit the use of reprographic services in Delta State University Library. It was therefore concluded that: irregular electricity power supply (\bar{x} =3.12), insufficient equipment (\bar{x} =2.96), moribund equipment (\bar{x} =2.96), and students' awareness of information about reprographic services (\bar{x} =2.97), are the problems associated with the use of reprographic services in Delta State University Library. The above findings also agree with Igbeher (2009) and Udochukwu (2019) who listed a few troubles related to reprographic services in the library which include a lack of spare parts and investment and Know-how, However, adequate funding as a catalyst to potent reprographic services in universities libraries and other academic institutions libraries. This is due to the fact that while libraries are underfunded, each activity is at a standstill and it may pose a serious problem, because the library needs money to enable her function properly. When libraries are underfunded, there will be trouble with purchase of library materials and this will impact

negatively on the image of the library .This was owned to some factors that may limit the effectiveness of reprographic services such as unskilled staff, erratic power supply and scarcity of machine spare parts.

Conclusion

This study focused on students use and satisfaction with reprographic services at Delta State University Library, Abraka. Reprographic services are very vital in Libraries, particularly academic libraries that provides information resources (books and non-book) materials that support teaching, learning and research. In view of the very important role of the library and its place in the advancement of education, the importance of reprographic services in academic library cannot be under estimated. Consequently, the study found that reprographic service is available at the Delta State University, Library. But that the extent of effectiveness of reprographic services at Delta State University Library is low and that student's use of reprographic services is also very low. To a low extent, students are satisfied with reprographic services offered at the Delta State University library. The study established that irregular electricity power supply, insufficient equipment, moribund equipment, and students' awareness of information about reprographic services, are the problems associated with the use of reprographic services in Delta State University Library.

Recommendations

Based on the findings from the study, the following recommendations are made:

1. That since reprographic services is not effective in the University library, Delta State University should improve on reprographic services by providing reprographic facilities that will make it more effective.
2. Since the use of reprographic facilities by students is low, librarians should encourage students to make good use of reprographic facilities by making reprographic facilities more effective in the library.
3. Since students are not satisfied with reprographic services in the university library, should improve on reprographic services.
4. Finally, University Library should address issues such as insufficient equipment, moribund equipment that constitute limitations to providing reprographic services at the University Library.

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