

An Appraisal of Information Resources, Access, Use and Services in Public Universities in North Eastern Nigeria

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Abstract— The study appraise the information resources, access, use and services in the public universities in north eastern Nigeria with library users and staff as the main target respondents. The survey research design was adopted and questionnaire was used for data collection. The data collected for this study was analysed using inferential statistics, mean, and standard deviations in answering the research questions. The study reveals that there is very high level of availability and accessibility of information resources in Nigeria public universities in the north east. Majority of the respondents used information sources daily. The problems faced by the library users is that majority of the respondent agreed that inability to get relevant materials was their greatest problems, Delay in receiving requested materials, spending personal cash to buy substitute materials, and Cost of access to the Internet. The strategies to enhance their resource utilization includes: acquire and make available current information sources, as well as assisting the users in sourcing of information from other modern information technologies, organize the library materials for easy access, they should engage in information packaging and repackaging. The study concluded by recommending among others that libraries in the north east should acquire up to date, current and relevant information resources to improve the quality of their collections in terms of adequacy, relevance and currency. The libraries should acquire information resources to meet their user's curriculum and needs to achieve this; they must sample users' opinion to find out their information needs and repackaging their resources and services to meet those needs. Information retrieval tools should be made available and accessible to library users for ensure easy accessibility of needed information resources. The library should provide current awareness service to their users; this will make the users aware of what is available in their field of study.

Index Terms— Academic libraries, Access, Information, Information resources, Services, Use.

I. INTRODUCTION

The aim of university library is to support teaching, learning and research activities of its parent institution. University libraries must therefore make sure that their resource are well utilised as this is essential for the educational development of the students. In agreement of this, Rathinasabapathy^[1] posited that library is an important intellectual resources of the academic community, and helps them fulfil the curriculum requirements and to promote studies and research. The library, however, includes the totality of human and organised material resources available

in both books and non-books format for providing and obtaining needed information (Ahuanu [2]. University libraries are responsible for acquiring, processing and providing access to books, periodicals and other media that meet the educational research and information needs of their users.

The effectiveness of any university library is the quality of services rendered to its users, that is, how available and accessible the information resources. Therefore, proper organisation of available information resources will no doubt ensure its accessibility and utilization by users and thereby ensuring user's satisfaction. Today's librarianship places more emphasis on the provision of effective information retrieval strategies to meet the growing demand for easy accessibility to information resources by users. Nwachukwu, Abdulsalami, and Lucky [3] maintained that the effectiveness of any library is a measure of how available, accessible and useable to users its information resources are.

II. STATEMENT OF THE PROBLEM

The primary objective of academic libraries is to acquire, process, preserve and disseminate current, adequate and relevant information resources in such a way that it will ensure availability and easy accessibility for maximum user satisfaction. However, despite all the new policies, effective strategies being put in place to achieve such goal user satisfaction is still not adequate. Observation by the researcher indicated that users are complaining about poor information service delivery by the library staff and out dated information resources in the public university libraries of the North Eastern Nigeria and as a result users experiencing difficulties in accessing the resources and meeting the information needs of the users. This study therefore set out to investigate and evaluate the resources, access, use and services rendered in the public university libraries in the North Eastern Nigeria

III. OBJECTIVES OF THE STUDY

1. What are the information resources available for public universities library users?
2. To what extent are the resources accessible in the public university libraries in the North Eastern Nigeria?
3. To what extent are the students satisfied with the services?
4. How frequent does the students use the libraries?
5. What are the constraints to effective use of library resources by the students of the Universities?

6. What are the strategies to enhance access and utilisation of information resources by users in public university libraries.

IV. REVIEW OF RELATED LITERATURE

Opoku [4] stated that: Academic library service is a complex and dynamic collaboration between the library staff and the user. Many issues affect the way services are provided in the library on regular basis. The increasing students intake into the university, coupled with advanced Information and Communication Technology (ICT) development each day has created a new kind of library users demanding more efficient library services. If checks and balances are put in place, and components of the library are managed in an efficient and effective manner, the library is likely to succeed in meeting user expectations in its services delivery. There is need therefore for academic libraries to promote and provide quality information services that meet the needs of students and faculty and motivate them to use the library services more. The library continually needs to optimize the interactions of all the components that make up the service to ensure that changing library objectives are met and to improve both the user interaction and relationship over time. Considering these challenges therefore, evaluation of the students/ staff use of libraries in the universities in Nigeria is therefore an important exercise that has to be undertaken from time to time because some factors influence the ways library services are being rendered and the students and staff use of the library. Within the context of the library, opined Ogunrobi [5], evaluation is the process whereby we systematically collect and analyse information about students' perceived use of libraries by using evidence (testing), numerical values to the evidence (measurement), and using the results to make decisions (assessment). The purpose of evaluation is to gather information on how the library is accomplishing its objectives with a view to improving the delivery of library services. The main issue is for the academic librarians to always ensure availability and accessibility of needed information materials which will consequently lead to user satisfaction. This was observed by Onifade, Ogbuiyi, and Omeluzor [6] in their study that information resources availability does not mean accessibility and utilization; hence, academic libraries have to market their resources and services to invite users. Similarly, Gohain, Saikia, and Anjan [7] asserted that ICT application in library services is also providing opportunities to users to access and utilize both library online resources and services efficiently.

Accessibility of information sources is an important recurring theme in the literature. According to Aguolu and Aguolu [8], resources may be available in the library and even identified bibliographically as relevant to one's subject of interest, but the user may not be able to lay hands on them. One may identify citations in indexes, but may not have access to the sources containing the relevant articles. Aguolu and Aguolu note that availability of an information source does not necessarily imply its accessibility, because the source may be available but access to it is prevented for one reason or the other. Stella and Joseph [9] in their study maintains that accessibility is very important, because the relevant and available information resources have been an

issue of concern coupled with the increasing rate of literature explosion leading to an abundance of scholarly research materials present on the internet.

Users Satisfaction: Satisfaction is defined as fulfilment or gratification of a desire through day to day interaction with users, libraries can informally evaluate how well the libraries are meeting information needs of the users and thereby adjust services to meet changing needs. According to Bua, Terhile, and Yawe [10] satisfying users' needs involves making required information materials present at all times for users' consumption. Furthermore, they posited that staff quality determines the quality of services offered in any library; users are often encouraged to use the library when they realise that it is been run by qualified and experience personnel. Therefore, academic libraries must strive to serve their users anytime and to do this effectively, they must acquire and stock current and up-to date materials relevant to their users' curriculum.

V. METHODOLOGY ADOPTED FOR THE STUDY

The design for this study was descriptive survey research design. According to Nworgu [11] descriptive survey is a type of design that is concerned with systematic description of events as they are, because it is aimed at collecting data and describing the characteristics, features or facts about the population of a given study. The author further maintains that a study that employs this type of design is 'only interested in describing certain variables in relation to the population'. Similarly, Gall, Gall and Borg [12] stated that descriptive research is a quantitative type of research that involves making careful description of educational phenomena. The design was considered appropriate because the study is expected to elicit valid responses from the staff and faculty users of each library under study.

The area of the study is North-East geo-political zone of Nigeria which is comprised of six (6) States, namely Adamawa, Bauchi, Borno, Gombe, Taraba and Yobe. In the North East zone, there are six (6) federal universities in each state. The Public Universities in the North-east Nigeria are expected to play a vital role in delivery of information services that support teaching, learning and research activities as well as the advancement of knowledge and other educational activities in the zone and beyond.

This area of study was chosen to examine the North East public university libraries, with a view to finding out how their users make use of available information resources in the libraries for academic and intellectual activities in the zone.

Population refers to the set of all elements, people and or observations that are related to a phenomenon of interest to the researcher. According to Razaq and Ajayi [13], population is a collection of elements about which we wish to make an inference. The population of the study consists of the users (staff and students) of each library under study in the eleven (11) Public Universities in the North East Nigeria.

A. Target Population

S/N	Names of the Public Universities Under Study	Population of Library Users	
		Staff	Number of students registered with the library
1	Abubakar Tafawa Balewa University of Technology Bauchi	132	1496
2	Adamawa State University Mubi	123	1620
3	Bauchi State University Itas	156	1634
4	Federal University Gashua	85	875
5	Federal University Kashere	174	734
6	Federal University Wukari	208	1077
7	Gombe State University	116	1600
8	Modibbo Adamawa University Yola	165	1725
9	Taraba State University Jalingo	140	1600
10	University of Maiduguri	169	1245
11	Yobe State University Gaidam	97	1077
TOTAL		1,565	14,683

B. Sample and Sampling Techniques

Random sampling technique was adopted for the study in selecting the library users (staff and students) from each library under study. Twenty five (25) percent of the total respondents in selected public university libraries in each state of the North East Nigeria.

C. Sample Size

S/N	Names of Public Universities Under Study	Population Size of Library Users			
		Staff	25%	Number of students registered with the library	25%
1	Abubakar Tafawa Balewa University of Technology Bauchi	132	33	1496	374
2	Adamawa State University Mubi	123	30.75	1620	405
11	Yobe State University Gaidam	97	24.25	1077	269.25
4	Federal University Wukari	208	52	1077	269.25
5	Gombe State University	116	29	1600	400
6	University of Maiduguri	169	42.25	1245	311.25
TOTAL		845	211.25	8115	2028.75

D. Instrument for Data Collection

Structured questionnaire was used as the instrument for data collection. The questionnaire was divided into two sections. Section A covers demographic data of the respondents and includes such items as respondent university, experience. The second section B is divided into six clusters. These clusters are as follows: Information resources in the university libraries, Availability of information resources and services, Information resources Access, The extent of resource access and utilization by the respondents, Challenges of resource access and utilization, and Strategies for enhancing legislator's information resources access and utilization

E. Method of Data Collection

The questionnaire was administered personally by the researchers. Also the investigators visited the libraries to personally observe the information resources provided and their usage in each library.

F. Method of Data Analysis

The data collected for this study was analysed using inferential statistics, mean, and standard deviations in answering the research questions. Mean and standard

deviation was calculated for every question raised. For research questions the real limit of numbers was used in taking decision

VI. ANALYSIS OF DATA

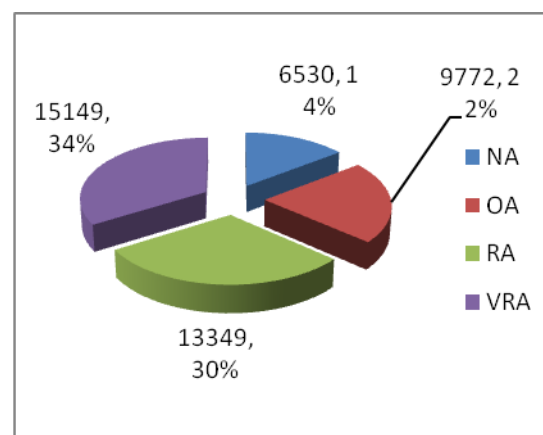
A. What is the level of availability of Information sources?

Table 2 shows the level of availability of Information sources. The result shows among others that majority 42.6% of the respondent said Textbooks was very readily available, while 31.4% said readily available, and 16.7% said occasionally available, while 9.4% said not available at all. For the newspapers and magazines, 29.6% of the respondent said was very readily available, while 24.7% said readily available, and 25.5% said occasionally available.

Table 2: Users' level of the availability of Information sources

Percentage and mean distribution of Availability of Information resources

SN	Information resources	NA	OA	RA	VRA	Mean	SD	
1	Textbooks	210(9.4%)	373(16.7%)	703(31.4%)	954(42.6%)	3.07	.98	RA
2	Newspapers and Magazines	454(20.3%)	571(25.5%)	553(24.7%)	662(29.6%)	2.64	1.11	RA
3	Research reports	408(18.2%)	669(29.9%)	651(29.1%)	512(22.9%)	2.57	1.03	RA
4	Journals	274(12.2%)	411(18.3%)	656(29.3%)	899(40.1%)	2.97	1.04	RA
5	Pamphlets	307(13.7%)	559(25%)	701(31.3%)	673(30%)	2.78	1.02	RA
6	Seminar/Symposia	302(13.5%)	476(21.3%)	591(26.4%)	871(38.9%)	2.91	1.06	RA
7	Handbooks	145(6.5%)	507(22.6%)	699(31.2%)	889(39.7%)	3.04	.94	RA
8	Bibliographies	383(17.1%)	508(22.7%)	542(24.2%)	807(36.0%)	2.79	1.11	RA
9	Abstracts/Indexes	204(9.1%)	418(18.7%)	750(33.5%)	868(38.8%)	3.02	.97	RA
10	Bulletins/Newsletters	175(7.8%)	339(15.1%)	759(33.9%)	967(43.2%)	3.12	.94	RA
11	Government Publications	268(12%)	521(23.3%)	736(32.9%)	715(31.9%)	3.03	1.02	RA
12	Encyclopaedias	229(10.2%)	455(20.3%)	577(25.8%)	979(43.7%)	2.65	1.10	RA
13	Internet	464(20.7%)	501(22.4%)	627(28%)	648(28.9%)	2.90	1.00	RA
14	CD ROM	248(11.1%)	506(22.6%)	703(31.4%)	783(35%)	2.49	1.09	OA
15	Conference Proceedings	551(24.6%)	521(23.3%)	680(30.4%)	488(21.8%)	2.45	1.11	OA
16	Technical Reports	576(25.7%)	620(27.7%)	508(22.7%)	536(23.9%)	2.74	1.06	RA
17	Thesis/ Dissertations	404(18%)	430(19.2%)	761(34%)	645(28.8%)	2.71	1.05	RA
18	OPAC	289(12.9%)	442(19.7%)	795(35.5%)	714(31.9%)	2.98	1.03	RA
19	Catalogue cards	369(16.5%)	541(24.2%)	691(30.8%)	639(28.5%)	3.07	.98	RA
20	Library staff	270(12.1%)	404(18%)	666(29.7%)	900(40.2%)	2.64	1.11	RA
Overall		6530 (14%)	9772 (22%)	13349 (30%)	15149 (34%)	2.83	.87	RA



VRA=Very Readily Available, RA=Readily Available, OA=Occasionally Available, NA=Not Available At All

Figure 1. Overall distributions of Availability of Information resources

While 20.3% said not available at all. Research reports,

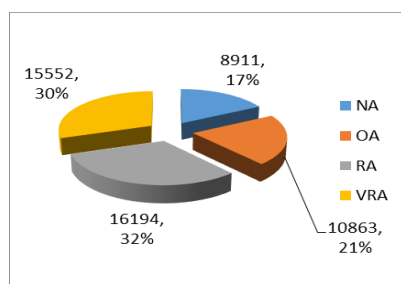
22.9% of the respondent said readily available, while 29.1% said very readily available, and 22.9% said occasionally available, while 18.2% said not available at all. Journals, 40.1% of the respondent said was very readily available, while 29.3% said readily available, and 18.3% said occasionally available, while 12.2% said not available at all. Pamphlets, 30% of the respondent said was readily available, while 31.3% said very readily available, and 25% said occasionally available, while 13.7% said not available at all. The results of findings show that there was high level of availability of Information sources. From results of findings the mean and standard deviation shows level of availability of Information sources in selected academic libraries in South West, Nigeria. This was shown with the total average mean score of ($X=2.83$, $SD=0.87$) which was above the lower item rated mean above

B. What is the level of accessibility of Information sources?

Table: 3 Percentage and mean distribution of level of accessibility of Information sources

VRA=Very Readily Accessible, RA=Readily Accessible, OA=Occasionally Accessible, NA=Not Accessible At All

	NA	OA	RA	VRA	Mean	SD	D
1 Textbooks	428(19.1%)	457(20.4%)	569(25.4%)	786(35.1%)	2.76	1.12	RA
2 Newspapers and Magazines	316(14.1%)	450(20.1%)	868(38.8%)	606(27.1%)	2.79	1.00	RA
3 Research reports	521(23.3%)	542(24.2%)	673(30%)	504(22.5%)	2.52	1.08	RA
4 Journals	185(8.3%)	230(10.3%)	1237(55.2%)	588(26.3%)	2.99	.83	RA
5 Pamphlets	205(9.2%)	418(18.7%)	746(33.3%)	871(38.9%)	3.02	.97	RA
6 Seminar/Symposia	329(14.7%)	394(17.6%)	646(28.8%)	871(38.9%)	2.92	1.07	RA
7 Handbooks	365(16.3%)	493(22%)	628(28%)	754(33.7%)	2.79	1.08	RA
8 Bibliographies	385(17.2%)	441(19.7%)	512(22.9%)	902(40.1%)	2.86	1.13	RA
9 Abstracts/Indexes	235(10.5%)	290(12.9%)	639(28.5%)	1076(48%)	3.14	1.00	RA
10 Bulletins/Newsletters	428(19.1%)	615(27.5%)	707(31.6%)	490(21.9%)	2.56	1.03	RA
11 Government Publications	298(13.3%)	397(17.7%)	949(42.4%)	596(26.6%)	2.82	.97	RA
12 Encyclopaedias	179(8%)	499(22.3%)	834(38.1%)	708(31.6%)	2.93	.92	RA
13 Internet	368(16.4%)	541(24.2%)	738(32.9%)	593(26.5%)	2.69	1.03	RA
14 CD ROM	493(22%)	501(22.4%)	624(27.9%)	622(27.8%)	2.61	1.11	RA
15 Conference Proceedings	582(26%)	394(17.6%)	660(29.3%)	604(27%)	2.57	1.14	RA
16 Technical Reports	356(16.4%)	548(24.5%)	606(27.1%)	530(23.7%)	2.50	1.10	RA
17 Thesis/ Dissertations	264(11.8%)	543(24.2%)	765(34.2%)	668(29.8%)	2.82	.99	RA
18 OPAC	316(14.1%)	617(27.5%)	697(31.1%)	610(27.2%)	2.71	1.02	RA
19 Catalogue cards	443(19.8%)	549(24.5%)	554(24.7%)	694(31%)	2.67	1.11	RA
20 Library staff	407(18.2%)	432(19.3%)	740(33%)	661(29.5%)	2.74	1.07	RA
21 Electronic resources	616(27.5%)	555(24.8%)	534(23.8%)	535(23.9%)	2.44	1.13	RA
22 Online database	681(30.4%)	586(26.2%)	556(24.8%)	417(18.6%)	2.32	1.09	RA
23 Library Data banks	311(13.9%)	371(16.6%)	692(30.9%)	866(38.7%)	2.94	1.05	RA
OVERALL	8911 (17%)	10863 (21%)	16194 (32%)	13552 (30%)	2.74	.54	RA



VRA=Very Readily Accessible, RA=Readily Accessible, OA=Occasionally Accessible, NA=Not Accessible At All

Figure 2. Overall distributions of level of accessibility of Information sources

Table 3 above, shows the level of accessibility of Information sources. The result shows among others that majority 35.1% of the respondent said Textbooks was very readily accessible, while 25.4% said readily accessible, and 20.4% said occasionally accessible, while 19.1% said not accessible at all. For the newspapers and Magazines, 38.8% of the respondent said was readily accessible, while 27.1% said very readily accessible, and 20.1% said occasionally accessible, while 4.1% said not accessible at all. Research reports, 30% of the respondent said readily accessible, while 22.5% said very readily accessible, and 24.2% said occasionally accessible, while 23.3% said not accessible at all. Journals, 55.2% of the respondent said was readily accessible, while 26.3% said very readily accessible, and 10.3% said occasionally accessible, while 8.3% said not accessible at all. Pamphlets, 38.9% of the respondent said was very readily accessible, while 33.3% said very readily accessible, and 18.7% said occasionally accessible, while 9.2% said not accessible at all. The results of findings show that there was high level of accessibility of Information sources. From results of findings the mean and standard deviation shows level of accessibility of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of ($X=2.74$, $SD=0.54$) which was above the lower item rated mean above

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C. How often do you use the Information sources?

Table: 4 Percentage distribution of How often do you use the Information sources

SN	Information sources	Daily	Weekly	Monthly	Occasionally	DECISION
1	Textbooks	598(26.7%)	486(21.7%)	569(25.4%)	587(26.2%)	Daily
2	Newspapers and Magazines	879(39.2%)	359(16%)	423(26.7%)	579(25.8%)	Daily
3	Research reports	258(11.5%)	465(20.8%)	714(31.9%)	803(35.8%)	Occasionally
4	Journals	257(11.5%)	453(20.2%)	741(33.1%)	789(35.2%)	Occasionally
5	Pamphlets	349(15.6%)	375(16.7%)	806(36%)	710(31.7%)	Monthly
6	Seminar/Symposia	286(12.8%)	402(17.9%)	831(37.1%)	721(32.2%)	Monthly
7	Handbooks	176(7.9%)	346(15.4%)	1027(45.8%)	691(30.8%)	Monthly
8	Bibliographies	319(14.3%)	376(16.8%)	929(41.5%)	614(27.4%)	Monthly
9	Abstracts/Indexes	292(13%)	300(13.4%)	888(39.6%)	760(33.9%)	Monthly
	Bulletins/Newsletters	428(19.1%)	384(17.1%)	777(34.7%)	651(29.1%)	Monthly
11	Government Publications	310(13.8%)	419(18.7%)	783(35%)	728(32.5%)	Monthly
12	Encyclopaedias	236(10.5%)	157(7%)	960(42.9%)	887(39.6%)	Monthly
13	Internet	874(39%)	274(12.2%)	263(11.7%)	829(37%)	Daily
14	CD ROM	163(7.3%)	242(10.8%)	787(35.1%)	1048(46.8%)	Occasionally
15	Conference Proceedings	317(14.2%)	323(14.4%)	678(30.3%)	922(41.2%)	Occasionally
16	Technical Reports	245(10.9%)	366(16.3%)	982(43.8%)	647(28.9%)	Monthly
17	Thesis/ Dissertations	935(41.7%)	336(15%)	183(8.2%)	786(35.1%)	Daily
18	OPAC	996(44.5%)	317(14.2%)	175(7.8%)	752(33.6%)	Daily
19	Catalogue cards	210(9.4%)	283(12.6%)	858(38.3%)	889(39.7%)	Occasionally
20	Library staff	888(39.6%)	365(16.3%)	864(38.6%)	123(5.5%)	Daily
21	Electronic resources	834(37.2%)	194(8.7%)	1052(47%)	160(7.1%)	Daily
22	Online database	1042(46.5%)	182(8.1%)	213(9.5%)	889(39.8%)	Daily
23	Library Data banks	952(42.5%)	304(13.6%)	267(11.9%)	717(32%)	Daily

From Table 4 .Shows how often library users' use the information sources. The result shows that majority 26.7% of the respondent used textbooks daily, while 21.7% said weekly, and 24.5% said monthly, while 26.2% said occasionally. For the newspapers and magazines, 39.2% of the respondent used it daily, while 16% said weekly, and 26.7% said monthly, while 25.8% said occasionally. Research reports, 11.5% of the respondent said daily, while 20.8% said weekly, and 31.9% said monthly, while 35.8% said occasionally. Journals, 11.5% of the respondent said daily, while 20.8% said weekly, and 31.9% said monthly, while 35.8% said occasionally. Pamphlet, 15.6% of the respondent said daily, while 16.7% said weekly, and 36% said monthly, while 31.7% said occasionally. The results of findings show that majority used Information sources daily.

From results of findings the mean and standard deviation shows level of use of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of ($X=3.65$, $SD= 1.440$) which was above the lower item rated mean above.

D. What are the problems encountered by users of academic libraries?

Table: 5 Percentage and mean distribution of problems encounters in use of the libraries

Sn		SD	D	A	SA	Me an	SD
1	Inability to get relevant materials	175(7.8%)	224(10%)	1032(46.1%)	809(36.1%)	3.10	.87
2	Delay in receiving requested materials	232(10.4%)	244(10.9%)	1125(50.2%)	639(28.5%)	2.97	.90
3	Spending personal cash to buy substitute materials	185(8.3%)	230(10.3%)	1237(55.2%)	588(26.3%)	2.99	.83
4	In ability to access the internet	169(7.5%)	250(11.2%)	969(43.3%)	852(38%)	3.12	.88
5	Low speed of internet services	232(10.4%)	342(15.3%)	831(37.1%)	835(37.3%)	3.01	.97
6	Cost of access to the Internet	225(10%)	278(12.4%)	1034(45.3%)	723(32.3%)	3.00	.92
7	Non relevance of information retrieved from the physical library	213(9.5%)	224(10%)	845(37.7%)	958(42.8%)	3.14	.94
8	Non relevance of information retrieved from the electronic data base subscribe to by the library	159(7.1%)	266(11.9%)	951(42.5%)	864(38.6%)	3.13	.88
9	Cost of access to electronic data base	249(11.1%)	196(8.8%)	1004(44.8%)	791(35.3%)	3.04	.94
10	Frequent request to pay for on line resources I am trying to retried	70(3.1%)	188(8.4%)	1121(50%)	861(38.4%)	3.24	.73
11	Lack of adequate time to search for information	278(12.4%)	222(9.9%)	997(44.5%)	743(33.2%)	2.98	.96
12	Not being computer literate	179(8.0%)	499(22.3%)	854(38.1%)	708(31.6%)	2.93	.92
13	Difficulty in getting information because of poor retrieval skills	353(15.8%)	348(15.5%)	962(42.9%)	577(25.8%)	2.79	1.00
14	Belief that information sources in the library are obsolete	206(9.2%)	342(15.3%)	1192(53.2%)	508(22.3%)	2.89	.86
	OVERALL	2925(10%)	3853(12%)	14134(45%)	10448(33%)	3.02	.56

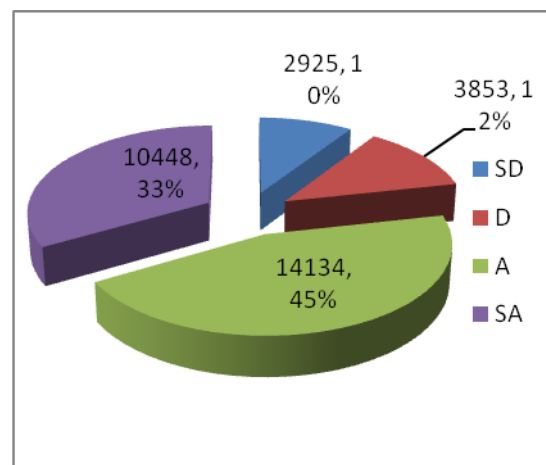


Figure 3. Overall distributions of problems encounters in use of the libraries

Table 5 shows the level of the greatest problems encounter in use of the libraries. The result shows among others that majority 46.1% of the respondent agreed that Inability to get relevant materials was greatest problems, while 10% of the respondents disagreed. 50.2% of the respondent agreed that Delay in receiving requested materials was greatest problems, while 10.9% of the respondents disagreed. 55.2% of the respondent agreed that spending personal cash to buy substitute materials was greatest problems, while 10.3% of the respondents disagreed. 43.3% of the respondent agreed that inability to access the internet was greatest problems,

while 11.2% of the respondents disagreed. 37.1% of the respondent agreed that Low speed of Internet services, while 15.3% of the respondents disagreed. 45.3% of the respondent agreed that Cost of access to the Internet, while 12.4% of the respondents disagreed. From results of findings the mean and standard deviation of students was in support of the level of the greatest problems encounter in use of the libraries. This was shown with the total average mean score of ($X=3.02$, $SD= 0.56$) which was above the lower item rated mean above.

E. What are the Strategies for enhancing User's information resources utilization in the library?

Table: 6 Percentage and mean distribution of Strategies for enhancing Student's information resources utilization in the library

S/N	Strategies	NA	FA	A	VA	Mean	SD
1	Enhance current awareness service (CAS).	346(15.4%)	612(27.3%)	841(37.5%)	441(19.7%)	2.61	.97
2	Arrange available information sources for easy retrieval	196(8.8%)	457(20.4%)	925(41.3%)	662(29.6%)	2.92	.92
3	Acquire current information sources in the library	202(9%)	439(19.6%)	864(38.6%)	735(32.8%)	2.95	.94
4	The library should engage in interlibrary loan services	241(10.8%)	406(18.1%)	912(40.7%)	681(30.4%)	2.91	.95
5	Provide internet facilities	174(7.8%)	337(15%)	1042(46.5%)	687(30.7%)	3.00	.88
6	Introduce selective dissemination of information	246(11%)	387(17.3%)	882(39.4%)	725(32.4%)	2.93	.97
7	The library should engage in information packaging and repackaging	200(8.9%)	595(26.6%)	802(35.8%)	643(28.7%)	2.84	.94
	Overall	1605(10%)	3233(21%)	6268(40%)	4574(29%)	2.88	.87

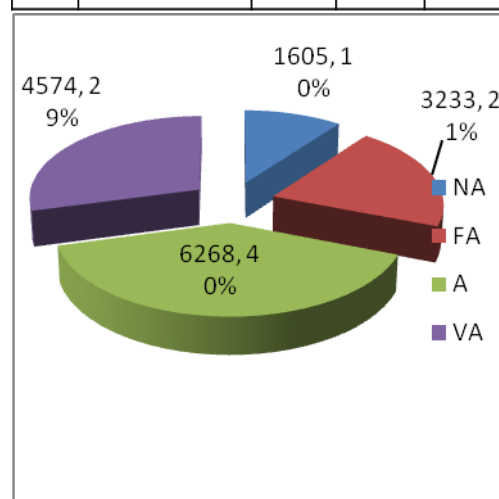


Figure 4. Overall distributions of Strategies for enhancing Student's information resources utilization in the library

VII. DISCUSSION OF FINDINGS

The level of availability of Information sources was analysed in the study. The results of findings show that there was high level of availability of Information sources. From results of findings the mean and standard deviation shows level of availability of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of ($X=3.00$, $SD= 0.936$) which was above the lower item rated mean above. Bitagi and Udoudoh, [14] opined that the availability of all forms and types of information resources in academic libraries is highly

imperative. Similarly, Okiki [15] is of the view that, one of the factors measuring academic success is research productivity which require information resources made available in libraries that assist users in their quest.

On the level of accessibility of Information sources, the results of findings show that there was high level of accessibility of Information sources. From results of findings the mean and standard deviation shows level of accessibility of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of ($X=3.07$, $SD= 0.801$) which was above the lower item rated mean above. This show that the libraries are not failing in their primary responsibility to their user community. This finding is also affirmed by Ugah [16] that information resources will be more useful if they are accessible Aguolu and Aguolu as cited in Popoola and Oladele [17] maintained that, information resources tend to be more useful when they are accessible.

In response to how often the respondents use the Information sources the results of findings showed that majority used Information sources daily, the study also reveal that textbooks and journals are the most use information source. From results of findings the mean and standard deviation shows level of use of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of ($X=3.65$, $SD= 1.440$) which was above the lower item rated mean above. This findings is corroborated by Okiy [18] who found out that respondents used books and journals more than other materials and that they browsed the shelves to locate these materials. Also, Malcolm and Anis [19] opined that satisfied users can become habitual users and they can even invite other users to the library. However, dissatisfied users can discourage others from visiting the library. similarly, Whitmire [20] study reveal that undergraduate students were successful in accessing their information needs in the library and this encourage them to effectively use the library and its resources .The need for libraries to make available effective and functional information retrieval tools, current awareness services, agrees with Itumeleng, Malcolm, Anis [21] who explained that in order for academic libraries to achieve maximum user satisfaction there is need for an abundance of books and journals collections, photocopy machines and upgrading of internet facilities and service. Therefore, adequate availability of library resources are necessary for effective access and use of university libraries by undergraduate students whether the library operate fee or free based library system Nwokedi and Ogundare [22] maintained that one of the major objectives of any library is to ensure that maximum use is made of its resources and services. This is because no matter how rich a library collection may be, it is believed that if the users do not effectively make use of them, the library collection is regarded as a waste. Furthermore, to justify the existence of any university library, provision of adequate library resources is necessary so as to attract students and lectures who are usually the potential users of such libraries.

The study also reveal that inability to get relevant materials (82.2%), Delay in receiving requested materials

(80.7%), spending personal cash to buy substitute materials (81.5%) In ability to access the internet (81.1%), Low speed of Internet services(74.4%), Cost of access to the Internet. (77.6%), Non relevance of information retrieved from the physical library (80.5%) Non relevance of information retrieved from the electronic data base subscribe to by the library (81.1%), Cost of access to electronic data base (80.1%), frequent request to pay for on line resources users try to retrieve (88.4%), Lack of adequate time to search for information (77.7%). Not being computer literate is another problem encountered by respondents in using the resources of the library (69.7%). Difficulty in getting information because of poor retrieval skills(68.7%), Belief that information sources in the library are obsolete, (75.5%) was the greatest problems the respondents are encountering in their bid to use library information resources. This was similar to the findings of Stella and Joseph [23] that the library should adopt resources sharing initiative to help increase the volume and quality of information resources available and accessible to users. This is in line with global best practices as the world today is a global village. Also they maintain that the poor currency and inadequacy of the available information resources has directly or indirectly led to poor user satisfaction which has been revealed by the findings of the study. The researchers observed that libraries are now more pre-occupied with the provision of information to user and not keen on the constant re-evaluation of their services in terms of relevance, currency and adequacy. The success of any library depends on the adequacy currency and relevance of the services it offers.

VIII. CONCLUSION

The Library has the responsibility for selecting, acquiring and organizing relevant information materials that will effectively assist learning, teaching, research and recreational activities of the University. A University is as good as its Library; no wonder, then that the Library is always referred to as the “nerve centre”, the “pivot”, the “heart”, or the “core” of the academic life of a university. All academic/non-academic activities revolve around the resources that are stocked and exploited by the University community for all academic and administrative endeavours within the academia. Students’ academic work, faculty research and other activities in the university will suffer if library resources are not fully exploited, similarly the library will be said to have failed if the university community are not able to access and use available resources in carrying out its functions. Satisfying users’ needs in the academic libraries should be academic objective of libraries and librarians. Hence librarians must strive to bring information sources to their user community no matter the cost, in order to provide and sustain quality library and information services to their users because availability, access and use of information resources are the core of 21st century library services. However, there is need for library and information professionals to develop a good and better understanding of the content and usage of electronic resources in their custody to enhance their capacity in helping their users to locate and retrieve online information for teaching and research purposes so as to reduce the

frustrations of users.

VIII. RECOMMENDATION

The following recommendations were proffered based on the findings.

1. Libraries in the north east should acquire up to date, current and relevant information resources to improve the quality of their collections in terms of adequacy, relevance and currency.

2. The libraries should acquire information resources to meet their user's curriculum and needs to achieve this; they must sample users' opinion to find out their information needs and repackage their resources and services to meet those needs.

3. Information retrieval tools should be made available and accessible to library users for ensure easy accessibility of needed information resources.

4. The library should provide current awareness service to their users; this will make the users aware of what is available in their field of study.

5. Libraries should take the advantage of modern information technology for the augmentation and innovation of library services significantly.

6. Librarians should work more closely with teaching faculty to make students aware of libraries resources.

7. Libraries should provide a platform for a continuous ICT training and self-development for information professionals to enhance their competence in information literacy skills.

8. The library should adopt resources sharing initiative to help increase the volume and quality of information resources available and accessible to users. This is in line with global best practices as the world today is a global village.

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