Investigating the Level and Ways to Improve Resources Utilization in Federal Polytechnics Bali Library

Hamisu Manu Ibrahim

Library department

Federal Polytechnic Bali, Taraba state Nigeria

Abstract: **The purpose of this work was to investigate the Level of Utilization and Ways to Improve Information Resources Utilization in the Federal Polytechnic Bali Library. The specific objectives of the study were to examined the extend and used of information resources, identify Factors Contributing to the Level of Utilization and Suggest ways to Improve Library Resources Utilization by the Patrons. 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 Library out of which 400 Academic Staff and Students was sampled randomly. Out of this population 50 Staff and Students were drawn to serve as representative sample. Statistical tools that was used for the analysis frequency counts and simple percentages (descriptive).The data were presented in frequency tables and percentages. The findings revealed that the information resources were made utilized to patrons. It was discovered that books, newspapers, dictionaries and encyclopaedias (62.3%, 21.0%, 10.2 %, and 7.1 %) respectively were the most utilized information resources. However, the study revealed that not all of library information resources were fully utilized by users. A number of recommendations were put forward for improvement of Library Information Resources Utilization and User's Satisfaction. It is hoped that findings of this research is useful in reminding the Library Managers and other stakeholders about the needs in the Library that were hitherto/before not given desired attention.**

Keywords; **Investigating, Level, Ways, Resources Utilization, Federal Polytechnics Bali, and Library.**

1. INTRODUCTION

This study was investigate the level of utilization and ways to improve the utilization of information resources in Polytechnic library: problems and prospects bearing in mind that the provision of effective service is an essential part of library which should not be taken for granted. The library is a collection of information resources which are acquired, organized, preserved and disseminating to the patrons. Oluwale (2001) Emphasised that a library is concerned with the collection, processing, storage and dissemination of recorded information for the purpose of reading, study and consultation. He stress that, for any library to attain this goal, many activities are performed by the library that translate to library and information service.

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. 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.

In line with the above view Popoola and Haliso (2009:65) defined library resources as "those information bearing materials that are both in print and in Electronic format.

The foregoing definitions share a lot in common and summarize the Composites of library resources to be either in print or non-print or both. They Identified library resources to include textbooks, journals, abstracts and indexes. Others include newspapers and magazines, reports, CD-ROM, databases, Videotapes /cassettes, diskettes magnetic tapes, computers and microforms.

In the present study, library resource is defined as a collection of non-Human educational materials in the library relevant to the information needs of Users. These consists of books/monographs, journals collections, newspapers/magazines, conference proceedings, CD-ROM databases, online Resources, students' research projects, abstracts and indexes, Bulletins/ newsletters and government documents. These resources are very essential in the attainment of academic institutions' overall objectives which usually revolve around the development of national human resources, are the essential commodities needed for improved productivity of all members of Academic environment especially the academic staff. 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.

Library resources are utilized for different purposes by different people. (Active and Passive users). Some utilized library resources for general information on everyday life, economic, social and political while some others utilized the library information resources for educational purposes. For the academic staff and researchers publication output forms. While students, are consulting information resources in any polytechnic libraries is to write assignment, read newspapers, for recreations, charting and downloading videos and any other interested electronic resources. These are the major reasons for the utilization of library resources. Edef, .A.O (2013), Stated Utilization of e-resources also ensures that the function of the library as the backbone of academic activities in an institution is attained. It enables the clientele to achieve their desired level of teaching, learning and research purpose. Although patrons in Federal Polytechnic Bali Library engage themselves in research and publication output like their colleagues in other parts of Nigeria, as a requirement for their promotions and career advancement, it is not known whether such publication output is influenced by their utilization of library resources.

The key function of Federal Polytechnic Bali Library 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, the National Policy on Education (2004) assigned specific functions to each level of higher Education. For the polytechnics, it provide the technical knowledge and skills necessary for agriculture, industries, commercial and economic development of Nigeria, it gives training and impart the necessary skills for the production of technicians, technologists and other skilled personnel who shall be enterprising and self-reliant and it gives exposure on professional studies in the technologies.

In other words, Federal Polytechnic Bali Library 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 (Nwosu, 2000).

Every year, new Students come to the Polytechnic with different needs and expectations. Besides, new technology, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for librarians and users alike. The abundance of resources available and the difficulty in being able to determine these resources also create problems for users.

The inability to easily identify the specific use of a library's services because of the new technologies, and the difficulty to access information sources can all contribute to user dissatisfaction among academic library users. Mathew (2010) conducted a survey of users' services study held in creating awareness to use of card catalogue and computerised searching with the view of getting needed information and other competitive sources of information that seem to be threatening the role of academic libraries. As a result, polytechnic libraries may have to adopt a more strategic direction in which the creation and delivery of service satisfactions for their users play an important role. Hence, there is a need for polytechnic libraries to understand the user needs and satisfy their information and research needs, therefore support in an ongoing learning activities.

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. According to Gaines (2012) also pointed out the objective of the library, the level of education of clientele requirement and the size of the book find, will determine the services to be offered to users.

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.

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. The purpose of this work was to investigate the Level of Utilization and Ways to Improve Information Resources Utilization in the Federal Polytechnic Bali Library. The specific objectives of the study were to examined the extend and used of information resources, identify Factors Contributing to the Level of Utilization and Suggest ways to Improve Library Resources Utilization by the Patrons .

II. METHODOLOGY

The research design were adopt for this study was descriptive survey research design. The survey will 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 problems encountered and ways to enhance the utilization of information resources in Federal Polytechnic Bali library.

Study Area

The study area was located at the Federal Polytechnic Bali Library, Taraba State of Nigeria.

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 Name of Institutions, gender and qualification. The second section was consist of closed ended questions where the respondent is expected to 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 respondent was required to provided independent responses to these questions in writing.

Administration of questionnaires

A total number of 75 questionnaires was administered in the study locations. This would 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 400 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 will then be tabulated and some data was presented in simple bar chart, selection of appropriate graphical presentation among the two (Table and bar /pia chart) will depended on convenience.

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

III.   RESULTS AND DISCUSSION

Table 1 Shows Gender of Respondents

Gender	Frequency	Percentage (%)
Male	31	62%
Female	19	38%
Total	**50**	**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 31 (62 %) while the female respondents has 19 (38%). 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	21	42 %
Diploma	0	0
N.C.E	0	0
H.N.D	6	12 %
Degree	9	18 %
Masters	12	24 %
P.H.D	2	4 %
Total	**50**	**100**

Table has revealed the highest respondents who account for 21 (42%) of the respondents have O level/certificates. While the H.N.D respondents has 6 (12%). Degree respondents were 9 (18%). Masters respondents were 12 (24%). This group of P.H.D respondents were the lowest Degree who accounted for 2 (4%) of the total respondents. 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.

Table 3 shows the relevancy of needed information resources

Relevant information needs	Frequency	Percentage (%)
Yes	34	67.7%
Partially	9	18.3%
No	7	14%
Total	**50**	**100**

Table 3 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 34 (68 %) while the No respondents has 9 (14%). And the partially responded were 7 (18%) This finding therefore shows that the needed information resources provided by the library to their patrons are very relevance to their information needs.

Table 4 shows the availability of information services

Services rendered by library	Frequency	Percentage (%)
Exhibition and display	17	34 (%)
Current awareness services	6	12 (%)
Selective disseminating of info.	4	8 (%)
Internet services	2	4 (%)
Lending services	5	10 (%)

Reference services	7	14 (%)
Inter-library lending	2	4 (%)
Reservation services	3	6 (%)
Government publications	2	4 (%)
Other	2	4 (%)
Total	**50**	**100**

The most common information services in all the polytechnic libraries studied were exhibition and display, lending services, reference services and current awareness services. Table 4 revealed that 17 (34%) of the library users enjoyed exhibition and display services, lending services with response rate of 5(10%), reference services was 7(14%) indicating that the library users offer these services. Current awareness services 6 (12%), Selective Dissemination of information services respondent were 4 (8%)The Inter-library lending and Government publication etc. could be attributed to the fact that they were considered to be of less importance in the Polytechnic library. The implication of this is that only Staff and Students of the Polytechnic who make use of the library enjoy and benefit from the services available in the library and information services, still remain important services in the society and the polytechnic library serves as a place of help in the lives of Academic Staff and Students of the Polytechnic.

Table 5 shows the utilization of information resources

Purpose of utilizing information resources and services in the library	Frequency	Percentage (%)
Research	11	22 (%)
Lecture note	6	12 (%)
Assignment	13	26 (%)
Examination	16	32 (%)
Recreation	3	6 (%)
Other	1	2 (%)
Total	**50**	**100**

Table 5 indicated that most of the users are using the library information resources and services for the purpose of Examination which has 16 (32%), while the Assignment respondents indicated by 13 (26%), and users who used the information resources for Research respondents indicate were 11 (22%), for lecture note respondents were 6 (12%). 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 purpose so that they become self-reliant.

Table 6 shows the finding of information resources in the library

Information retrievals	Frequency	Percentage (%)
Library catalogue	8	16 (%)
Online public access catalogue	0	0 (%)
Shelf list	32	64 (%)
Indexes	3	6 (%)
Abstract	4	8 (%)
Bibliographies	2	4 (%)
Other	1	2 (%)
Total	**50**	**100**

Table 6 indicates that the most available retrieval devices that facilitate access to information resources were the Shelf list indicated by 32 (64%), while the library catalogue was indicated by 8 (16%). This could be attributed to the fact that the production of shelf list and library catalogue is cheaper and easy to produce. This means that the retrieval device that can facilitates access to information resources in the library were the shelf list and library catalogue.

This observation is in agreement with Pandy (2000) who observed that library catalogue is the primary finding list in a library, as well as Nweke (1991) who was of the opinion that special libraries access resources through card catalogue

which could be author/title, subject and shelf list and of which federal polytechnic Bali library are using the same tools. The implication is that some of the users are not aware of other information retrieval like OPAC, Indexes, Abstract, and Bibliographies thinking that information retrieval devices were restricted to them or library Staff did not gave them appropriate orientation.

Table 7 shows the extend of information resources utilization by the users

Extend of information Resources utilization by the users	Frequency	Percentage (%)
Daily	27	54 (%)
Weekly	9	18 (%)
Monthly	6	12 (%)
Occasionally	3	6 (%)
Not at all	5	10 (%)
Total	**50**	**100**

Table 7 indicated that most of the users are using the library information resources and services daily which has 27 (54%), while the weekly respondents indicated by 9 (18%), and users who used the information resources monthly respondents indicate were 6 (12%), for Occasionally respondents were 3 (12%). Not at all 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 extend of utilizing information resource and service in the polytechnic library Daily and the implication is that lecturers are not committed them self to be visiting or using the library information resources regually. Some of the students just believed on online resources which will lead them to access fake information resources for their studies.

Table 8 shows the information resources utilized frequently by the users

Information resources utilized frequently by the users	Frequency	Percentage (%)
Books	17	34 (%)
Newspapers	6	12 (%)
Pamphlets	0	0 (%)
Encyclopaedias	2	4 (%)
Dictionaries	3	6 (%)
Illustrated books	0	0 (%)
Comics	0	0 (%)
Tapes	0	0 (%)
Radio	0	0 (%)
Television	0	0 (%)
Video/audio cassettes	2	4 (%)
CDS	2	4 (%)
Journals	6	12 (%)
CD-ROMS	1	2 (%)
Government Publication	2	4 (%)
Microfilms	0	0 (%)
Graphic materials	1	2 (%)
Sound recording	0	0 (%)
Motion pictures	3	6 (%)
Maps, atlas globes	2	4 (%)
E- resources	3	6 (%)
Total	**50**	**100**

Data collected from respondents' revealed that books were the most utilized information resources by 17 (34%). 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 6 (12%). The use of dictionaries respondents shows that were 3 (6%), for Journals were 6 (12%), and users who use the Encyclopaedias were 2 (4%). Other information resources were less utilized by most of the library users even where they were available in the library. The implication of this finding is that despite the adequacy of some of the information resources in the library 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 initiatives to their field of study.

Table 9 shows the users satisfactions with utilization of information resources by the library

Satisfied with utilization information resources in library	Frequency	Percentage
Yes	38	73 (%)
Partially	6	12 (%)
No	6	12 (%)
Total	**50**	**100**

Table 9 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, having 38 (73 %) while the No respondents has 6 (12%). And the partially responded were 6 (12%) This finding therefore shows that users are utilized and satisfied with the information resources provided by the library.

Table 10 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	2	4 (%)
Lack of relevant retrieval devices to access information	1	2 (%)
lack of current awareness services CAS	3	6 (%)
Lack of selective disseminating of information resources SDI	5	10 (%)
Poor attitude of library staff to users	3	6 (%)
Lack of relevant e-resources in your discipline	11	22 (%)
Erratic of power supply	14	28 (%)
Lack of training and support of staff and users	2	4 (%)
Inability to access the available electronic database	6	12 (%)
Technological constraints	3	6 (%)
Other	0	0
Total	**50**	**100**

IV. CONCLUSION AND RECOMMENDATION

Conclusion

Library information resources are vital ingredients in polytechnic 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 library.

The major findings of the study are:

• The male respondent are more than the female respondents.

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

• 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 to obtain information on lectures note, recreation and other recorded the lowest response rate.

• Majority of the respondents agree that the polytechnic administrators 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.

• Text books are the most utilized library information resources by respondents. But they are facing challenges on e-resources, database, etc. in the utilization of information resources.

Recommendation

Following the findings of this study the following recommendations were made to enhance better use of the library information resources in the Federal Polytechnic Bali Library.

• Male Academic Staff and Students utilized library information resources most than female.

• It shows that proper library orientation 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. While users they 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 users utilized for the purpose of examinations. But the extent of utilizing information resources and services in the polytechnic Bali library was Daily.

• It also shows some of the challenges hindering the use of library information resources 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 library.

• Female Academic and students should be encouraged to use the library like their Male counterpart.

• Library management/staff should be giving proper orientation 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, 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.

• Level of awareness of the availability 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 library.

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