Assessment of Use of Library Resources and Services by Students at the University of Delta, Agbor, Nigeria

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Abstract

This study assessed the use of library resources and services by students at the University of Delta, Agbor, Nigeria. The study adopted a descriptive survey research method and employed a structured questionnaire and observations to collect data. The entire population of 371 universities at the University Delta Agbor library was involved in the study. Five objectives guided the study. The data collected were analysed using frequencies and mean with a score of 2.5 as a criterion mean. Findings revealed that the University of Delta, Agbor, provides a good number of information resources in their library, such as textbooks, journals, computers, dictionaries, photocopying/printing/ scanning, encyclopaedia, newspaper/magazine and CD-ROM, among others. The results revealed that the extent of the use of information resources by the students at the University of Delta, Agbor, is very high. The study further revealed that the respondents disagreed with using Internet facilities, whereas they agreed with using other items. The study also revealed that the level of use of services provided at the University of Delta, Agbor, is high extent. The study further suggested strategies to improve the use of library resources and services at universities, including the provision of Internet services, library operation hours being extended beyond school hours, and Philanthropist individuals being contacted for donations, among others.

Keywords: Valuation, Use, Assets, Academic, Library, University

Introduction

The university library is a hub of information for learning, teaching, research, and tasks connected to running and managing the university. The user community of the university library has the option of accessing the knowledge resources. Young learners' reading habits are encouraged, and the teaching and learning process is supported. Textbooks, curriculum-based reference books, general information books, and picture books are all available in the university libraries for use within the library and occasionally for home use. Libraries are organised by the affiliating boards' or council's policy or some general standards. Okonoko, Sambo and Brume-Ezewu (2018) outline the types of library resources and services found in libraries. They include online public access catalogues, shelves reading offline databases, photocopiers, scanners, computers, floppy diskettes, library software, photocopiers, scanners, books, journals, e-resources, theses/dissertations, newspapers/magazines, reference material, CD-ROMs, encyclopaedia/ dictionary/yearbooks/atlas.

Many studies have been carried out on library use. This is so because the users make the library and its services come alive. A library that is not used is as good as dead as it cannot justify its existence. Therefore, the use of the library infuses life into its resources and services; hence, use and user studies must maintain their usefulness. Akinade (2000) observed that people's expectations are high when sourcing and

retrieving information. When such unmet information needs, frustration usually sets in, which may drive the users away from the library. Akande (2003), therefore, noted that the use of library resources is uppermost in the minds of university libraries as this will enable management to know how best to serve their users. Thus, a User study is a veritable tool for assessing libraries and their services (Tsafe, 2004). However, literature has revealed that information availability does not mean accessibility and utilisation; therefore, university libraries must market their resources and services to attract users.

Akinbode (2002) opined that it is the responsibility of the library to render certain services to users to make maximum use of library materials. In a study by Hussain and Kumar (2013) on the use of information resources and services by postgraduate students, it was discovered that most users use the library virtually every day and that books, newspapers, and magazines are the materials users utilise the most. Similarly, Adegun (2015) researched the effectiveness of library services and resources in an African university and observed that if library services and resources are adequate and readily available, it would result in an increase in use. The use of libraries has been the subject of numerous studies. This is the case since patrons give the library and its services life. If a library is not used, it is effectively dead because it cannot continue to exist. In light of this, the need for this study becomes essential. It has become expedient to ascertain the extent to which the University of Delta Agbor Library provides students with quality resources and services for research purposes.

The university library is strategically located along the new Agbor-Warri road and is functioning at the university's site. The library was opened at the college's inception in 1980, in one of the classrooms housing the medical unit but was later transferred to its present site. At its inception, it had an initial take-off stock of about 500 volumes of books and some titles of journals. Today, the library's stock has risen to about 35,000 volumes of books, journals and magazines with a sitting capacity of 277 seats. The library offers readers services such as lending, reference, assistance finding needed information, reading space, photocopying, and a bindery service. It also aids students with facilities for writing their term papers, projects and other research materials for lecturers and other advanced readers. The library also helps students to find materials to augment their lecture notes, classroom, assignments, etc. It also provides other administrative staff with materials to further develop themselves academically in their various pursuits of higher degrees. Besides, in 2021, the permanent site library was built from the TETFund Library intervention; the E-library was also established to meet the modern information demands of the university's staff and students. The library will collect materials from eight faculties—arts, Education, Environmental Science, Engineering Information Technology, Law, and Management Sciences. The following are the various units in the library.

- Readers Service Unit
- Reserve Unit
- Reference Unit
- Serial Unit
- Technical Service Unit
- Reprographic Unit
- Bindery Unit
- E-Library Unit. (University of Delta, Agbor Handbook, 2022, pg. 12)

Statement of the problems

A University library is a vital component of a school, per the guidelines provided by the school boards and organisations. Universities must have a library with an adequate number of collections and adequate infrastructure. The library should be organised and provide quality resources and services to its user's community in all their information needs. Then, the actual portrait is entirely reversed. In most cases, the libraries are the storehouse of some books. University libraries possess books and no book materials to deliver quality services to their users.

Furthermore, it has that observed that inadequate collections, poor infrastructure, out-dated resources, and insufficient funds are the primary reasons for students' poor utilisation of library resources at the University of Delta, Agbor. Since no study has been carried out on the use of library resources and services by students in the University of Delta, Agbor, the researcher has decided to undertake this study and fill in this knowledge gap as well as identify means to enhance the use of university library resources and services for teaching and learning purposes.

Objectives of the study

This research aims to assess the use of resources and services provided at the University of Delta, Agbor library. While the specific objectives are:

i. To ascertain the information resources available to students at the library, university of Delta, Agbor.
ii. To find out the extent of the use of information resources by students at the University of Delta, Agbor library.
iii. To assess the use of library services provided at the library.
iv. To ascertain the level of use of 'services provided at the University of Delta, library, Agbor?
v. Strategies to improve the use of library resources and services provided at the library.

Research Questions

i. What information resources are available to students at the library, university of Delta, Agbor?
ii. What is the extent of students' use of information resources at the University of Delta, Agbor library?
iii. What is the use of library services provided at the library?
iv. What is the extent of use of 'services provided at the University of Delta, library, Agbor?
v. What are the strategies to improve the use of library resources and services provided at the library?

Review of Related Literature

Several studies have been piloted with a similar perspective to study the use of library resources and services. Some of them are reviewed here as a prelude to this research study. Colar (2021), in his research paper, mentioned that the main aim is to make a promotional strategy plan based on the use of the resources and the services provided. In their studies, Parbie, Phuti, and Barfi (2021) stressed that most respondents mentioned that the library had ample computers to meet their requirements. The users also confirmed that the library had comfortable furniture for effective learning and space encouraging learning. Kaur (2017) investigates the use of library resources and services. The study reveals that most engineering, science, and humanities students

visit the library to use the internet. Very few students use the library for reading. In addition, In his study, Onuoha (2020) found that textbooks, CDROM, journals, magazines, newspapers, videotapes, art paintings, maps/charts, and encyclopaedias were obtainable information resources.

University libraries are expected to acquire both books and book materials and be systematically organised by the university librarian. The academic librarian is the professionally qualified person in charge of organising and overseeing the institution's library, according to the International Federation of Library Associations and Institutions (2015). Similarly, in their study, Ternenge and Agipu (2019) revealed that books and non-book materials were the common library resources in university libraries. Besides, Okonoko, Sambo and Brume-Ezewu (2018) in their study, revealed that textbooks topped the list of consulted materials 99%, theses/dissertations 92%, journals 73%, newspapers/magazines 52%, reference materials 68%, computers 67%. Likewise, Hussain and Kumar (2013) also found that books, newspapers and periodicals are the most used by undergraduate students.

Equally, Magaji (2020), in their study, revealed that textbooks were very readily available, while 31.4% said readily available, 16.7% said occasionally available, and 9.4% said not available. For the newspapers and magazines, 29.6% of the respondents said they were very readily available, 24.7% said they were readily available, and 25.5% said they were occasionally available. According to Ntui and Udah's (2015) study, instructors' use of library resources was strongly influenced by the obtainability of textbooks, visuals, audio-visual materials, reference books, and newspapers and magazines. A significant determinant of a university library's functionality is its collections' richness and ability to meet its students' demands and information needs. As a result, patrons will use library resources and services less effectively in a poorly equipped university library. The fact that the institution's library and its materials are housed in small or inadequate resources. This anomaly was reported in the studies of Ogunniyi *et al*. (2018). Their study exposed that the accommodation for institutional libraries was small. Reading spaces for clients elsewhere needed to be improved, subsequently reducing students' consultation rate of library resources. On the use of school libraries and their resources by students, Majid (2015) remarked that students generally do not use their university libraries and various information resources effectively, mainly due to the inadequacy of information resources in the library. Equally, Awotola and Olowolagba (2018), in their study, highlighted available services provided at university libraries in the Ibadan North local government of Nigeria, such as selective dissemination of information (SDI), reference services, Internet facilities, e-mail services, interlibrary loan/cooperation, answering of users' queries, library display and publicity, online public access catalogue (OPAC), current awareness services (CAS), indexing & abstracting services and user education among others.

Hussaini et al. (2018) posited that library users visit the library to receive sufficient and significant up-to-date information in print and non-print, forms for effective teaching, learning and research that meets their information needs, and also allowing them to make significant academic decisions. Meanwhile, Henderson, Selwyn, and Aston (2017) noted that the inability to locate relevant material during searches confused users and contributed to negative attitudes towards library databases. Correspondingly, in his study, Moruf (2015) exposed that university libraries could have been utilised more effectively by students and researchers due to inadequate

resources, poor funding and lack of adequate information resources and services. Sheela (2015) suggested that each library must take some significant steps to improve the use of library resources and services. Similarly, Hossain and Islam (2012) suggested that the relevant authority needs to take immediate remedial actions to improve the situation and should try to introduce a national standard for benchmarking library services to improve the quality of university libraries in Bangladesh. Likewise, Ijiekhuamhen, Blessing and Omosekejimi (2015) identified possible solutions to enhance efficiency and effective service delivery in the library, such as the library staying open longer(98%), increasing internet bandwidths (97%), provision guidance on consultation and research method (90%); library should organise workshop on how to find information (84%); library should publish a guide on information searching skills and library should provide the latest collection(62%); whereas (57%) are of opinion that library should publish index and bibliographies while (27%) are emphasised that staff should be more friendly and knowledgeable. Jena and Dalbehera (2013) suggested that there is a need to improve the overall services provided by the library as well as the staff issues.

Methodology

A descriptive survey research design was adopted for the study. The study covered undergraduate students of the University of Delta, Agbor. The study population was 402 registered library users (2020/2021 academic session). The population figure is obtained from the university's library unit under study. The instrument for data collection for this research was a self-constructed questionnaire titled Assessment of Use of Library Resources and Services by Students in the University of Delta, Agbor, Nigeria. (AULRSSUDAN). Observation and questionnaires were used for data collection. The observation checklist was used to identify and record the library information resources provided in the university library. The researchers distributed the questionnaire with the help of co-librarians as research assistants. Three research assistants helped to distribute and collect the instruments since they were familiar with the respondents. A period of 2 weeks was used to administer and collect the instruments. Out of the 402 questionnaires that were distributed to the respondents, 371 were duly completed and found usable, which gives (a 92.3%) response rate. Results were analysed using the Statistic Package for Social Science (SPSS) and are presented in percentages, mean values, and standard deviations. The responses were based on four (4) a point rating scale. Very High Extent (VHE), High Extent (HE), Low Extent (LE), Very Low Extent (VLE). It was based on five (4) a point rating scale, and a mid-point mean of 2.5 and above was used as a positive response.

Results

Data generated from the observation checklist is presented in Table 1 below.

Question 1: What information resources are available to students at the library, University of Delta, Agbor?

Table 1: Library Information Resources Available

Resources Available	Available	Not Function	Not Available
Internet	√	√	-
Textbooks/Journals	√		-
E-resources	√		-
Shelves/Reading materials	√		-
Online public access catalogue	√		-
Offline database	√		-
Computers	√		-
Photocopiers/Scanners	√		-
Fax (Facsimile)	-		√
Floppy diskettes	√		-
Library software	√		-
CD-ROMS	√		-
Videotape players	√		-
Audio tape player	√		-
Flash drives	√		-
Projector screen	√		--
Television/Radio	√		-
Telephone	√		-
Digital camera	-		√
Printers	√		-
Professional librarians	√		-
Library assistant	√		-
Encyclopaedia/ Dictionary/years books/Atlas and Maps	√ √ √		-

Table 1 shows that the Internet, textbooks/journals, e-resources, online public access catalogues, shelves reading offline databases, photocopiers, scanners, computers, floppy diskettes, library software, CD-ROM, video tape player, flash drives, projector screens, television/radio, telephone, printers, encyclopaedia/ dictionary/yearbooks/atlas and map are the information resources available in the university of Delta, library, Agbor. However, fax (Facsimile and digital camera were unavailable in the university library.

Question 2: What is the extent of the use of information resources by students at the library, University of Delta, Agbor?

Table 2: **Extent of the Use of Information Resources**

Statement	VHE	HE	LE	VLE	Weighted mean
Textbooks	272	99	0	0	3.73
Journals	98	104	97	72	2.61
E-books	87	126	83	75	2.60
E-Journals	67	88	99	117	2.44
Newspaper/magazine	201	81	52	37	3.20
Encyclopaedia	201	92	60	18	3.28
Dictionary	291	53	20	7	3.69
CD-ROM	102	171	40	58	2.85
Flash	72	105	101	93	2.42
Computers	302	57	10	2	3.77
Online Public access catalogue	98	104	97	72	2.61
Internet facilities	92	68	121	90	243
Photocopying/Printers/ Scanners	216	98	54	3	3.54
Average Mean:				**3.01**	
Criterion Mean:				**2.50**	

Table 2 shows the extent of use of information resources by the students in the University of Delta, Agbor library. The table revealed that with an average mean of 3.01, which is higher than the criterion mean of 2.50, it can be concluded that the extent of the use of information resources by the students at the University of Delta, Agbor, is very high. Although the internet is not effectively used due to unavailability of Internet access.

Question 3: What is the use of library services provided at the library?
Table 3: **Use of Library Services Provided**

Statement	A	D
Reference services	269(72.5%	102(27.4%)
Selective dissemination of information	248(66.8%)	123(33.1%)
Provision of Internet services	132(35.5%)	239(64.4%)
E-mail services	202(54.4%)	169(45.5%)
The organisation of the library collection	298(80.3%)	73(19.6%)
Interlibrary Loan/ Cooperation	201(54.1%)	170(45.8%)
Answering users queries	221(59.5%)	150(40.4%)
Online public access catalogue	200(53.9%)	171(46%)
Indexing and abstracting services	202(54.4%)	169(45.5%)
Physical space facilities	205(55.2%)	166(44.7%)
Current awareness services	239(64.4%)	132(35.5%)
Opening hours	222(59.8%)	149(40.1%)
Photocopying services	267(71.9%)	104(28%)
Library rules/ regulations	278(74.9%)	93(25%)
Light and air condition system	251(67.6%)	120(32.3%)
Assistance by library staff	282(76%)	89(23.9%)
Teaching quality	302(81.4%)	69(18.5%)

The result in Table 3 shows the use of library services provided at the University of Delta, library Agbor. Out of the 17 items on the use of library services, the

respondents agreed to using16 16 items while they disagreed with using 1 item, which is the internet. This may result from the internet being unavailable for rent at the university library.

Question 4: What is the level of use of 'services provided at the University of Delta, library, and Agbor?

Table 4: **Level of Use of Services Provided**

Statement	VHE	HE	LE	VLE	Weighted mean
Library collection	98	104	97	72	2.61
Satisfaction with library facility	201	81	52	37	3.20
Satisfaction with library services	102	171	40	58	2.85
Organisation of library collection	127	111	72	61	2.81
Internet service	56	41	98	176	2.33
Physical space facilities	111	72	92	96	2.53
Opening hour	87	126	83	75	2.60
Teaching quality	202	169	0	0	3.54
Library database	105	82	100	82	2.55
Average Mean:					**2.78**
Criterion Mean:					**2.50**

Table 4 shows the level of use of services provided at the University of Delta, Agbor Library. The table revealed that with an average mean of 2.78, which is higher than the criterion mean of 2.50, it can be concluded that the level of use of services provided at the University of Delta, Agbor, is high extent. There is a need to put the library's internet services into use in order to enhance patronage of the resources.

Question 5: What are the strategies to improve the use of library resources and services provided at the University of Delta, Agbor Library?

Table 5: Strategies to Improve Use of Library Resources and Services

Statement	A	D
The library operation hours should be extended beyond school hours	363(97.8%)	8(2.1%)
Philanthropist individuals should be contacted for donation	356(95.9%)	15(4%)
Provision of Internet services	369(99.4%)	2(0.5%)
Provision of guidance and counselling	271(73%)	100(26.9%)
Library facilities should be improve	274(73.8%)	97(26.1%)
The library should open during the vacation	248(66.8%)	123(33.1%)
Alternative power supply	273(73.5%)	98(26.4%)
Provision of e-resources in the library	298(80.3%)	73(19.6%)

Table 5 shows that respondents agreed that sustainable strategies to improve the use of library resources and services at universities are the provision of Internet service 369(99.4%), library operation hours should be extended beyond school hours 363(97.8%), Philanthropist individuals should be contacted for donation 356(95.9%), provision of e-resources in the library 298(80.3%), library facilities should improve 274 (73.8%), provision of guidance and counselling 271 (73%) and library should open during the vacation 248 (66.8%).

Discussion of findings

The findings of this study showed that the University of Delta Agbor library possesses diverse information resources that students need to enhance performance. The information resources available are. Internet, textbooks, journals, e-resources, Online public access catalogues, shelves reading, offline data based, photocopiers, scanners, computers, floppy diskettes, library software, CD-ROM, video tape player, flash drives and projector screens, among others, whereas fax (Facsimile and digital camera were not available in the university library. This agrees with the findings of Magaji (2020), who opined that the availability of all forms and types of information resources in academic libraries is highly imperative—supported by Okonoko, Sambo and Brume-Ezewu (2018), who opined that textbooks, theses, dissertations, journals, newspapers/magazines, reference material, and computers were the common library resources found in the university library, among others.

The findings revealed the extent of the use of information resources by students at the University of Delta, Agbor. The study revealed an aggregate mean of 3.01, which is higher than the criterion mean of 2.50; it can be concluded that the extent of the use of information resources by the students at the University of Delta, Agbor, and the library is higher. This is in line with the finding of Awotola and Olowolagba (2018), who opined that students utilised the information resources available at university libraries, such as selective dissemination of information (SDI), reference services, Internet facilities, e-mail services, interlibrary loan/cooperation, answering of users' queries, library display and publicity, Online public access catalogue (OPAC), current awareness services (CAS), indexing & abstracting services, user education photocopying services and telephone services among others.

The findings revealed the extent of use of services provided at the University of Delta library, Agbor, which showed that all library services provided at the university library were utilised by the respondents, such as reference services, photocopying services, Internet services, indexing and abstracting services, current awareness services and e-mail services among others. This aligns with the finding of Hussaini et al. (2018), who opined that library users visit the library to receive sufficient and significant up-to-date information in print and non-print forms for effective teaching, learning and research that meets their information needs.

The findings also revealed the strategies to improve the use of library resources and services at the University of Delta, Agbor. Such as library operation hours should be extended beyond school hours/ Philanthropist individuals should be contacted for donations, there should be acquisition of current materials, provision of Internet service, library facility should be improved, the library should open during vacation, the alternative power supply, provision of guidance and counselling were the strategies to improve the usage of library resources and services. These findings agreed with Ijiekhuamhen et al (2015), who affirmed that libraries should stay open longer, Increase internet bandwidth, library should publish a guide on information searching skills, and provide the latest collection; some believed that libraries should publish index and bibliographies, provision of guidance on consultation and research method, library should organise workshop on how to find information, staff should be more friendly and knowledgeable on the job among other. Likewise, Sheela (2015) suggested that each library must take some significant steps to improve service quality to achieve 100% users.

Conclusion

The study reveals that libraries have print and electronic documents, the Internet, Fax (Facsimile), and digital cameras. Therefore, in order to achieve quality career achievement and social activities in today's digital environment, all necessary resources and services must be put in place for efficient service delivery in the library. In light of the findings of the investigations, the researchers have made the following:

Recommendations

1. Management should endeavour to improve Internet facilities, and effective bandwidth should be a priority for authority so that students and researchers would conveniently patronise the library.
2. Libraries should extend their service hours so students can use the library beyond regular working hours.
3. Library management should embark on activities that enhance the use of library resources and services.
4. The library should be provided with substitute means of power supply in anticipation of power failure; standby power-generating sets should be made available to the
   Library.

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