Library Resources Utilization in Nigerian Polytechnics

Hamisu Manu Ibrahim

Library department

Federal Polytechnic Bali, Taraba State Nigeria.

Abstract: **This research work was carried out to assess the utilization of library information resources by some selected Nigerian Polytechnics in North-East Zone of Nigeria. The achievement of any library depends on its resources and the utilization of the resources. The specific objectives of the study were identify library information resources in the Polytechnic libraries, determine the capacities of each library in the sample polytechnics, identify if these information resources are fully utilized, identify factors contributing to the level of utilization, and suggested ways to improve library resources utilization by the stakeholders. Four research questions guided this study. A descriptive survey research design was used for the study. The population of this study comprises of Academic Staff and Students of the Polytechnic Libraries in North-East-Zone of Nigeria. Questionnaire was used as the instrument for data collection. A total of four hundred and fifty (450) copies of questionnaire were administered, 75 copies for each. Out of this population 50 was drawn from each polytechnic to serve as representative sample and three hundred (300) copies were retrieved from the respondents. The data gathered through the questionnaire were analysed through the use of frequency count and simple percentage. Findings shows that the respondents agreed to the convenience of all the listed information resources in the questionnaire. Majority of the respondents used the library information resources for the purpose of obtaining general information, for examination, for assignment and for research. The findings also exposed that majority of the respondents use the library information resources daily, while textbooks were found to be the most utilized library resources by the respondents. As revealed in the findings, only few respondents indicated that they were having challenges in their utilization of library information resources. Some recommendations were made to enhance better use of the library information resources in the some selected polytechnics in the North-East Zone of Nigeria.**

Keywords: **Library, resources, library information resources, utilization information resources.**

I.   INTRODUCTION

The library is a repository of knowledge and a dynamic social institution, an indispensable resources centre for reliable information and meant to preserve the recorded knowledge of Man for use. A resource is defined by Collins English Dictionary (2003) as the total means available for economic, political and educational development, such as Mineral, labour force and armaments. It is something that is available and can Be used for support or help. This includes human and materials items available in an environment or in an organization. Library resources are made up of these two components – human and materials. However, for the purpose of the present study, library resources refer to information materials available for Users' educational and research needs.

Popoola and Haliso (2009:65) defined library resources as "those information bearing materials that are both in print and in Electronic format." Similarly, Oyewusi and Oyeboade (2009:46) defined library resources as "collections of texts and bibliographic information sources and information technology such as those that support browsing and authoring and communication like computer and the internet.

Meadow and Yuan as cited in Popoola (2008) noted that library resources are the message that changes the Recipient's knowledge base. Through the utilization of these resources, users acquire new knowledge as well as expand the existing ones.

The library resources and services available in academic libraries are, therefore, expected to be able to support teaching, learning, research and the publication needs of all the Staff, Students and the communities of users in any polytechnics library in the North-East Zone of Nigeria. Through the interplay of library resources and services, academic staff will obtain the necessary information for their research and publication output.

Popoola and Haliso (2009) have noted the need for all academic staff to use the library in order to be efficient in teaching and to improve their publication output. In Nigerian, polytechnics like other academic institutions are provided with libraries to ensure regular and adequate supply of information resources and services. The functions of such libraries would be among others to acquire and organize library resources in retrievable formats and create suitable learning environment in which staff and students are provided with varieties of such library resources and services for learning and research. Uhegbu (2007) defined utilization as the actual putting into appropriate use of acquired information. He was of the view that library resources utilization differs from person to person and from one corporate organization to another in accordance with their information needs and other socio-economic imperatives. Need, therefore, is a critical factor in the utilization of library resources. In another development, Shokeen and Kauslik (2002) defined utilization of library resources as taking advantage of the resources available in the library by a user for learning and research purposes. The above definitions of utilization point to the fact that library resources fulfil their roles and Contribute for solving the problems facing both polytechnic staff, students and the researchers to easily access of needed information resources through visitation and utilization. Furthermore, Yacob, (2007), said utilization is defined as accessing information from library resources and putting it into practical use in order to cause a change in the user or in the community. Through utilization, library users benefit themselves of the information in the library resources and put it into other purposes. The key function of polytechnic libraries in North-East Zone of Nigeria is the development of both staff and students through teaching, learning and research. This function is carried out at the different levels of libraries institutions in Nigeria which Includes universities, polytechnics and colleges of education. To ensure specialization and efficiency in staff and students development,

A closer examination of the above functions shows that the main themes of polytechnic libraries in the North-East are meant to be development of both staff and students-oriented, whether in respect of the society or the individual and whether in physical or psychological dimensions

Today's library is a warehouse where information is stored, generated and transferred to fulfil the users need. For the optimum use of this library its users should also have knowledge to access its resources to their full benefit making every search effective.

The primary purpose of polytechnic libraries is to support teaching, learning and research in ways consistent with, and supportive of the institution's mission and goals. In addition, library resources and services should be sufficient in quality, depth, diversity and currency to support the institution curriculum. As a result of this, polytechnic libraries are often considered as the most important resource centre of an academic institution.

The inability to easily identify the specific use of a library's services because of the new technologies, and the difficulty to access information resources can all contribute to user dissatisfaction among polytechnics library users. Ervin (2014) asserted that anything that a library does is directed toward effective and satisfactory services to it clienteles and this run the entire gamut of library activities. The philosophy of librarian is based on the concept of services, and these librarians continue to struggle to collect and organize printed and other forms of recorded knowledge in order to satisfy both present and future users.

However, the study provides literature on user utilization of library services. Each year new students enter the learning environment with different needs, expectations and information gathering skills. It has been observed in the statement of problem to this research effort that seventy percent of staff and students of polytechnics in north east, do not visit libraries regularly to enable them utilize library information resources and services.   There are other clearly factors, may be the discouragement came either from the appropriate setting of the library, proper orientation, end of service providers, users or due to environmental issues, which serve as limitations to utilization of library information resources and services by the staff and students of polytechnics in northeast, Nigeria. Omotosho and Okiki (2012) agreed that inadequate funding is the major challenge faced by the library staff in the provision of effective library services to users. The effect of this is that the library users including senior administrative staff are not likely to be attracted to access library resources and services.

Many users are not aware of the various services being offered by libraries and the comfort and convenience associated with such services. To address the problem of lack of adequate awareness of library services, Tella and Ojo (2012) observed that one of the goals of library and information centres is to satisfy their users. In order to achieve this aim, library and information centres need to know what the needs of their users are, and how best to meet those needs.

Khan (2011) observed that lack of user training, trained staff and lack of maintenance are the major reasons that would discourage users from accessing the CD-ROM database services.

Mirtz (2010) and Ojedokun (2000) both quoted in Bhatti & Jumani (2012), identified the problems faced by the libraries and their patrons and which needed to be addressed as inadequate funding; inadequate staffing; insufficient communication between various departments and librarians; users' lack of information literacy skills; inadequate copies of library materials for users; and lack of enabling infrastructure including IT infrastructure; insufficient information resources; insufficient OPAC and Internet terminals; outdated materials; mutilated books and long service queues; missing books, unreliable photocopying services and unfriendly security personnel.

Observing the challenges from the user's perspective, Okello-Obura & Ikoja-Odongo (2010) on their own noted that attitudes towards e-resources access is a constraint and believed this could be attributed to problems faced when accessing e-resources. Agaba, Kigongo-Bukenya and Nyumba (2008) noted inadequacy of facilities for use by users, research library inability to stay connected to the Internet in this ICT age, poor computer communication systems and poor bandwidth leading to poor utilization of these resources were some of the constraints to library information resources and services utilization. Gwang (2011) identified challenges associated with the provision of library and information services to Nigerians in the 21st Century, which included the nature of professional practice described as passive, reactive, and assertive. This research work was carried out to assess the utilization of library information resources by some selected Nigerian Polytechnics in North-East Zone of Nigeria. The achievement of any library depends on its resources and the utilization of the resources. The specific objectives of the study were identify library information resources in the Polytechnic libraries, determine the capacities of each library in the sample polytechnics, identify if these information resources are fully utilized, identify factors contributing to the level of utilization, and suggested ways to improve library resources utilization by the stakeholders

II. METHODOLOGY

The research design were adopted for this study was descriptive survey. The survey was seek to collect data in order to answer questions about current status of the subject or topic. Popoola and Haliso (2009) described as information bearing materials that are in both printed and electronic formats. It has a reliability coefficient of 0.83 using Cronbach-Alpha method. Section 'C' deals with library information services utilization by the respondents which are items that Popoola and Haliso (2009) described as activities that libraries and their personnel render to meet the information needs of their users. Uzoagulu (2011) noted that in descriptive research, data are usually collected, organized, analysed and then described as they exist in their natural setting without interference. This design is considered appropriate for this study because the study seek to investigate the actual situation for the Assessment of the library resources and utilization in Polytechnic libraries in Nigeria.

Study Area

The study area is the North-East of Nigeria. Study locations are some selected Polytechnic Libraries in the geopolitical zones. These include Abubakar Tatari Ali Polytechnic, Bauchi, Adamawa State Polytechnic, Yola, Federal Polytechnic, Bauchi, Ramat Polytechnic, Maiduguri, Borno State, Federal polytechnic, Mubi, and Federal polytechnic, Bali, Taraba State. A total of 6 polytechnics will form the basis of the work in the states of the zone.

Map of the study area

Method of Data Collection

Research Questionnaire

As mentioned, a researcher made questionnaire was used to collect data for the purpose of this study. The questionnaire was divided into three sections. The first section comprised some basic questions regarding the background of the researcher such as gender and qualification, working experience. The second section was consist of closed ended questions where the respondents were choose from multiple choice options listed under such questions as responses for

the questions asked. The third section was consist a list of open ended questions where the respondents provided independent responses to these questions in writing.

Administration of questionnaires: A total number of 75 questionnaires was administered in each of the 6 study locations. This allowed the researcher to retrieve adequate questionnaires for subsequent analyses which is targeted at 50. In case where more than 50 questionnaires are collected, still 50 was randomly selected for consideration and analyses.

Thus, a total of 450 questionnaires was administered but only 300 questionnaires was used in the study.

Method of Data Presentation and Analyses

The data collected was tallied from the raw questionnaires, organized and computed to percentages. These were tabulated and some data was presented in simple bar chart, selection of appropriate graphical presentation among the two (Table and bar chart) were depended on convenience.

The statistical method intended to interpret the organized and presented data was descriptive.

III. RESULTS AND DISCUSSION

Table 1 Shows Gender of Respondents

Gender	Frequency	Percentage (%)
Male	197	65.7%
Female	103	34.3%
Total	**300**	**100**

Table 1 revealed the number of respondents according to gender. The analysis shows that the male respondents were more than the female respondents, having 197 (65.7%) while the female respondents has 103 (34.3%). This finding therefore shows that the male undergraduate library users are more than their female counterparts.

Table 2 Shows Educational Qualification

Educational qualification	Frequency	Percentage (%)
O level/Certificate	81	27
Diploma	46	15.3
N.C.E	27	9
H.N.D	24	8
Degree	67	22.3
Masters	40	13.4
P.H.D	15	5
Total	**300**	**100**

Table 2 has revealed that 81 (27%) of the respondents have O level/certificates. This group of respondents were the highest Degree who accounted for 67 (22.3%) of the total respondents. Others with Diploma were 41 (15.3%) and those who indicated P. H. D were 15 (5%). The implication of these findings is that majority of the library users are highly educated which have influence on their information needs and use of the library due to the level of their educational qualification obtained as NCE,OND/HND and Degree indicated to be 164 (54.7%).

Table 3 shows the availability of information resources

Resources available	Frequency	Percentage (%)
Books	79	26.3
Newspapers	41	13.7
Pamphlets	2	0.7
Encyclopaedias	33	11
Dictionaries	29	9.7
Illustrated books	4	1.3
Comics	0	0
Tapes	2	0.7
Radio	3	1
Television	4	1.3

Video/audio cassettes	4	1.3
CDS	7	2.3
Journals	25	8.3
CD-ROMS	11	3.7
Government Publication	7	2.3
Microfilms	2	0.7
Graphic materials	3	1
Sound recording	0	0
Motion pictures	2	0.7
Maps, atlas globes	6	2
E- resources	23	7.7
E- journals	13	4.3
Others	0	0
Total	**300**	**100**

The information resources common among the six sampled polytechnic libraries are textual resources such as books, newspapers, journals, encyclopaedia and dictionaries. Table 3.3 revealed that 80 (26.7%) of the library users were of the opinion that books were available in their libraries. As for journals, 41 (13.7%) were also available as indicated in the Table. Respondents who indicated dictionaries as resources available in their polytechnic libraries were 89 (61.4%). Dictionaries 29 (9.7%) and respondents indicates for journals were 25 (8.3%). The high response on the availability of information resources are books, newspapers and dictionaries.

The implication of the finding is that users who do not make use of the information resources cannot improve in reading skills while those who read books, newspapers and dictionaries would improve in reading skills and this would help them well equip and representable.

The availability of graphics, radio and television were low and indicated to be 3(1%), 3(1%) and 4 (1.3%) respectively. The implication is that the low availability of such resources keeps patrons unaware to know the sources of information in other to satisfy. And it will discourage the user to be utilizing the library information resources.

Table 4 shows the relevancy of needed information resources

Relevant information needs	Frequency	Percentage (%)
Yes	164	54.7
Partially	64	21.3
No	72	24
Total	**300**	**100**

Table 4 revealed the number of respondents according to the relevancy of information needs provided to them. The findings shows that the highest respondents indicated the needed information resources were more relevance than the one are not. Which is the Yes respondents, having 164 (54.7%) while the No respondents has 72 (24%). And the partially responded were 64 (21.3%) This finding therefore shows that the needed information resources provided by the library to their patrons are very relevance to their information needs.

Table 5 shows the users satisfactions of information resources

Users satisfaction with information resources in library	Frequency	Percentage (%)
Yes	159	53.0
Partially	67	22.3
No	74	24.7
Total	**300**	**100**

Table 5 shows the satisfaction of information resources to users by the respondents. The findings shows that the highest respondents indicated users are satisfied with the information resources provided to them. Which is the Yes respondents, having 159 (53 %) while the No respondents has 74 (22.3%). And the partially responded were 67 (24.7%) This finding therefore shows that the information resources provided by the library to their patrons are gratified.

Table 6 shows the availability of information services

Services rendered by library	Frequency	Percentage (%)
Exhibition and display	89	29.7
Current awareness services	41	13.6
Selective disseminating of info.	11	3.7
Internet services	19	6.3
Lending services	60	20
Reference services	51	17
Inter-library lending	12	4
Reservation services	9	3
Government publications	6	2
Other	2	0.7
Total	**300**	**100**

Table 6 revealed that 89 (29.7%) of the library users enjoyed exhibition and display services, lending services with response rate of 60(20.0%), reference services was 51(17.0%) indicating that the library users offer these services. Current awareness services 41 (13.7%). The Inter-library lending and Government publication could be attributed to the fact that they were considered to be of less importance or of less significance in the Polytechnic libraries. The implication of this is that only Academic Staff and Students of the Polytechnic who make use of the library enjoy and benefit from the services available in their libraries and information services still remain important services in the society and the polytechnic library serves as a place of solace in the lives of Academic Staff and Students of the Polytechnic.

Table 7 shows the utilization of information resources

Purpose of utilizing information resources and services in the library	Frequency	Percentage (%)
Research	38	12.7
Lecture note	68	22.7
Assignment	89	29.6
Examination	96	32
Recreation	5	1.7
Other	4	1.3
Total	**300**	**100**

Table 7 indicated that most of the users are using the library information resources and services for the purpose of Examination which has 96 (32%), while the Assignment respondents indicated by 89 (29.6%), and users who used the information resources for Research respondents indicate were 38 (12.7%), for lecture note respondents were 68 (22.7%). Recreation and other are the less reason by the patrons to visit or used the polytechnic library revealed by the respondents. This finding therefore shows that the purpose of utilizing information resource and service in the polytechnic library is for Examination and the implication is that lecturers are not committed them self to be visiting or using the library information resources for research or even advising students to be always using them for research and other academic activities.

Table 8 shows the extend utilization of information resources and services by the users

Use of library/user education	Frequency	Percentage (%)
Yes	182	60.7
Partially	49	16.3
No	69	23.0
Total	**300**	**100**

Table 8 revealed the number of respondent indicates extend of utilizing information resources and services provided to them. The findings shows that the highest respondents indicated are gratified than the one are not. Which is the Yes respondents, having 182 (60.7%) while the No respondents has 69 (23%). And the partially responded were 49 (16.3%) This finding therefore shows that users are okay with the information resources and services provided to them by the polytechnic libraries.

Table 9 shows the extend of resources utilization by the users

Extend of information Resources utilization by the users	Frequency	Percentage (%)
Daily	97	32.3
Weekly	53	17.7
Monthly	26	8.7
Occasionally	81	27
Not at all	43	14.3
Total	**300**	**100**

Table 9 indicated that most of the users are using the library information resources Daily which has 97 (32.3%), while the weekly respondents indicated by 53 (17.7%), and users who used the information resources on occasionally respondents indicate were 81 (27%), for monthly respondents were 26 (8.7%). And Not at all rate was 43 (14.3). Not at all and monthly are the less reason by the patrons to visit or used the polytechnic library revealed by the respondents. This finding therefore shows that most of the patrons visited and utilized information resources occasionally. the implication is that lecturers are not committed them self to be visiting or using the library information resources. Like students do.

Table 10 shows the information resources utilized frequently by the users

Information resources utilized frequently by the users	Frequency	Percentage (%)
Books	78	26
Newspapers	32	10.7
Pamphlets	8	2.7
Encyclopaedias	29	9.6
Dictionaries	19	6.3
Illustrated books	2	0.7
Comics	-	0
Tapes	-	0
Radio	4	1.3
Television	6	2
Video/audio cassettes	4	1.3
CDS	8	2.7
Journals	28	9.3
CD-ROMS	9	3
Government Publication	12	4
Microfilms	4	1.3
Graphic materials	7	2.4
Sound recording	6	2
Motion pictures	8	2.7
Maps, atlas globes	11	3.7
E- resources	25	8.3
Total	**300**	**100**

Data collected from respondents' revealed that books were the most utilized information resources by 78 (26%). This is because books were among resources that were specified to be among user's library resources and are to be made available in all libraries. The use of newspapers was indicated by 32 (10.6%) and users who use the Encyclopaedias were 29 (9.6%). Other information resources were less utilized by most of the library users even where they were available as indicated in Table 3.11. The implication of this finding is that despite the availability of some of the information resources in the libraries it indicate that information resources were made available to library users but some resources were less utilized. This findings shows that majority of the resources were relevant to the library users and as well it is evident that Students do not even benefit themselves for the use of the library as expected which can cause majority of them to remain the same as the came into the polytechnic even after their through with the program. As for academic staff the utilization information resources can make them better individuals in other to impact the appropriate knowledge to their students. The utilization of information resources could be an effective tool to ensure the restoration of both academic staff and students into new creativities to their discipline.

Table 11 shows the users satisfactions with utilization of information resources and services by the library

Satisfied with utilization information resources and services in library	Frequency	Percentage
Yes	189	63.0
Partially	30	10.0
No	81	27.0
Total	**300**	**100**

Table 11 revealed the number of respondents according to the user's satisfaction with the utilization of information resources provided to them. The findings shows that the highest respondents indicated the users' utilization of information resources were satisfied than the one are not. Which is the Yes respondents, having189 (63 %) while the No respondents has 81 (27%). And the partially responded were 30 (10%) This finding therefore shows that users are fully utilized and satisfied with the information resources and services provided by the polytechnic libraries.

Table 12 shows the problems associated with the utilization of information resources by the users

Problems associated with utilization of information resources	Frequency	Percentage
Lack of adequate and relevant information resources	11	3.7
Lack of relevant retrieval devices to access information	6	2
lack of current awareness services CAS	12	4
Lack of selective disseminating of information resources SDI	19	6.3
Poor attitude of library staff to users	24	8
Lack of relevant e-resources in your discipline	72	24
Erratic of power supply	101	33.7
Lack of training and support of staff and users	8	2.7
Inability to access the available electronic database	32	10.7
Technological constraints	11	3.7
Other	4	1.3
Total	**300**	**100**

IV. CONCLUSION AND RECOMMENDATION

Conclusion

Library information resources are vital ingredients in polytechnics library its functions cannot be over highlighted when it is fully utilized this study has provided data on the utilization and ways to enhance the utilization of the polytechnic libraries.

The major findings of the study are:

• The male respondent are more than the female respondents.

• More relevant, adequate and up-to date information resources and e-resources should be made available to the library users at all times to utilize and satisfy their information needs.

• Majority of the respondents agreed that books, journals, handbook, newspapers and magazines, reports, atlases/maps, dictionary, abstract/indexes, and encyclopaedia are utilized in the polytechnics library, and create more awareness of other information resources, retrieval devices and e-resources.

• Majority of the respondents agree that their use the library information resources for the purpose of obtaining general information for examination for assignment and for research while those that indicated that they use it on lectures note, recreation and other recorded the lowest response rate.

• Majority of the respondents agree that the polytechnics management and library management should improve the bandwidth and enhances the internet connectivity so as to enable the users has easy access to online e-resources.

• The most utilized library information resources by respondents are Text Books. But they are facing challenges on e-resources, e-database, etc. in the utilization of information resources in the polytechnic libraries in north- east zone of Nigeria.

The following findings of this study the following recommendations were made to enhance better use of the library information resources in some selected polytechnics Library in the north-east zone of Nigeria.

• Male users utilized library information resources and services most than female.

• It revealed that appropriate users education was not given to the users and the most retrieval device that can facilitates access to information resources were the shelf list and library catalogue. Furthermore: patrons needs more awareness of other information retrieval tools like OPAC, Indexes etc. and information resources such as e-resource, etc. by the library.

• It shows the needed information resources are very relevant provided by the library to their patrons. Most clientele utilized for the purpose of examinations. But the extent of utilizing information resources and services in the polytechnic libraries was on daily basis.

• It also revealed some of the challenges impeding the use of library information resources and services: such as e-resources, relevant e-resources in their discipline, regular of power supply, internet connectivity, and unrestricted technology.

• Finally, it shows that users are utilized and satisfied with the information resources and services provided by the polytechnic libraries in some selected polytechnics in the north-east zone of Nigeria.

Recommendation

The following recommendation were made base on the findings of the study the researcher recommends that:

• Female users should be encouraged to use the library information resources and services like their Male counterpart.

• Library administration/staff should be giving appropriate users education and create more awareness of other information retrieval tools like OPAC, Indexes etc. and information resources such as e-resource, etc. it will help the users to utilize more information resources and services that library has.

• Academic Staff and Students should try to benefit themselves for the use these relevant information resources and services as expected. Most especially for academic staff: should visit/utilize library information resources and services regularly, it can make them better individuals in other to impact the appropriate knowledge to their students.

• Efforts should be made by the polytechnics administrators and library management to improve the bandwidth and enhances the internet connectivity so as to enable the users has easy access to online e-resources.

• Creating awareness of the existed and current available E-resources should be increased to the library users. Also train a personnel to assist the staff and students in the use of information resources/E-resources in the polytechnic libraries and the institutions at large.

REFERENCES

[1] Abaga, Kingo-Bukenya and Nyumba (2008). Utilisation of Electronic Information Resources by Academic Staff at Mekerere *University of DaresSalaam Library Journal* 164.6:1.

[2] Adeyoyin, S.O (2005), Information and Communication Technology Act, Among the Staff of Nigerian University Libraries. Library Review. 54.4. 257-266.

[3] Borgman, (2000), Utilization Express the ease of Use of E-resources through ICTs. p. 37-40.

[4] Chinasa and Opera, (2018), Availability and Utilization of Information Resources and Services in the Specials South-East Nigeria. Internal Journals of Library and Information Sciences Studies vol. 4, no3.3, pp. 12-25.

[5] Collins English Dictionary (2003). Define library

[6] Cynthia, NG. (2018), The Availability and Utilization of Information Resources by Students of Akawe Torkula College of Advance and Professional Students (ATCAPS). 10SR Journals of Research and Methods in Education (10SR-JRME) VOL. 8 issues 6 ver. V. (NOV-DEC. 2018), PP. 06-12.

[7] Edef, A.O (2013), Accessibility and Utilization of Electronics Resources for Research and its Effect on Productivity of Academic Staff in Selected Nigerian University Between 2005-2012.

[8] Ellis and Oldman (2005), citet in Gakibayo, I. O and Okera (2013) The Utilization of Electronic Information Resources with Action Research, International Journal of Library and Information Science 10(1), 10-16.

[9] Ervin, Ezeala, L. O. & Yusuff, E. O. (2014). User satisfaction with library resources and services in Nigerian agricultural research institutes. Library Philosophy and Practice.

[10] Ezeala and Yusuff (2011). Excellent people-oriented strategies for digital libraries. World libraries12.2 or Library Orientation by Agricultural Research Institute. Pp.12 -34.

[11] Edem, U. S. & Edem, N. B. (2002). Organization and utilization of reference resources in the University of Calabar Library. African Journal of Education and Information Management, 4(1), 95- 101.

[12] Gaines, (2012). Introduction to the use of library and information resources for tertiary Institutions. 2-10.

[13] Gwang, (2011), investigate the challenges associated with the provision and utilization of information resources. 7-13.

[14] Ijiekhuamhen, O. P., Aghojare, B. & Ferdinand O. A. (2015). Assess users' satisfaction on academic library performance: a study. International Journal of Academic Research and Refliction. 3(5), 66-77.

[15] Ikenwa, I. J. & Adegbilero- Iwari, I. (2014). Utilization and user satisfaction of public library services in southwest, Nigeria in the 21st century: a survey. International Journal of Library Science, 3(1), 1-6.

[16] Kemp, (2006). Investigating the utilization of information systems with action research, Communications of the Association of Information Systems. Vol. 2, Article 19, Oct. 2000.

[17] Ikolo, V. E. (2015). User satisfaction with library services: a case study of Delta State University library. International Journal of Information and Communication Technology Education. 11(2), 80- 89.

[18] Khan, P (2011). Users training and maintenance to encourage the utilization of information resources 12th Ed., NY: Prentice Hall.

[19] Lester, O (1984) Public library services in Nigeria International library review 13 (4) P 409-443.

[20] King, DW (2005), cited, Hilla (2001). The Information Needs Continuously Changing the Utilization of Information Resources. Scholarly Journal Information Seeking and Reading Patterns of Faculty at US Universities. *Learned Publishing* 22: 126-144.

[21] Majid et al (2001). A Survey of User's Service Study in Creating Awareness to Use the Card Catalogue on Utilization. Afr. J. Bus. Manage. 4(8): 1529-1545.

[22] Meadow and Yuan as cited in Popoola (2008). Use of Library Resources as Predictor of the Teaching Effectiveness of Social Scientist in Nigerian University. African Journals of Archival and Information Science 19 (1) p. 65-77.

[23] Mirtz (2010) and Ojedekum (2000), both quoted in Bhatti and Jumani (2012). Problems Faced by the Library and Users on Utilization of Information   Materials in a Developing Country. University of Lagos Experience. International Library Review, 9(2), 225-239.

[24] Martensen A, Gronholdt L (2003). Improving Library Users" Perceived Quality, Satisfaction and Loyalty: An Integrated Measurement and Management System, J. Acad. Lib., 29(3): 140-147.

[25] Motiang, I. P., Wallis, M & Karodia, A. M. (2014). An Evaluation of User Satisfaction with Library Services at the University of Limpopo, Medunsa Campus (Medical University of Southern Africa). Arabian Journal of Business and Management Review, 3(11), 41- 58.

[26] Nwosu, Nadozie (2000). Evaluation of Library Resources and Services in Federal Medical Centre, Owerri, Nigeria. Coal City Libraries (3) April, pp. 39-50.

[27] Ogbuiyi& Okpe, I. J. (2013). Evaluation of Library Materials Usage and Services in Private Universities in Nigeria. Kuwait Chapter of Arabian Journal of Business and Management Review, 2 (8), 33-41.

[28] Okello-Obura & Ikoja-Odongo (2010). The Use of Electronic Resources at IIT Delhi Library: A Study of Search OR Use of Electronic Information Resources: A Case Study of Thapar University. *DESIDOC Journal of Library & Information Technology* 29 (2): 67-73.

[29] Omola, G (2015), Availability, Accessibility and Utilization of Information Eesources and Services Prison Inmates in North State of Nigeria p. 21-44.

[30] Omotosho, and Okiki, (2012), Designing library services based on user needs: new opportunities to reposition the library. World Library and Information Congress: 75th IFLA General Conference ad Council 23-27 August, Milian, Italy.

[31] Oyewusi and oyeboade (2009). Practical Guide to Writhing Research Projects Reports in Tertiary I nstitutions. Enugu Nigeria: John Jacob Classic Publishers.

[32] Popoola, S.O (2006). Managing Interface Between Library and Information Services Providers and Users for Utility, Paper Presented at Training Workshop. University of Ibadan. P. 1-10.

[33] Popoola, SO. (2007). Quoted in Nnadozie (2008) Information Accessibility and Utilization as Factors Influencing DecisionMaking of Managers in Commercial Banks in Nigeria. *Ghana Library Journal* 18:1-24.

[34] Popoola, S.O and Haliso (2009). Use of Library Resources and Services as Predictor of the Teaching Effectiveness of Social Scientist in Nigerian University African Journals of Archival and Information Science. 19 (1) p. 65-77.

[35] Popoola, SO. 2008. The Use of Information Sources and Services and Its Effect on the Research Output of Social Scientists in Nigerian Universities. *Library Philosophy and Practice*.

[36] Rachael, A.F and Samuel, O.T (2018), Utilization of Library Information Resources by Undergraduates Students of University of Medical Science Ondo, Ondo State. American International Journal of Contemporary Research. Vol.8, no. 4, December 2018 pp. 93-98.

[37] Saika, M. & Gohain, A. (2013). Use and user's satisfaction on library resources and services in Tezpur University (India): a study. Library Philosophy and Practice.

[38] Shokeen and kaushik, (2002). Utilization of Library Resources for Effective Research Output among Post-Graduate Students in Adventist University of Africa. *Global Advanced Research Journal of Social Sciences* (GARJSS) 3(4), 052-057.

[39] Sihgn. Aup, (2013). ICT and its Impact on Library and Information Services. International Journal of Science and Research (IJSR) ISSN (online) 2319-2064.

[40] Simmonds PL, Andaleeb S (2001). Usage of Academic Libraries: The Role of Service Quality, Resources and User Characteristics. Library Trends, Spring.

[41] Song Y (2009). Designing library services based on user needs: new opportunities to reposition the library. World Library and Information Congress: 75th IFLA General Conference ad Council 23-27 August, Milian, Italy.

[42] Sowole IA (2001). Infornmation Needs of Farm management Personnel: A case Study of Two Universities and Two Agricultural Research Institutes in Western Nigerian. Lagos Librarian, 16(1): 9-12.

[43] Sureshchandar GS, Rajendran C, Kamalanabhah TJ (2002). Customer perception of service quality: a critique, Total Quality Management, 12(1): 112 124

[44] Tella and Ojo (2012). Customer Perception of Services Quality: a Critique, Total Quality Management, 12(1): 112 124.

[45] Uhegbu V. E. (2015). User Utilization with Library Services: A Case Study of Delta State University Library. International Journal of Information and Communication Technology Education. 11(2), 80- 89.

[46] Uhegbu, (2007).). Introduction to the use of library and information resources for tertiary Institutions. 2-10. Institutions. Enugu Nigeria: John Jacob Classic Publishers.

[47] Wallis and Korodia (2014), The level of Utilization of Library Information Resources by Students of the Federal University of Technology, *Information & Knowledge Management.* 6, (10).

[48] Yacob, H (2007), Availability and Utilization of Information and Communication Technology and Job Performances of Academic Libraries in University of Ibadan.

[49] Zainab, Ali (2000) Library Users Interface: A Simulation on the Circulation Su-System Information p-91