LIBRARY RESOURCES AND SERVICE UTILIZATION BY UNDERGRADUATES AT UNIVERSITY OF NIGERIA, NSUKKA, NIGERIA

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Abstract

The study examined the use of library resources and service utilization by undergraduates at University of Nigeria, Nsukka, in programme affiliation with College of Education, Ikere-Ekiti. It adopted a descriptive survey research method and 653, representing 60% of a total of 1088 400L UNN degree students were sampled based on equal allocation sampling technique. All the 653 copies of questionnaire administered were returned. This was made possible because of the method of administration used. Related literature were reviewed. Data collected were analysed using Simple Percentage. Findings revealed that majority of the 400L students do not use the library regularly. Their main purpose of visiting the library is to consult research materials. They used more internet sources and their major challenge was lack of time. It concluded that stakeholder should double their efforts at making sure that all identified challenges are solved.

Keywords: *Library resources, service utilization, degree students, university of Nigeria, college of education*

INTRODUCTION

University libraries' major mission is to assist the goals and her objectives, which include learning, teaching, research, and services. This is carried out through university libraries, which provide their users a variety of information sources in print and non-print formats and libraries used to acquire and store a lot of these print materials. As a result, libraries in educational settings are used to gather, organize, and disseminate information. Numerous studies have been done on the availability of library resources and how to use those that are already available. Libraries provide a variety of tasks, including providing users with information consolidation, lending books, current services, retroactive search, research journals, research reports, bibliographical tools, and current content. Ranganadham and Surendra (2012).

According to Tella and Ojo (2012), university libraries must help their parents' institutions spread information if they are to fulfil their goals and objectives. This suggests that in order to encourage users to reach their academic potential, the university library must offer services. According to Kulkami and Deshpande (2012), learning activities can only be effective and efficient in a university library that organizes services appropriately. Aregbesola and Oguntayo (2014) note that utilization of library services particularly in the university environment assists users to have access to huge amounts of resources that will assist them in their research and academic activities.

Students at universities require a variety of library services for research, personal growth, and improved academic success. According to Ugah (2008), undergraduate students who access and utilize library services at universities will undoubtedly receive reliable and pertinent material for their studies. Also, Quadri, Adetimirin, and Idowu (2014), submitted that university freshmen require knowledge to satiate their social and psychological requirements during their course of study at the university in order to promote and strengthen their academic pursuit.

Print and non-print items that meet curricular and individual information needs are referred to as library resources and can be found in libraries. Books, periodicals, newspapers, pamphlets, microfiche, and microfilm are all examples of print media resources housed in an academic library. Law Insider (2023) submitted that library resources include books, periodicals, audio and video recordings, projected media, closed format materials, artwork, photographs, micro-materials, toys and games, kits, software, electronic databases, and anything else in the collection of a library that is owned by that library or that library has borrowed. Library resources are essential sources of information; historically, these resources were mainly books, journals, newspapers, and other editorials, as well as encyclopaedias. However, with the development of the internet, digital sources of information have become more common and include, but are not limited to, online libraries and journals, online encyclopaedias like the Wikipedia, blogs, video logs like the YouTube, etc. Even movie clippings, especially from older films, are becoming increasingly common.

Additionally, face-to-face interactions as well as phone, email, chat, and instant messaging (IM) references are used to enhance these services. The continuous improvement (CI) approach, which values the system's functionality as vital, makes it necessary to evaluate how well graduate students at the university are using the LNU-LRC's entire collection of library resources. In order to better understand the use records of the materials borrowed from the library, this study groups them by subject, course, collection category, borrower, and academic year. Given their busy schedules and access to a wide range of search engines helpful for academic endeavours, this study also aimed to ascertain if these students use libraries.

College of Education Ikere-Ekiti, Ekiti State was founded in the year 1978 by the then Ondo State. The institution was registered under the laws of the Federal Republic of Nigeria to operate as a state College of Education in 1979 with her temporary base at Oke-Osun, Ikere-Ekiti. The library took off simultaneously with the College to help the institution in carrying out its objectives. The main library is situated in a serene environment surrounded by schools of studies, coordinates the activities of all the other libraries across the five schools of studies and ensures that they all work together to achieve the missions and vision of the College. This is done through the strong Collection Development Policy upon which acquisition of information resources into the library are placed under control to meet the information needs of her users.

The college commenced the B.Ed Degree Sandwich Programme in affiliation with University of Nigeria Nsukka (UNN) in 1992. The choice of UNN as a supervising University is mainly because of the Vocatiional and Technical Education courses being offered in the institution. This made the College the only Tertiary institution in the South-West Nigeria offering courses in vocational and Technical Education among other courses. The satisfactory performance of the College coupled with the ability to meet both human and material requirements, made the senate UNN to grant the approval to run regular degree programme of the university with effect from 2004/2005 academic session.

Statement of the problem

Since information resources in the libraries are not meant for decoration but use, there is need for librarians to be aware of usage level of information resources acquired and services provided for their users. As established through observations and interaction with undergraduates, usage of library resources and services are very low. To develop need based collection that will continually meet the information needs of users, a survey of students' utilization of library resources should be undertaken to measure the library resources in term of its value and utility by the clientele. Such survey will reveal the users' satisfaction with regard to the adequacy or otherwise of the resources. In the quest to retain and recruit

more clientele to the library at College of Education Ikere-Ekiti, there is need to investigate library resources and service utilization by the degree students of University of Nigeria, Nsukka, in programme affiliation with College of Education, Ikere-Ekiti. This becomes necessary because it will help in measuring the library resources in term of its value and utility by the patrons. Such survey will reveal the users' satisfaction with regard to the adequacy or otherwise of the resources.

Objectives of the study
The specific objectives are to:
1. Examine the frequency of use of the library resources by the 400L students at University of Nigeria, Nsukka.
2. Determine the purposes of use of library resources and services by the 400L students at University of Nigeria, Nsukka.
3. Find out the types of information resources used by the 400L students at University of Nigeria, Nsukka.
4. Identify the library services used most by the 400L students at library University of Nigeria, Nsukka.
5. Identify the problems encountered by the 400L students in using the library University of Nigeria, Nsukka.

Literature Review
Luqman and Chinu (2019) also conducted an intensive study titled sources and utilization of library resources and services by the students of federal university Otuoke, Bayelsa State, Nigeria. Their findings demonstrate a strong correlation between the availability and use of library resources and services. The availability and use of library materials and services are positively correlated. The availability and use of library materials and services are positively correlated.

Tom-George (2022) carried out a study titled 'Library Services and Use of Resources by Undergraduate Students in Federal University Libraries, South-South Nigeria'. The aim is to investigate the relationship between library services provision and use of resources by undergraduate students in federal university libraries, South-South Nigeria. The study found out that In the South-South geopolitical zone of Nigeria, there is a substantial correlation between undergraduate students' usage of resources and user education services provided by Federal University libraries [(P=0.0000; p0.05)]. Further research revealed a strong association between the availability of internet access and undergraduates' use of the materials available in the Federal University libraries in Nigeria's South-South geo-political zone [(P=0.0000; p0.05)]. The study therefore concluded that the provision of library services such user education, internet, reprographic, and current awareness services had a major impact on how undergraduates in Federal University Libraries in South-South, Nigeria, use library resources.

Jolly (2022) conducted a study titled 'Library Resources Utilization and Students' Satisfaction on Staff Services: Impact to the Critical Thinking of the Higher Education Students'. This study was carried out to determine whether participants' usage of the library's resources and the staff's level of customer service can significantly predict how critically users will think. Descriptive-correlation type of research design was used for the investigation, 384 college students in total participated in this study, and they were chosen using a random sample technique. In this investigation, survey questions were specifically employed to collect the necessary data. The results of the data analysis demonstrated that the participants used the library resources to a great degree and were satisfied with the librarians' work ethics in carrying out their responsibilities. According to the beta coefficient of the regression analysis, students' use of the library's resources and their contentment with the staff's services are not significantly related to their ability to think critically. Based on the study's findings, it has been concluded that the university and college students who participated in it have high levels of critical thinking, personal satisfaction with the services provided by the library staff, and extensive use of the library's resources.

Similarly, in a study carried out by Ejike and Amaoge (2017) in National Institute in Enugu State, Nigeria titled 'Strategies for Effective Utilization of Library Resources and Services by Distance Education Students', 4000 students and 12 librarians made up the study's population, which was surveyed descriptively. The structured questionnaire and observation checklist were the data gathering tools. The data was analyzed using percentages, mean scores, and frequency tables. The results showed that NTI students used the library for knowledge acquisition, consulting reference materials, writing assignments, reading for exams, and consulting journals, among other things, but they also showed that they had little or no knowledge of how to use library services, that there was a lack of staff due to the nature of the programme, that there was insufficient staffing, that there was insufficient power supply, and that there were issues with poor cataloguing and classification. The organization of seminars, conferences, and workshops for users by professionals to learn new skills, provision of adequate power supply by library management, expansion of the library for more space by the library administrators, provision of enough and current textbooks and journals, and employment of more library staff are suggested solutions to problems preventing distance education students in Nigeria from effectively utilizing library resources and services.

Luqman and Chinu (2019), investigated information sources and utilization of library resources and services in Federal University Otuoke, Bayelsa State, Nigeria. Three objectives and three research questions were formulated for the study. The study covered students of the Federal University Otuoke. Survey design was used for the study. The population of the study was 297 students out of which two hundred and ninety five (295) was completed for analysis. Accidental sampling technique was used for the study. The data collected were analyzed using mean and standard deviation for all the three research questions. The finding of the study shows that there is a positive relationship between availability and utilization of library resources and services. There is a positive relationship between availability and utilization of library

resources and services. There is a positive relationship between availability and utilization of library resources and services.

Ilori and Owolabi (2020) study examines availability and utilisation of library services by undergraduate students at the Lagos State University, Lagos. The study adopted a descriptive design which involves the use of questionnaire for data collection. The population of the study consists of three hundred and ninety (390) students from eleven faculties in the university. Simple random sampling was used to select the respondents from the levels 200 -500 students in the university. Data collected were analysed using frequency counts, means, and standard deviation. Results revealed that there are various services available to users in Lagos State University Library, such as reference services, circulation services, and online services. The study also revealed the most accessible library service as the reference service. The study further revealed that undergraduate students' main purpose for using the university library is based on the conduciveness of the library for reading and research activities

In a survey conducted by Temim, Omopupa and Ajani (2021), the users' education as correlates of library resources utilization by undergraduates' in selected universities in Kwara State was examined. The study adopted descriptive where set of questionnaire were used to collect data. Stratified random sampling technique was used for this study, it was a sampling technique considered appropriate because the researcher intended dividing the two universities into strata, that is, faculty and college making a total of 15 and 5 faculties/colleges in University of Ilorin and Kwara State University respectively. Raosoft calculator was used to select sample size of the study at 95 % level of confidence. So, the total population for this study thus 382. Data collected were analyzed using descriptive statistics of frequency count and percentages while Pearson Product Moment Correlation (PPMC) was used to test the two hypotheses of the study. Findings of the study revealed that majority of undergraduates' are of opinion that users education has being a major mechanism to effective utilization of electronic information resources in University of Ilorin and Kwara state university. Additionally, Tom-George (2022) conducted research to determine links between library services and undergraduates' utilization of resources in the South-South, geopolitical zone in Nigeria. A 'Library Services and Utilization of Resources by Undergraduate Students (LSURUSQ)' instrument was utilized to collect data while a correlational study methodology was employed. The population was the 2910 registered users of the Faculty of Natural and Applied Sciences of (2018/2019) academic session. Taro Yamene's statistical formula yielded a sample size of 400. Using the Cronbach Alpha Reliability Testing Technique, the instrument was validated and its dependability was certified. Three research were raised and three hypotheses tested. The research found that these six universities make excellent use of the library resources available to them. Because these libraries provide high-quality services, effective consumption has been seen. The study's findings revealed a significant relationship between the provision of circulation services and the use of resources by undergraduates in federal university libraries in Nigeria's South-South geopolitical region (P=0.0008; p0.05); a significant relationship between the provision of reference services and the use of resources by undergraduates in federal university libraries in Nigeria's South-South geopolitical region (P=0.026; p0.05); and a significant relationship between the two. The study came to the conclusion that excellent teaching and learning in higher education institutions depend heavily on library services. According to the analysis, respondents had a favorable opinion of the services offered by the six university libraries. The study suggested that library staff members be retrained to provide services that are more effective. Additionally, it suggested creating a more accommodating work atmosphere so that library workers could do their tasks more effectively.

Afebende and Nna-Etuk (2019), The study investigated the influence of information retrieval tools on the utilization of library resources by undergraduate students in Federal Universities in South-South Zone, Nigeria. The population of the study comprised 952 registered library users from 3 selected universities in the zone during 2017/2018 academic session. Survey research design method was employed using a structured questionnaire to collect data. Data collected was analysis using mean and standard deviation. The hypothesis was tested using simple linear regression and multiple regression analysis respectively. The regression model produced a regression coefficient of R=.489 which revealed that there is a strong positive relationship between knowledge of information retrieval tools and utilization of library resource. The study equally revealed that knowledge of information retrieval tools is relatively low in the institutions studied.

Scope of the Study
This study is limited to the four hundred level (400L) degree students of University of Nigeria, Nsukka, in programme affiliation with College of Education Ikere-Ekiti, Ekiti State Nigeria. The research design used for this study was descriptive survey research design. The population of the study comprised Degree students of University of Nigeria, Nsukka, in programme affiliation with the College. Stratified random sampling technique was use to select 653 degree students that constituted the sample of the study. This is because Colleges of Education have five schools of studies and each of the school represented a strata using equal allocation method to draw 60% of respondents that were requested to be part of the study. Questionnaire was the instrument used for data collection. Six hundred and fifty three (653) copies of questionnaire were administered to the students during students' renewal of library cards for 2021/2022 academic session. The questionnaires were administered within a period of two (2) weeks. The data collected was analysed using descriptive statistics (simple percentage %).

Data Analysis
Table 1 Population of the study

School of Studies	Number of Respondents
School of Education	62
School of Arts and Social Sciences	426
School of Sciences	208
School of Languages	107
School of Vocational and Technical Education	285
Total	1088

Source: Document collected from Directorate of Degree Programmes

Table 2: Summary of the Sample of Degree students selected from each school of study

School of Studies	Number of Respondents
School of Education	37
School of Arts and Social Sciences	256
School of Sciences	125
School of Languages	164
School of Vocational and Technical Education	171
Total	653

Table 3: Frequency of library use

Use	Frequency	Percent %
Daily	42	6.4
Weekly	172	26.3
Monthly	71	10.9
Occasionally	316	48.4
Not at all	52	8
Total	**653**	**100%**

Table 3 above revealed that majority 316(48.4%) of the respondents used the library occasionally while 71(10.9%) of the respondents used the library monthly and 172(26.3%) respondents used the library weekly followed by 52(8%) who confessed to not using the library at all. Only 42(6.4%) of the respondent used the library on the daily basis. The implication here is that majority of the 400L degree students do not used the library on a regular basis.

Table 4: Purpose for library use

Purpose of use	Frequency	Percentage %
Consult course materials	72	11
Prepare for test and examination	111	17
Read for personal development	77	11.7
Use the Internet	96	14.7
Charging of phones and laptops	80	12.3
Leisure/entertainment	52	8
To consult librarians for guidance on literature search	31	4.7
Photocopy documents	50	7.7
Borrow library materials	84	12.9
Total	**653**	**100%**

Table 4 analysed purpose for which 400L degree students use the library, the result revealed that majority of the respondents 111(17%) visited the library mainly to prepare for test and examination, 96(14.7%) of the respondents used the library to for the use of the internet, 84(12.9%) visited the library to borrow library materials, 80(12.3%) of the respondents visited the library in other to charge their phones and laptops. Only 32(4.7%) respondents visited the library to consult librarians for guidance. It was observed that some of the respondents used the library for charging of gadget, library should therefore soften some of its rules so as to encourage more users into the library and promote reading culture.

Table 5: Types of information materials used in the library

Types of information materials	Frequency of use	Percent %
Textbook/Monograph	393	19.4
Internet Facilities	363	18
E-Journals/e-books	138	6.8
Government Publications	138	6.8
Serials	204	10.1
Oral Information/reference queries	156	7.7
Reference Materials	222	11
Conferences/Seminar Papers	60	3
Project works	348	17.2
Total	**2022**	**100%**

Information bearing resources in the library are for use and not for decoration, therefore, respondents were asked to indicate the information resources they used in the library. Respondents were allowed to tick as many options as possible. Total number of responses was 2022 and analysis of 'table 5' revealed that the respondents used textbooks and monograph than any other information resources in the library with 393(19.4). This was followed by internet facilities with 363(18%), project works 348(17.2%), reference materials accounted for 222(11%). Other rated used resources are; e-journals/e-books and government publication with 138(6.8%) respectively. Conference/seminar papers is the least used information resources with 60(3%) of the total responses. Acquisition of relevant and current textbooks should therefore be given priority.

Table 6: Library services.

Type of services used	Frequency	Percent %
Reference Services	103	15.8
SDI (Selected Dissemination of Information)	60	9.2
Indexing and Abstracting	77	11.8
Loan Service	318	48.7
Photocopying	95	14.5
Total	**653**	**100%**

The library provided different types of services for the users in other to meet their information needs. Table 6 analysed respondents responses on the various services highlighted in the table. The most used service of the library was the loan service with 318(48.7%) of the respondents, followed by the reference services 103(15.8%), photocopying 95(14.5), indexing and abstracting 77(11.8%); while the least used service was the SDI with 60(9.2%) respondents.

Table 7: Problems encountered.

Problems	Frequency	Percentage %
Library staff are not approachable, polite and friendly	82	12.6
Obsolete books	36	5.5
Lack of library orientation	46	7
Power outrage	124	19
Space not enough	8	1.2
Opening Hours	46	7
Access points	23	3.5
Insufficient Internet	167	25.7
Lack of time	121	18.5
Total	**653**	**100%**

From table 7 above, 167(25.7%) of respondents claimed that they are hindered from using the library due to insufficient internet. This was followed by 124(19%) respondents who stated that power outrage was their own problem 121(18.5%) respondents declared that lack of time was the encountered problem. Meanwhile, 82(12.6%) respondents' problem was the unfriendliness habits of the library staff. Other rated impediments are opening hours with 46(7%) and lack of library orientation with 46(7%) respectively.

Summary of the Findings
1. Majority of the respondents belong the School of Arts and Social Sciences 39.2%.
2. The frequency of library use was occasionally with 316 respondents representing 48.4%.
3. The purpose of use was for text and examination preparation with 17%.
4. Information resources used was textbook/monograph with 19.4%.
5. Library services provided by the library are reference services, SDI, Indexing and abstracting, loan service and photocopying.
6. The most encountered challenges are: insufficient internet with 25.7%, power outage 19%, lack of time 18.5%, library staff are not approachable and friendly 12.6%.
7. It is obvious that library resources and service utilization of undergraduate students in this affiliation programme is low.

Suggestions
Based on the findings and observations, the suggestions are:
1. Strategies that will improve the use of the library by the undergraduates should be put in place.
2. There is need for provision of free internet connection that will attract more clientele into the library for maximum resources and service utilization.
3. All the identified major challenges encountered should be addressed.

Conclusion

Effectiveness of the academic library to a large extent depends on the utilisation of its resources and services. This study has therefore ascertained that four hundred level (400L) degree students of University of Nigeria, Nsukka, in programme affiliation with college of Education Ikere-Ekiti do not maximise the use of library resources provided for them because majority of them do not use the library on a regular basis. Their main purpose of visiting the library is to consult materials for test and examination and borrow some materials for home use, while their major problems are insufficient internet and power outrage.

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