YABA COLLEGE OF TECHNOLOGY LIBRARY: RESOURCES UTILISATION FOR EFFECTIVE SERVICES DELIVERY TO USERS COMMUNITY

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ABSTRACT: *The paper looked at Yaba College of Technology, library Lagos in the provision of information resources and services to students and staff of the institution. Questionnaire was the instrument use for gathering data from One hundred (100) respondents which were randomly selected out of which eighty (80) were returned and found useful for the study. This research revealed that majority of the respondents were aware of the existence of library in the school but do not fully utilized it because the information resources of the library are outdated that could not meet information needs of user due to the above constraints the respondents look elsewhere to get their information need satisfied. The study then gave some recommendations as a way forward to promote effective service delivery by the library to the target users. Amongst these is that there is a need to have a functional library with modern information resources (ICT) with qualified personnel with adequate skills essential for effective utilization of e- resources. In order to ensure that staff of the library is efficient in their daily services delivery library as essential information center should at least once in a year attend a skill acquisition programme relevant to their areas of operations. In order for the library to play its role, especially in this Information age, it must be adequately funded by the government and other stakeholders. The failure of academic library like that of Yaba College of Technology has been largely responsible for failure of Nigerian academic institutions in overall global rating of the academic institution in which Yaba College of technology is known as one of the foremost academic institutions in the world assessment team*

KEYWORDS: availability, library, utilization, services delivery, information resources

INTRODUCTION

Yaba College of Technology, Lagos, Nigeria officially opened its door to students and staff on 19th January, 1934 in line with Alokun, (2004) cited from Fafunwa, (1975). In the history of academic institutions in Nigeria Yaba higher College that was name at the time of its establishment marked as the centre. of excellence for human capital development, offering the first rate academic, professional and entrepreneurial education as a bedrock for leapfrogging Nigerian's technological development Olugbile (2009).The College library as one of the essential units of this citadel of learning is the library that serves as the academic nerve centre of the institution saddled with the service with the provision of information service that emanate from the acquisition, processing, distribution of information resources in line with the curriculum of the institution. In the same vein the library is set up to serve the student, lecturers and other member of the academic community (Aina, 2014).

The library at the Yaba College of Technology, is a powerful instrument of socialization that offer mental happiness and fulfillment to technical education professionals, researchers and other users of library who desire library resources for their intellectual development of graduates that is worthy in learning and character after the completion of academic programme from the school.Yabatech as it called has its own share of shortcoming of academic disruption, inadequate funding, obsolete teaching and learning equipment, challenges with cult related problem.

Services Units of Yaba College of Technology, Library.
To offered the expected services to the teaming population of the College , the library at Yaba College of Technology has different services unit put in place for users to annexed for their benefit. The library collections of library at the beginning according to Adegbile (1988) as cited by Alokun (2004) The services Centre are: Administrative Coordinating unit, Reader's Services unit, Technical Services unit, Serials Department, Information & Communication Technology (ICT) Centre and the Archives, Research and Documentation Units.The College library has come a long way since its evolution as a service unit of the academic learning centre in Nigeria despite the teething problems facing it that manifest in staff turnover, lack of adequate incentives among the staff of the library and more importantly inadequate fund (Alokun, 2004).

➢ **Administrative Coordinating unit**
This is the administrative Centre of the Library; the coordinating unit of the services institution that produce educational output. This unit defines the role and the service of each section of the library that provide information service behind the scene for the identified users. All communications between the library and the entire users' community pass through the desk of the College Librarian who is the Administrator and chief Executive of the library services.

➢ **Reader's Services Unit**
This essential services Centre is the public relations unit of the Library whose function include, registration of all students and staff, charging and discharging of Library materials; shelving and shelf reading of library resources on daily basis; the maintenance of reference and audio-visual materials are one of the essential routine exercises of the unit furthermore, the readers services unit of this library also see to the updating and documenting the statistical records of library Clienteles and book consulted on daily basis. Among the oversight function of the readers service section of the library is the circulation section that ensure that books are on the shelves on loan or taken out for repairs (Aina,2014)

➢ **Technical Services Department**
The Technical Services Department is the engine room of the library, responsible for the processing of all materials acquired through gifts, exchange and other method of resources development in line with Collection .development policy of the library, the section is saddled with the responsibility of Acquisition, Cataloguing and Classification of the books in the library with the aim of making the library resources available to relevant section where users may have a direct link with the learning resources for consultation, research and community effort. The Technical Services section also undertakes repairs of all defective library information

resources such as textbooks and Journal. Furthermore, the section serves as a link between the resources of the library and the end users. As their role involved giving a bibliographical description of library resources in generated computer work sheets for the ICT units of the College. Filling and maintenance of the Library catalogue cards that contain a summary of the details of all the library resource.

➢ **Serials Department**
The Serials Section of the Yaba College of Technology library, Lagos major function include selection, acquisition and processing of printed and electronics Journals. The College Library subscribed to the lor College website offered opportunity to library personnel and students to have access to current and relevant E-journals in line with the school programme. the Journal

➢ **Information and Communication Technology Department.**
 The Information and Communication technology departments of the College are saddled with computer operation unit of the Library. The department uses the Lib-Plus Library Software Package to carry out its daily routine services as related to automation and computer appreciation programnme. The department oversees the Computer Laboratory Centre that has flat screen desktop computer used by staff and students of the College for lectures and other academic exercises. It is worthy of note, that the emergence of ICT has enables proper and adequate provision of library services to library users from all disciplines in this academic institution It is worthy of note, that the emergence of ICT has impacted greatly on the quality of information provided by the library to users. It also enables proper and adequate provision to all the library users from all disciplines in the polytechnic.

➢ **Archives, Research and Documents Department**
This department serves as archival unit of the College library. The unit acquires preserves and makes rare documents available and accessible to users; it also assists staff and students in their research effort. It keeps Gazettes, Legal documents, Building plans. Convocation Speeches, Lectures, Seminar Papers, Past Questions Papers for reference purposes and future use. The six departments above combined together to provide information resources for users community of the College. Within the context of the library, information science and information resources can be referred to as any information carrier devices manually or electronics like textbooks or journals. Theses and Dissertation, Audio Visual, Software, Hardware organised for implementation of the educational programmes of particular academic institution Opeke and Odunlade (2011).

The extent to which the library services meet the information expectation of the patrons will go a long way for users to create utilization the information resources of the library regularly. The adequacy and ease of accessibility of library resources may determine the level of utilization of information resource of the library, if the resources are not available for users to make use of, the purpose of having the library is defeated and in the other way if the resources are available and users are not having access to them the purpose of setting up the library is not achieved .

Thus, one can then say that there is the need for library resources to be available for users while the users on their part should be aware of the resources for their benefit in their academic and other essential duty that has a direct link to library.

The mere acquisition of information resources by a library does not translate into accessibility and that granting access to library information resources requires a series of process that the librarian put into the work of library that is demonstrated in acquisition, cataloguing classification indexing, and internal routine exercises that is carried out behind the screen that translated into availability of information resources of the library.

In summary it can be deduced that utilization of information resources assists the users to have a broad knowledge as attested by Madu, (2004) that stated that it is imperative for library personnel and its users to acquire the needed skills that will assist them to sieve through the ocean of information overload available at local and international level, through the devices of Information and communication technology. In today library services delivery it has undergone a significant metamorphosis – from a purely traditional model manual service delivery to a more dynamic technologically driven system through the devices of Information and Communication Technology (ICT) which Ekoja, (2010). opined that the environment in which librarians work is changing in the areas of accessibility of information resources, increased in speed in acquiring of information which is more easier than the old method of services delivery in locating, analyzing and linking information, adaptation and continuous learning for users and staff adopting the e-resources .

Although the advent of Internet has proven that the manual are inherent with some limitation in which is significant in today information world. However, the majority of the librarians in Nigeria still operate the traditional mode of service delivery which cannot meet or satisfy the expected desire of the dynamic library users who want to get the needed information resources without constraints. Other challenges users encounter in the use of e- resources is lack of needed skills to effective utilize the e-resources, students are not having access to computers and other ICTs resources, irregular internet services, outdated information resources like textbooks and Journals and power outage and accessibility to the needed resources at the expected time by the library where users can make use of the resources for their advantages. There are various reasons why library users utilize the information resources which may include wealth creation, competition for sustainable development. Accelerate the activities of the work of students as relate the use of e-resources which is meant to provide the right information in right format to the right person at the right time. While looking at the accessibility of library resources, Adeoye et al (2011) added that the more accessible information sources are the least effort users have in accessing the library resources. Siu-Runyan (2011) added that the quality of libraries resources at the college level correlate with the performance of students writing internal examination within the level and professional that student tool part for certification.

Thus one can say that College libraries are important information resources and aids that any student in any institution of learning cannot dissociate from if they must make a way out in their academic career. Previous studies provided evidence that when students in College have

access to information resources, read them; it would result in intellectual development with positive effect on society as large**.**

Statement of the Problem
The statement of' the problem for the study is as follows:
a)   Are the stocks of the Library adequate to meet the information needs of the clientele?
b)   Does the school have a planned programme on information literacy?
c)   Does library staff offer assistance to users' populace in their bid to make use of Library resources?
d)   Are users satisfied with state of services provision in relation to materials resources provided by the library?

Scope of the Study
The study covered the staff and students of Yaba College of Technology, Lagos that cut across all the disciplines of the school

Justification for the study.
This research is necessitated in order to examine the Library resources and its utilization for efficient services delivery in Yaba College of Technology Library.

The significance of this study is based on:
1.   Relevance of Library resources to the clientele, management team of the school.
2.   To look critically at the negative effect of availability and utilization in the College Library and seek ways to remedy it if possible
3.   This study will serve as a background information and reference point for further study on similar topic or other related ones.

Objectives of the study
1.   To examine the resources and facilities available at the school library.
2.   To analyze the positive effects of information resources and its utilization for efficient services delivery
3.   Are the users aware of the existence of the Library resources and services?
4.   The extent to which the Library and resources reflects the informational needs of its clientele.
5.   To examine reasons for the utilization and pattern of the clienteles

Research Questions
    The following research questions will be answer in the study
1   What are the types of information resources available for students and staff of the College?
2   How accessible are information resources to students of the College
3   Which of these   resources are often use by the respondents
3   What is the frequency of use of these information resources to students of the College?
4   Does access to the information resources promote efficient services delivery

5   What are the inhibiting factors to the use of information resources for the promotion of service delivery?

METHODOLOGY

The research procedure for the study is descriptive in nature that was employed to collect data for the work. While the instrument for the study is a Questionnaire administer by researcher with the help of research assistant to students and staff of Yaba College of Technology which they completed and submitted to the research assistant who in tune gave it to the researcher. One hundred (100) respondents were randomly selected out of which eighty (80) were returned and found useful for the study**.** The data collected were properly recorded by assigning scores to each of the variable associated with each item on the questionnaire. The outcome of the scoring was coded and use for subsequent analysis. The statistical method used for the analysis was simple percentage which was presented in tabular form to show the significant difference between the various variables on the questionnaire.

Problems of Data Collection
In any research of this nature, there is bound to be some problems that confront the researchers some of the problems are:
 i.   Problem of getting the respondents assembled to fill the questionnaire.
 ii.   Some respondents   do not fill the questionnaire properly   while other misplaced it.
iii.   Some seems not to be able to understand how they will fill the questionnaire
iv.   There is the problem of financial and time constraints encounter by the researcher for this research work.

Age of the respondents

Age	Respondents	Percentage
Under 20	25	30
20—30	30	40
31-40	20	20
41-50	5	10
Total	80	100

Table 1: shows respondents age distribution 25 (30%) were under 20 years old, 30 (40%) fall within the age of 20 —30 years, 20(20%) of the respondents were 31 — 40 years old 5(10%) of the respondents were 41 -50 years above

Table 2: Sex of the Respondents

Sex	Respondents	Percentage
Male	38	48
Female	42	52
Total	80	100

The table above shows the sex distribution of the respondents. 38 and 42 were maleand female respectively.

Table 3: Academic Qualification of Respondents

Qualification	Respondents	Percentage
WAEC/GCE	30	38
O.N.D/ H.N.D	20	25
B.Sc., B.A	13	16
Ph.D.	07	09
M.Sc, MA & MLS	10	12
Total	80	100

Table 3: show that 38% of the respondents had obtained WAEC/GCE, while 25% of the respondents are holders of OND/ HND, 12% had obtained M.Sc. M.A, MLS, 16% and 0 were B.Sc, B.A and Ph.D. holder respectively

Table 4: Respondent knowledge on the existence of Library and its Resources

Respondents	Frequency	Percentage
Aware	66	83
Unaware	14	17
Total	80	100

The table above indicates that 83% of the respondents were aware of library and its resources while 17% claim otherwise. From the above analysis, it is clearly that majority of the student population are aware of the existence of library and its resources, while at the same time, a efforts should he

made by library management towards organizing effective orientation and library use instruction programmes otherwise as information literacy to take care of those that are ignorant or just been admitted into the school.

Table 5: Respondents distribution on the accessibility of Library resources

Respondents view	Frequency	Percentage
Accessible	56	70
Not accessible	24	30
Total	80	100

From table 5 above 70% of the respondents is of the opinion that library resources at the College were accessible while 30% of the respondents opined that the library materials and services were not accessible.

Table 6: Respondents utilization of Information Resources

Information Resources	Frequency	Percentage
Journals	05	06
Newspapers	08	10
Textbooks	37	46
E-Resources	30	38
Total	80	100

Table 6: indicate that 46% of the respondents made use of textbooks, 10% and 06% of the respondents consulted Newspapers and Journals while 38% of the respondent made use of electronic resources for their academic and research work

Table 7: Respondent Reasons for visiting the Library

Reasons for visiting the library	Frequency	Percentage
To make use of serials resources i.e Newspapers, Magazines	13	16
To consult reference resources	28	35
Reading for examination	20	25
To borrow books	19	24
Total	80	100

 The table above revealed that 35% visit the library to consult reference resources while 25% the respondents visit the library for examination, 16% of the respondents visit the library to make use of serials resources such as Newspapers and magazines and 24% of the respondents visit the library to borrow books. Above the majority of the respondents visit the Library for the purpose of consulting the reference resources.

Table 8: Respondents Assessment on evaluation of library Resources

Respondent view	Frequency	Percentage
Adequate	27	34
Inadequate	53	63
Total	80	100

The analysis above shows that 34% of the respondents opined that the resources is adequate, 63% perceived that the library resources is inadequate. The adequacy or otherwise of the library resource will go a long way for effective utilization of library resources. Definitely library users will expect that the resources at the library are adequate for their information needs

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