



## **Users' Perception of Adequacy, Currency of Information Resources and Functional ICT Facilities on Utilization of University Libraries in South-South Geo-Political Zone of Nigeria**

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### **Abstract**

*This paper examined users' perception of adequacy and currency of information resources for effective utilization of university libraries in south-south geo-political zone of Nigeria. The study adopted descriptive survey research design and was guided by three objectives. Multistage sampling method was used to purposively sample Federal Universities in the region, using stratified random sampling to sample 120 postgraduate students, 24 respondents each from the Universities - University of Benin, University of Port Harcourt, University of Uyo, and Federal University, Otuoke. A self-designed structured questionnaire was used for data collection. Out of 120 copies questionnaires administered, only 100 copies were correctly answered and retrieved indicating a response rate of 83.3%, which formed the sample for the study. Mean ( $\bar{x}$ ) and standard deviation ( $\pm$ ) were used to analyse the research questions, and a criterion mean score ( $\bar{x}$ ) of 2.5 was adopted as basis for accepting or rejecting while simple regression was used to test the hypotheses at 0.05 level of significance. Findings revealed that adequacy of information resources, user perception on currency of information resources, and on functionality of ICT facilities in libraries have positive significant influence the utilization of academic libraries in South-South zone of Nigeria. The study concluded that a developing information resources effort should be directed towards ensuring acquired materials are adequate, current and ICT facilities functioning to enable maximum uses of the library. Among others, it was recommended that efforts in providing adequate information resources in academic libraries should be considered. The information resources to be provided should be current to the courses offered in the institutions.*

**Keywords:** Currency, Adequacy, Information Communication Technology, Information Resources, Utilization, University Libraries, Nigeria.

### **Introduction**

All over the world, academic library is the hub of every academic activity, which is the entrepreneurial commodity of every academic enterprise. They are established with the sole aim of providing information bearing materials to enhance learning, research, teaching and community service. Okebukola (2006) remarked that the class and quality of the library determines to a great extent the quality of scholarship in any institution. It is as a result of this that Nwosu and Aniche (2019) opined that the laudable objectives of the university cannot be met under inadequate and obsolete information resources and infrastructure. In line with this argument, Nwosu and Aniche (2019) stated that the academic health, intellectual vitality and the effectiveness of any university depend largely upon the state of health and excellence of its library which is its life-blood.



A functional academic library is an indispensable unit of support to the entire university system. It contains physical and virtual resources that are consciously selected, acquired and organized to cover the scope of academic activities of its parent institution. The major purpose of university library is to help its parent institution achieve its academic goals and objectives, hence, the library in an academic environment is driven on the purpose of the main institution which it serves. It sees to the information needs of faculty members, the students and other university community of information users. It provides a conducive environment for students and staff to carry out their research, acquire knowledge and carryout learning, teaching and mentorship. There are different types and formats of information resources in an academic library, these includes information materials such as books, journals, newspapers encyclopedias, dictionaries, audio and audiovisual materials, electronic books and gadgets for educational purposes. These resources must be current, relevant and accurate in meeting the needs of users' community (Fourie and Loe, 2016; Oyesiku and Akinbode, 2004).

A university library will lose its value if its services and resources are not satisfactory to her users, as no user will continue to patronize a library that fails to meet his information needs. Iyishu and Nkanu (2013) pointed out that the utilization of library is a direct function of the available and accessible resources of a library. Users are only attracted to library that the materials are current, adequate and congruent to solving of the information needs. Therefore, it is not enough that information resources are available, they must also reflect the information needs of users. Hence, at all times, academic librarians must ensure to acquire information resources according to the identified needs of their community of users, as the perception of the users will ultimately predicts the usability of the available resources. User's perceptions of the resources and services immensely influenced the extent at which the library will be utilized. Perception refers to the opinion, the personal view someone holds tenaciously about a person, event or thing. It is the particular way something is been viewed, considered which may or may not be true. Many students and staff perceived that the library resources and services are outdated, not recent enough or relevant to solving their information challenges, some perceived the library as an ordinary stack of old books and journals but how true will user's perception influenced utilization of the library? That is why this work is aimed at ascertaining the user's perceptions of the adequacy and currency for effective utilization of information resources on the users of academic libraries in South-South geo-political zone of Nigeria.

### **Statement of the Problem**

An academic library is an important knowledge dispensary facility that works towards the full realization of the academic vision and mission of the parent institution. The researcher had observed that from the statistical records of user's patronage in the libraries in South-South region of Nigeria, that there is a sharp decline in the daily patronage of the university library. Also, from interacting with students in the cause of teaching on the reasons why they do not patronize the library regularly, many based their reasons on the poor quality of resources and services offered to users. Others are of the opinion that the resources are not adequate and current for their uses. It is on this note that the researcher decided to investigate the true position of users' perceptions on how adequacy, currency of information resources and how they influence the utilization of academic libraries in South-South geo-political zone of Nigeria.

### **Objectives of the study**

This study tends users' perception of adequacy and currency of information resources and the utilization of academic libraries in South-South Geo-Political Zone of Nigeria. Its specific objectives are to:

1. Determine users' perceptions of adequacy on information resources for utilization of university libraries in South-South, Nigeria



2. Ascertain users' perceptions of currency on information resources for utilization of university libraries in South-South, Nigeria
3. Find out users' perceptions on the influence of functional ICT facilities on utilization of university libraries in South-South, Nigeria.

### **Research Questions**

The following research questions will guide the study

1. What are users' perceptions on adequacy of information resources on utilization of academic libraries in South-South, Nigeria?
2. What are users' perceptions on currency of information resources on utilization of academic libraries in South-South, Nigeria?
3. What are users' perceptions on how functional ICT facilities can influence the utilization of academic libraries in South-South, Nigeria?

### **Hypotheses**

1. There is no significant relationship between the adequacy of information resources and the utilization of academic libraries in South-South, Nigeria?
2. There is no significant relationship between the currency of information resources and the utilization of academic libraries in South-South, Nigeria?
3. There is no significant relationship between functional ICT facilities and utilization of academic libraries in South-South, Nigeria?

### **Literature Review**

University libraries are established with the core mandate of providing information bearing sources and services for effective teaching, learning and research. Information sources provided must be adequate, current and relevant. The information sources provided must be in line with the curriculum contents of the courses and programmes offered by the parent institution. Substantial number of efforts have been made by scholars on the adequacy, and currency of information resources for effective utilization of university libraries. The term 'adequacy' according to Oxford Learners Dictionary is the state or quality of being adequate; sufficiency for a particular purpose. In the library context, adequacy refers to a state of sufficiency of information resources and users does not have to struggle before they can get information resources to use from the library's shelves. It is on this premise that Tuyo (2006) observed that a library that tends to be relevant in any academic institution must ensure that its collections are adequate.

Opoku (2011) remarked that many university programmes failed accreditation from regulating bodies because the information resources in place for some programmes are grossly inadequate, outdated and not relevant to the scope of studies prevailing in that institution of learning. Currency of library resources are necessary if the objectives of the library are to be met. Onwudinjo, Ogbonna and Nwadioqwa (2015) stated that the age of books in a collection used for teaching and learning is a useful parameter to the quality of the collection. Lumande and Ojedokun (2005) depicted that the effectiveness of collection depends on the extent to which a library collection can facilitate research activities and how much students can rely on it for project and assignments. Consequently, Okpokwasili and Okoro (2015) and Oyesiku and Akinbode (2004) assert that when the resources of a library are adequate and relevant to the users' needs there will be an increase in the number of library users. It is in this line that Adomi (2008) warned that, recurrency of materials should not be overlooked especially in scientific, technological and social sciences. The author added that, recency of information resources can be determined by the dates of publications and contents of the materials therein. Ibenne (2018) posited that most resources become outdated and irrelevant with time and to ensure library



holding remains useful, the outdated information resources should be removed from the collections.

The ultimate aim of an information provider such as university library is to satisfy users' information needs by providing the users with the right information at the right time. The value of information so provided is usually based on the quality of available and accessible information sources which have to be accurate, current and complete in order to satisfy users' inquiry. In support of this claim, Ukpanah and Afolabi (2011) documented that library does not just make information available, that such information must be relevant to meet the needs of the users if they must perceive that the information available in libraries is adequate and current to meet their needs. In a similar study, Kwame (2017) pointed out that most academics libraries have turned into a mere reading room because of the nature of information resources housed which are not been patronized by users because its holdings are no longer current. Therefore, integrating Information Communication Technology in to the routine of the library is imperative owing to the fact that technology has brought a paradigm shift in processes and operations of the library.

The library is more of a centre of creativity and innovation of vital information that brings knowledge. Therefore, the library ICT facilities needs to be functioning to aid effective and efficient organization, storing, retrieving and dissemination of information. Udofia (2019) is of the opinion that if the computers and internet in university libraries are functioning there will be an increase in the utilization of information resources in library. Also, Foluke (2016) examined student's acceptance of e-book affirmed that there is a new thriller that has immensely expand the utilization of information resources in the library in contemporary times which is electronic books. Academic libraries in recent time invest much into the provision of e-resources which involves providing the non-print format of library resources which cannot be accessed without functional ICT facilities. Hence, Udofia (2019) explained that a modern library must provide online access to information resources since it is ascertained that ICT is the largest reservoir of all type's information and without functional means of access to information stored with be a colossal waste

Studies have shown that university libraries need to rise up to their responsibilities by providing information resources capable of encouraging teaching, research and learning. This has not been possible due to challenges confronting university libraries, such challenges as inadequate funding, has been identified by libraries as a major factor affecting acquisition of information bearing materials for the university libraries. Owolabi and Akintola (2000) in their study revealed that lack of funds as major hindrance to the acquisition of new materials. The study equally mentioned that exchange rate and economic recession as well as high cost of subscribing to electronic resources have been a problem to the collection development. It is on this note that Eze and Eze (2006) maintained that getting foreign exchange in the country poses a lot problem and that when one succeeds, the rate is often high.

From the forgoing, it could be deduced that the utilization of library resources is solely dependent on the currency and adequacy of information materials held in the university libraries, as well as subscription to latest electronic resources, e-journals and e-books inclusive.

### **Methodology**

Descriptive survey design was adopted for this study. Using stratified random sampling technique, the study sampled 120 postgraduate students, 24 respondents each that are registered library users from four Federal Universities in South-South region of Nigeria including University of Benin, University of Port Harcourt, University of Uyo, and Federal University,



Otuoke. Three research objectives and corresponding research questions and null hypotheses guided the study. A self-designed structured questionnaire was used for data collection. Mean ( $\bar{x}$ ) and standard deviation ( $\pm$ ) was used to analyse the research questions, and a criterion mean score ( $\bar{x}$ ) of 2.5 was adopted as basis for accepting or rejecting the responses from the respondents, while simple regression was used to test the hypotheses at 0.05 level of significance. Out of 120 questionnaires administered, only 100 was correctly answered and retrieved indicating a response rate of 83.3% which formed the sample for the study.

**Results and Discussions**

Research question 1. What is users' perception of adequacy of information resources on utilization of academic libraries in South-South Nigeria?

**Table 1: Users' perception on adequacy of information resources and utilization of library**

S/N	Items	A	SA	D	SD	$\bar{x}$	$\pm$	Remark
1	Users will patronize the library more if books are adequate to their course of study.	31	43	18	8	2.79	0.90	Agreed
2	The library will be more utilized if serials are subscribed regularly	47	34	15	5	2.89	0.82	Agreed
3	Current edition of books should always be provided in the library	22	10	25	43	2.78	0.90	Agreed
4	The library should also stock materials authored by lecturers of the university if it needs to attract more users	25	24	46	5	2.89	0.82	Agreed
5	Library materials are adequate because it provides relevant information for my research	40	35	20	10	2.86	0.86	Agreed
<b>Weighted mean score</b>						<b>2.82</b>	<b>0.89</b>	<b>Agreed</b>

In the Table 1, the respondents responded that users will patronize the library more if the books are more adequate to their area of studies with a mean score of 2.79. They perceived the library will be more utilized if serials are subscribed regularly with mean of 2.89. Also, users perceived that current edition of books should be made available in the library and the available resources should match with the contents of their courses with mean scores of 2.78, 2.89, respectively. The weighted mean score of 2.82 is above the criterion mean of 2.50 which shows that users accepted that inadequacy of information resources affect utilization of academic library.

**Hypothesis 1:** There is no significant relationship between the adequacy of information resources and the utilization of academic libraries in South-South Nigeria?

**Table 2: Regression analysis of users' perception of adequacy on the utilization of academic library**

User' perception of adequacy and the utilization of academic library.

R	R <sup>2</sup>	Adj. R <sup>2</sup>	Std Error
0.551	0.441	0.337	15.73

	Sum of squares	Alpha	N	Df	Mean Square	F-Cal	F-Crit	Significant level	Decision
Regression	5.86	0.05	100	1	5.865	8.315	4.00	0.05	Significant
Residual	69.125			98	0.705				
Total	74.990			99					



Table 2 shows that the relation coefficient between user' perception of adequacy and the utilization of academic library R is 0.551 indicating an average relationship. The coefficient of determination realized was 0.441, Adjusted R<sup>2</sup> of 0.337, with a standard error of 15.73. From the R<sup>2</sup> value, it is seen that 44.1% variations in research productivity is brought about by user' perception of adequacy. Also, the calculated F value of 8.315 is greater than the critical value of 4.00 at 0.05 alpha level with 1 and 98 degrees of freedom showing that the null hypothesis that there is no significant relationship between the adequacy of information resources and the utilization of academic libraries in South-South Nigeria is rejected. Therefore, there is a positive relationship between adequacy of information resources and utilization of academic libraries.

Finding on adequacy of information resources and utilization of academic libraries in South-South geo-political zone of Nigeria showed that, users perceived that adequate information resources influenced utilization of academic libraries positively. This result agreed with those of Okpokwasili and Okoro (2015) and Oyesiku and Akinbode (2004), that when the resources of a library is adequate and relevant to the users' needs there will be an increase in the number of library users. Therefore, in building library collections there should a thorough concern about how adequate the resources are to the scope of studies in the institution.

Research question 2. What is users' perception of currency of information resources on utilization of academic libraries in South-South, Nigeria?

**Table 3: Users perception on currency of materials and utilization of library**

S/N	Items	A	SA	D	SD	$\bar{x}$	$\pm$	Remark
1	If the reference materials are current, I will be encouraged to use the library more information resources	16	44	30	8	2.67	0.88	Agreed
2	Most library books are and not useful to user	41	22	28	8	2.77	0.88	Agreed
3	The electronic resources should be current and accessible	38	19	29	14	2.62	0.95	Agreed
4	Library should weed out old and outdated books if it needs more users	38	19	29	14	2.62	0.95	Agreed
<b>Weighted mean</b>						<b>2.66</b>	<b>0.89</b>	<b>Agreed</b>

In Table 3, users' perception on currency of information resources is that if reference materials are current, they will be attracted to the library with a mean score of 2.67, users perceived that there most library books are old and not too useful to their course work with mean score of 2.77. Users perceived that electronic should be available and accessible with a mean of 2.62. Users also perceived that there regular weeding of outdated materials with a mean score of 2.54. The weighed mean is 2.66 which is greater than the criterion means of 2.50 indicating that users accepted that, currency of information resources affect utilization of academic libraries.

**Hypothesis 2:** There is no significant relationship between the currency of information resources and the utilization of academic libraries in South-South Nigeria?



**Table 4: Regression analysis of users' perception of currency of information resources on the utilization of academic libraries**

R	R <sup>2</sup>	Adj. R <sup>2</sup>	Std Error
0.401	0.249	0.207	12.51

	Sum of squares	Alpha	N	Df	Mean Square	F-Cal	F-Crit	Significant level	Decision
Regression	3.959	0.05	100	1	3.959	5.959	4.00	0.21	Significant
Residual	69.125			98	0.705				
Total	74.990			99					

Table 4 shows the pair of users' perceptions of currency and the utilization of academic libraries obtained a correlation coefficient of 0.401 indicating a moderate relationship. The R<sup>2</sup> of 0.249 was obtained, and an Adjusted R<sup>2</sup> of 0.207 was obtained. Indicating a 24.9% (0.249x100 = 24.9) predicting strength of users' perceptions of currency on the utilization of academic libraries. Furthermore, the calculated F value of 5.959 is greater than the critical value of 4.00 at 0.05 alpha level with 1 and 98 degrees of freedom showing that the null hypothesis is rejected. Therefore, there is a positive relationship between currency of information resources and utilization of academic libraries.

The findings on currency of information resources and utilization of academic libraries showed that users perceived that currency of information resources increase utilization of library. This result agreed with the findings of Kwaku, Afful and Agyapong (2020), Oladiapo and Oke (2019) who stated that, if the books are of newer editions and recent in publication users will always be in demand of them. Therefore, library authority should take cognizance of the currency of information resources in time of resource development especially books on scientific discoveries which changes so often. Hence, currency of information resources to a large extent influence utilization of the library (Kwame 2017).

**Research question 3.** What are users' perceptions on functional ICT facilities and utilization of academic libraries in South-South, Nigeria?

**Table 5: Users' perception on ICT facilities on utilization of library**

S/N	Items	A	SA	D	SD	$\bar{x}$	$\pm$	Remark
1	If the computers system in the library are renew users will be attracted to use the library more.	20	36	8	36	2.63	0.82	Agreed
2	Library internet services should be strengthened and there will be more patronage.	30	45	15	10	2.61	0.86	Agreed
3	The OPAC services should be functional for more usage.	40	24	23	13	2.72	0.97	Agreed
4	There should be regular power supply if the library needs more patrons.	20	40	30	30	2.79	0.84	Agreed
	<b>Weighted mean</b>					<b>2.68</b>	<b>0.88</b>	<b>Agreed</b>



In Table 5, users perceived that if the computers systems in the library renewed there will be increase in the library usage, also if the internet services are strengthened with a mean of 2.63 and 2.61. Users perceived that the OPAC should be functional and there should be a regular power supply with mean scores of 2.72 and 2.79, respectively. The weighted mean is 2.68 which is above the criterion mean of 2.50. Therefore, showing that functional ICT facilities will result increase in library utilization.

**Hypothesis 3:** There is no significant relationship between functional ICT facilities and utilization of academic libraries in South-South Nigeria?

**Table 6: Regression analysis of users' perception on functional ICT facilities on the utilization of academic libraries**

<b>R</b>	<b>R<sup>2</sup></b>	<b>Adj. R<sup>2</sup></b>	<b>Std Error</b>						
0.493	0.243	0.236	14.151						

	<b>Sum of squares</b>	<b>Alpha</b>	<b>N</b>	<b>Df</b>	<b>Mean Square</b>	<b>F-Cal</b>	<b>F-Crit</b>	<b>Significant level</b>	<b>Decision</b>
Regression	3.959	0.05	100	1	3.959	5.959	4.00	0.21	Significant
Residual	71.031			98	0.725				
Total	74.990			99					

Table 6 shows that users' perception on functional ICT facilities and the utilization of academic libraries relates with a correlation coefficient of 0.493 indicating a moderate correlation. Also, the R<sup>2</sup> of 0.243 was obtained as the coefficient of determination. This means that users' perception on functional ICT facilities accounts for 24.3% variations in the utilization of academic libraries. The calculated F-calculated value of 5.959 is greater than the critical value of 4.00 at 0.05 alpha level with 1 and 98 degrees of freedom showing that the null hypothesis is rejected. Therefore, there is a positive relationship between the availability of ICT facilities on the utilization. of academic libraries.

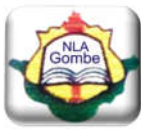
Findings on the functionality of ICT facilities on utilization of library, users perceived that the more functional ICT facilities available in a library the more users in the library. The computers have to be renewed, the internet services effective hence, the more useful the library would become. This is in agreement with Udofia (2019) that a modem library must provide online access to information resources since it is ascertained that ICT is the largest reservoir of all type's information and without functional means of access to information stored with be a colossal waste.

**Conclusion and Recommendations**

This study examined adequacy, currency, and functional ICT facilities as major determinant for information resources utilization in academic libraries. It is concluded that a developing information resources effort should be directed towards ensuring acquired materials are adequate, current and ICT facilities functioning to enable maximum uses of the library. From the findings, the study recommends:

1. Efforts in providing information resources in academic libraries adequacy should be considered. The information resources to be provided should be adequate and relevant to the courses offered in the institutions.
2. The library should ensure that resources to be provided are current, this will be possible by adhering strictly to the collection development policy which specified what is considered recency by a given library.





3. Funds and manpower should be made available to the library to ensure that ICT facilities are not only provided in the library but to ensure it is functioning. This will attract more users to the library as well as increase the utilization of the library resources.
4. The library should ensure it has a working information resources development policy and the professionals to implement it, this will help in the management of her resources to ensure currency, adequacy and functionality.

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