Abstract

The role of university libraries in the attainment of mission and vision of their parent institution can never be over emphasised. This has motivated the researchers to design a prototype for Expectancy Disconfirmation Theory (EDT) using the five dimensions of the SERVQUAL instrument to assess users’ satisfaction with library services quality. The methodology used was descriptive survey, 722 postgraduate students participated in the survey while only 50 library users were tested during the usability evaluation exercise. Data was analysed with frequency counts, percentage checklist, charts using SEM, SPSS and STATA. The study discussed the Actor and use case, obtained a domain to fast track the empirical usability testing process. It was statistically proven that the usability of library electronic resources had negative relationship with users’ satisfaction and service quality had a positive influence on the level of library users’ satisfaction with electronic resources in federal university libraries in Nigeria and users’ preferred channel of communication was text message (SMS). The study discussed the procedures involved in designing the disconfirmation software and concluded by encouraging libraries to adopt the prototype for measuring library services quality for effective service delivery. The paper recommended that libraries should improve on the quality of services delivered to their respective users through provision of effective security measures, regular evaluation of library resources and users’ satisfaction, subscription to subject based resources, reviewing of library policies and regular sensitization of the users community through SMS.