

IMPACT OF LIBRARY SERVICES AND RESOURCES ON UNDERGRADUATE STUDENTS AS USERS OF FACULTY LIBRARY: A CASE STUDY OF FACULTY OF MANAGEMENT SCIENCE LIBRARY, LADOKE AKINTOLA UNIVERSITY OF TECHNOLOGY (LAUTECH) OGBOMOSO, NIGERIA

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ABSTRACT: *This paper examined the impact of library resources and service on undergraduate students as users of Faculty library. The research also based on the type of materials accessed by users, impact of library services provided, adequacy of library resources and service, problem faced in the usage of faculty library and solution. To retrieve the necessary information, a questionnaire was randomly distributed to a sample of 300 respondents drawn from a population of 600 library users of undergraduate students of Faculty of Management Science Library, Ladoke Akintola University of Technology, Ogbomos, Oyo State, Nigeria. The findings revealed that library resources were not stressful to access to students as a result of adequacies emanating from resources. A response rate of at least 100% was achieved. The researcher used frequency and simple percentage to analyze the data, the outcome results indicated that the majority of 78% of the respondents find the resources and service of Faculty Library effective. 85% of the respondents agreed that the Faculty Library resources are adequate for their various information needs. Base on the finding, recommendations were made in order to boost the library services and resources provided to meet more of the demands of teeming population of users. It was recommended among others that electronic /online information resources should be made available in the library to help students and scholars to have access to current materials. Also the library collection should be well organized to ensure that the catalogue and other bibliographic access resources reflect the truth content of the library.*

KEYWORDS: impact of library service, library resources, undergraduate, students, library, university, faculty, Nigeria.

INTRODUCTION

The overriding aim of a university library is to provide the information needs of its users, Likewise all authentic users of academic research libraries have a right to expect library services that commensurate with their needs, provided by competent librarians and founded on adequate collections which are easily available and accessible. By so doing, the library must fulfil its role of supporting the parent institution in achieving the basic objectives of teaching, learning and research. To provide the most effective access, the library should grapple with the challenges of acquiring, processing and making available up-to-date and relevant resources that must be satisfy user's information needs. Aguolu, C.C. (2015). Argued that access mechanism is very important predictors of information resources satisfaction. Hence, satisfaction of user's needs is found to be the basic criteria for measuring the effectiveness and relevance of the library in the university system. In the academic community, libraries are vital not only to continuing education and self-development, but also to research activities.

Libraries are indispensable because they are the hub of all teaching, learning, and research activities in a university. The fact that academic libraries occupy a paramount place in the life of their parent institutions has widely been discussed in many libraries literature. Library resources include not only print materials like books periodicals bulletins, guide, abstracts and indexes but the information and communication technology (ICT), resources like Internet, CD-ROMs, DVD plates electronic books, e-journals, online networking and data base. The quality and effectiveness of academic libraries is connected with services, products as well as staff, facilities and space (Pindlower 2014). Ugah (2012) is of the opinion that quality in the content of a library is often treated as the quality of services which also affects the impact the library, is important for each library to survive.

The research paper is therefore investigating the impact of library services and resources on undergraduate students as users of Faculty of Management Science Library, (LAUTECH). Problem and prospects bearing in mind that the provision of effective service is an essential part of the libraries which should not be taken for granted. Inaccessibility of information has been identified as the destruction of effective research in Nigeria universities. Often, many library users especially research clientele have expressed dissatisfaction over the inaccessibility of information resources of the library. The most frequent complaint includes, the issue of out-datedness of materials, users inability to locate materials, unsystematic arrangement of the text on shelves, staff not being able to explain where about of certain material that are bibliographically available in the library as well as non-availability of some electronic information resources like internet connectivity, online public access catalogue (OPAC) and other electronic resources. University Libraries in Nigeria hardly acquire enough materials due to lack of fund; thus, they have had to fall back on books and journals and other library materials supplied through the intervention of the

Tertiary Education Trust Fund (TETFUND) in Nigeria and other means. It is also worrisome that this attitude can affect the quality of services and resources provided by university libraries to their teeming users and cause a decline in their academic performance and research.

REVIEW OF RELATED LITERATURE

In the opinion of Onuoha, Okoje and Bamidele (2013), the effectiveness of the library as a whole can be inferred from its service provision. Harvey (2015) shares a similar opinion but adds that it is the extent to which an activity fulfil its intended purpose or function. A well-stocked and efficient library act as eyes or path finder for researchers and provide them in the inspiration to venture into new areas of research (Leckie, Pettigrew and Sylvain (2012). Primary objective of a library according to Ajala (2012) is to maximize the intensive use of its resources and services. Oyewumi (2013) is also of the opinion that when a library is provided in a school, the extent to which it is utilized is very important. It is therefore necessary for libraries to examine the impact of service and resources provided to their users most especially in today's changing environment and information communication technology (ICT). Lending credence to this, Webb, Gannon-Leary and Bent (2014) stated that libraries need to take store of where they are now, list the services and resources they currently provide, ask users what they want from the library and combined the results of these investigation with the new ideas and development in order to provide a comprehensive and effective service and resource to users in order to meet their information needs.

The ease with which the user gets their required materials in the library is a reflection of how adequate the resources of the library are to their needs. In meeting the user's needs the personal public relation of the staff is a crucial factor, which must not be overlooked. Evidence of willingness to help, and ability to meet personal needs are part of parameters that determines if the user is satisfied. The library therefore needs to satisfy its users and prove to its funding accrediting bodies that it is worth investment. Library of today are in situation where they face competition from other information provider. Information Communication Technology (ICT) has brought a revolution to search for new information and according to Aloh, I.L (2013), ICT does not change information that users need, but changes the way in which it is being delivered. Thus, libraries can only distinguish themselves through effective service provision and availability of adequate, qualitative and update resources. Olowu, K. (2010) in his contribution to the subject also agreed that library effectiveness should be measure in terms of the satisfaction expressed by library users. The view shared by Arua (2013) have shown that having an adequately recorded library collection in a library catalogue, indexes, and bibliographies have proved useful in facilitating access to information. Such systematic arrangements ensure user satisfaction as it enhances the retrieval of information resources, and allows for maximum use of the library.

Objectives of the study

The objectives of the study include the following:

1. To examine how often the users make of the faculty library.
2. To find out the level of access of materials in faculty library.
3. To find out how effectiveness of library services provided in faculty library.
4. To find out the difficulties encountered in the usage of faculty library.
5. To find out how adequacy of faculty library resources.

Research question

1. How frequency the users use faculty library.
2. What type of materials access by users at faculty library.
3. What are the impacts of library services provided by faculty
4. How adequacy of faculty library resources
5. What difficulties encountered in the usage of faculty library.

METHODOLOGY

The descriptive survey research design was adopted using the questionnaire as the instrument for data collection. The data for this study were collected by administering questionnaire to 300 undergraduate students as users of faculty library. The selection was done from statistics of readers that frequently use faculty of Management Science Library between the hours of 8.00am-4.00 pm from Monday-Friday, before examination period. This is exactly the peak periods of the university library service. The population comprised of six hundred registered user of faculty of engineering library. The stratified proportionate sampling used technique was to draw a sample of three hundred (300) respondents.

FINDINGS AND DISCUSSION

All copies of questionnaires administered were returned and analyzed. This representing a response rate of 100%. Also, it indicate that students know the importance of library services provided and its impact by faculty library as regard their academic work.

Table 1: Distribution of respondents by gender

Items	Respondents	Percentage
Male	210	70
Female	90	30
Total	300	100

The findings in table 1 revealed that 70% were male respondents while 30% were female. It shows that the male were more represented than female.

Table 2: Frequency of use of library

Frequency	No of Respondents	%
Every day	150	50
A Day	20	7
Twice a week	45	15
Thrice a week	60	20
Occasionally	25	8
Total	300	100

Table 2 above revealed that 50% use the library every day, 7% use it a day, 15% use it twice a week, while 20% use it thrice a week and 8% use it occasionally as they dim fit.

Table 3: Type of materials accessed by users.

Items	No of respondents	%
Library textbooks	155	52
Reference materials	15	5
Periodical/ Journals	50	16
Electronics resources	60	20
Entire collection	20	7
Total	300	100

The table 3 above showed that 155 (52%) of the respondents which shared large percentage indicated that they make use of library text books for their information needs. 15 (5%) of the lowest percentage use library reference materials. 50 (16%) also consult Periodical/Journal for their information needs, while 60 (20%) use electronic resources. 20 (7%) use entire collection for their information. This result shows that users of faculty library depend more on the entire library collection probably because information comes in deferent format.

Table 4: Impact of Library service provided

Items	No of Respondents	Percentage
Very satisfied	200	66.7%
Satisfied	65	21.7%
Fairly satisfied	25	8.3%
Not satisfied	10	3.3%
Undecided	---	----
Total	300	100

Table 4 above revealed that 200 (66.7%) of the respondents indicated that library services provided by the library is very satisfied while 65 (21.7%) of the respondents stated that it is satisfied, 25 (8.3%) indicated that it is fairly satisfied. 10 (3.3%) of the respondents stated of not satisfied, while non-respondents are undecided.

Table 5: Adequacy of faculty library resource

Items	SA	A	D	SD	UD
Print resource materials are adequate	30 (10%)	25 (8.3%)	3 (1%)	2 (0.7%)	0 (%)
Electronic resource materials are adequate	35 (11.7%)	20 (6.7%)	4 (1.3%)	1 (0.3%)	0 (%)
IT resource materials are adequate	38 (12.7%)	17 (5.7%)	3 (1%)	3 (1%)	0 (%)
Reference resource materials are adequate	33 (11%)	22 (7.3%)	4 (1.3%)	6 (2%)	0 (%)
Others (Specified)	----- -	-----	-----	-----	-----

Table 5: above shows that 30 (10%) of the respondents strongly agreed that print resource materials at the faculty library is adequate and also 25 (8.3%) agreed while 3 (1%) and 2(0.7%) disagreed and strongly disagreed. 35(11.7%) and 20 (6.7%) of the respondents strongly agreed and agreed on electronic resource materials adequacy. 4 (1.3%) and 1 (0.3%) disagreed and strongly disagreed. 38 (12.7%) and 17 (5.7%) of the respondents strongly agreed and agreed on adequacy of IT resource materials while 3(1%) and another 3 (1%) disagreed and strongly disagreed.

Table 6: Problem faced in the usage of faculty library

Problems	Respondents	Percentage
I often find the information I need	110	36.7%
The Library environment is conducive	80	26.7%
I often find sitting space to read	60	20%
I often do not get the opportunity of using the internet	30	10%
Serials materials provided are inadequate	20	6.6%
Total	300	100

Table 6: revealed that 110 (36.7%) of the respondents indicated that they often find the information they need in the faculty library, also 80 (26.7%) of the respondents stated that the library environment is conducive while 60 (20%) often find sitting space to read. 30 (10%) of the respondents often do not get the opportunity of using the internet while 20 (6.6%) of the same respondents shows that the provision of serials materials are inadequate.

CONCLUSION

The findings of this study therefore indicate that if faculty library service and resources are adequate and readily available, it would result to increase in use. However, if there is improvements in the response to users' need the end result will thus be an increase in the library's role in the pursuit of user's educational objective, research and needs. In developing country like Nigeria where book purchasing is bulky because of the high cost and limited book markets, it become a matter of priority for the library to provide effective service and resource to numerous users of faculty library. Providing effective service and resources in faculty library, the librarian should find means to cater for varying level of users within the faculty library. Library resources need to be adequately used in order to show the huge amount invested in them. The library should not only build adequate and balanced functional resources, but also provide access to the resources. The more detailed the assistance given, the more humbly it is given, the more certain will be the satisfaction of the user and an increase in the library use.

Recommendations

It is recommended that the university management should support the library in stepping up efforts geared towards digitizing library resources and provide electronic infrastructures like computers with internet connectivity for easy access to both the content of the library and information resources available in the World Wide Web. Library services should be given more attention. This would promote effective library service and create users' awareness to services available in the library. Library materials should be well arranged on the shelves, and each shelf well labeled for easy retrieval and accessibility. An enabling library environment should be provided for library personnel in order to make them to be alive to their professional responsibilities from time to time.

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