

THE USE OF LIBRARY INFORMATION RESOURCES AND SERVICES BY NATIONAL DIPLOMA STUDENTS (ND): A CASE STUDY OF FEDERAL POLYTECHNIC BALI LIBRARY, TARABA STATE-NIGERIA

Kefas Gilbert

Library Department,
Federal Polytechnic Bali, Taraba State-Nigeria
Email: kefasgilbert@gmail.com

ABSTRACT

The study surveyed the use of library information resources and services by ND National diploma students in federal polytechnic Bali library, Taraba state. The study examines the types of library information resources and services. The study would help to improve on information needs of the library users and services. Using a survey design and random sampling method, with a well structured questionnaire, data were collected from 100 respondents comprising of all users that constituted sample for the study. The study reveals that the services provided by the library is not adequate, the library faced with the problem of power supply, the library also faced with the problem of imbalanced collection in the library which means their needs are not fully meet of the library users. It was recommended that the library management should try and improve on its services such as reference services (selective dissemination of information and current awareness services) in order to meet information need of the library users, the library should try and improve their power try and improve on their collections in the areas of statistics, office technology and management.

Keynotes:

INTRODUCTION

Academic libraries are located in institutions of higher learning such as universities, colleges of education, colleges of agriculture and polytechnic. Their functions are to select, acquire, process, organize, manage and disseminate informational materials in all its ramifications and formats with a view of facilitating research, teaching and learning process of the academic communication. It is imperative that academic libraries perform these crucial functions of providing the most required and essential materials as well as to organize and manage them for research teaching and learning activities of their institutions. Brown 2011, emphasizes the importance of an academic library in an educational setting thus "No well informed person would question whether a library should occupy a centre in an educational institution or not.

Bozimo (2006) in her inaugural lectures mentioned, that Nigeria academic libraries have solid and reliable support for the academic and scholarly mission of their parent institutions. Notwithstanding, in an academic environment, great importance is attached to availability of resources for users both human and materials resources must be available. She further explains that availability of resources could be motivating factors for users to have positive perception of coming to the library to use, seek for information or resources. If a library is to achieve its fullest function, it is not passively to make book available when needed by potential readers, but actively to stimulate the uses of resources.

A library resource depends largely upon the availability of library resources. It is not enough that they are available but they must be physically accessible to those who need them at

the time of sought. Academic libraries cater for a multiple population where students can pursue knowledge beyond their lecture notes, lecturers and others use the library for new ideas, so that knowledge could be generated when users are to sources and access the library resources either directly or indirectly with the help of staff and are able to get what they want, they will have more desire for coming to the library. Libraries as the central heart of any institutions such the academic function and change the work of the students and staff at every point it makes the entire work of the institution revolve around the resources provided by the library.

Similarly, Dike (1992) in a research on scarcity of books in Nigeria and the threat to academic excellence, establishment that non-availability by information and services needed has students not to use library resources and services. In the same vain Ugah (2007) in a study also confirmed that there is a relationship between availability of information resources and use of library resources and services. This implies that non-availability of library information resources and services that needed by the academic committee may lead to under utilization of information resources and services in the library. The polytechnic library being has a function to encourage diploma students to use information resources and services provided.

BACKGROUND OF THE STUDY

The Federal Polytechnic Bali, Taraba State was established following approval by the federal executive council at its 9th meeting held on Wednesday, 14th March, 2007 formal operation of the polytechnic began with the appointment of Acting Rector Dr. S. Umar Jen on 15th December, 2008 and

the polytechnic governing council was inaugurated Tuesday 10th February, 2009. The acting Rector was subsequently appointed as a substantive pioneer Rector with the effect from 7th September, 2001, for the period of four years. The Federal government directed the Polytechnic to take over the Rest house and central primary school in Bali and the facilities as a pivot and spring board from which to develop. The furniture and infrastructure inherited are being renovated to suit the Polytechnic requirement.

In order to achieve the goals of the institution, the need for establishing a library became inevitable. The library was established in 24th June, 2009 (student handbook 2010/2011 session) it render a skeletal services in office of assistant chief librarian later the rector's conference room was used as a reading room preparatory for the full library operations. The polytechnic library took off with a collection 212 and 224 assorted books which were donated by the Federal Polytechnic Mubi, Adamawa State and the education tax fund respectively. These donations formed the nucleus of the Polytechnic library collections upon which subsequent collection development efforts of the Polytechnic was built.

A new library complex has been completed which serve as central library of the Polytechnic, a first large building divided into circulation, reference, serial, collection development, technical, media/ICT and store sections, the library has grown up rapidly during that time and acquired considerable number of books and furniture, due to the interest provided by the Rector Dr. S. Umar Jen. The library now boasted with 3595 volumes of books and 1019 volumes of journals covering all discipline in the polytechnic. The library

has (7) seven professional staff, (7) seven para-professional (11) eleven other staff managing the library and its resources. The library registered with the book agencies, the library also is a member of Nigeria Librarians Association (NLA) and member of Committee of Polytechnic Libraries in Nigeria (COPLIN), the library adopts the Dewey Decimal Classification (DDC) and Anglo American Cataloguing Rules (AACR) in the organization of its resources.

Objectives of the Library

- To collect the most up-to-date information to support the learning/teaching, research and consultancy activities of the polytechnic.
- To promote the development of reading skills and to encourage learning habits through reading and listening as well as viewing of variety of learning materials.
- To cooperate among other sister institutions of higher learning particularly other Federal Polytechnic library loans, exchange gift
- To provide up-to-date resources to keep staff and students abreast of new development and to guide them to use the sight materials effectively.
- To collect all publication of research value for staff and student for compilation for future reference.
- To collect all past question papers for custody.

Guided by these objectives the library tries to meet the educational and research needs of the polytechnic. It does so by acquiring materials in various fields at various levels of academic programmes such as pre-ND, certificate and ND.

LITERATURE REVIEW

Use of library information resources and services in any library depends upon the services provided by the library. This study attempts to determine the use of library information resources with the services and collection of federal polytechnic Bali library then few students have been conducted in this field which has direct relevance to then academic library services.

Academic libraries have essential functions in academic institutions of learning, developing and maintaining library resources for overall teaching and research goals of their institutions. It is therefore necessary that these resources effectively utilized to achieve these goals. The library may be well stocked with adequate and up-to-date library materials or resources but all will be a waste if it remains under utilized by its users, with references to the statement above, there is need for the users to make utilization of library materials or resources is very important in an academic institutions for their development of an individual in their various field of knowledge and for the overall achievement of the library objectives of the institution its known that there is increase in the number of researchers going on in different fields which has culminated into gathering more ideas, more knowledge and more information. Therefore adequate use of information or materials resources it made available is the bedrock of progress and development of the individual. According to Davis, He also made a survey of student's uses of library materials or resources in university of Benin and Bendel state university libraries. His findings shows that majority of the students did not make use of the library materials or resources because they do not have the

knowledge of information retrieval tools and some were not aware of the services provided. He blamed the faculty member's attitude towards the use of library materials or resources which affected the students. Lecturers are supposed to encourage the uses of library through the method of their teachings. In a related option by Ifidon (2002) on student's use of an academic library, a survey of university of Ilorin library, he discovered that 94.80% of the students did not use the facilities. It also showed that of all the library materials or resources, index/ abstract, microfilms and government publications are the last used even though these are the most important sources of literature review especially when conducting research. This indicates that valuable materials or resources are poorly patronized.

According to Aguolu and Aguolu (2002) identified two types of failure that confront user in the use of library for effective use of library materials or resources, therefore, libraries should acquire relevant and current resources, organize them for easy accessibility and let the user be aware of the materials or resources for use, and also the types of services that the reader need in the library knowing that utilization is the basis for the providing the resources and services. As mention by Umar (1980) that "the success of the nations educational policy depends on effective use of the libraries". Library materials or resources have constituted an important aspect of library and information science profession. One of the ways of stimulating the active use of the materials or resources is by teaching the library users especially the students on how to search for materials in the library for their research work.

Observing the numerous problem of use of library materials or resources and services, despite the importance of use of library materials or resources and services by national diploma (ND) students for learning and research activities in higher institutions, the pace of library use is still very low and this has been a cause for serious concern, various studies have examined the under use of materials or resources and services in various libraries. Ajibero (1992) observed that the scenario in many libraries in developing countries is under utilization of resources and services. This according to him partly due to inadequacies in relation to lack of information marketing and users education. Olakun (2001) in a survey on the attitude of students towards library use and services at four universities and discovered that inadequate collection for reading and research was a problem of utilization, so also communication gap between library personnel and users was identified as a problem towards utilization of resources and services. Lack of awareness was also identified as a problem towards use of library resources.

Popoola (2008) discovered that lack of promotion that led to under utilization of library resources and services. Similarly Adeyemi (2000) discovered that lack of user education, current awareness services. Making available library resources and services that are adequate for users in the library has been a problem, most libraries face due to some hindrance. He also observed that there are two outstanding problems which constantly stand in the way of having a well equipped library in Nigeria.

-Lack of sufficient funds

-Scarcity and prohibitive cost of suitable materials of library and services

The above mentioned problems can render a polytechnic library inadequate in providing relevant information resources for users and this could bring lack of use if there is no funds to purchase and make available the right materials or resources for use. Therefore, lack of information services is a problem towards use of resources. Ogunsheye and Amole (1986) identified two types of the library "stock failure and readers failure" stock failure being related to library failure to acquire has two aspects. It is the bibliographical and physical aspect. The bibliographical aspect is the inability of readers to find in the library catalogue the item sought which the physical aspect is the readers failure to locate and lay-hands physically on materials on the shelves.

For the use of library resources to be effective, the problems of under utilization as mentioned and discussed by previous researchers must be seriously taken care of in order to achieve the aims of the library and the objectives of the institution at large.

OBJECTIVES OF THE STUDY

1. To find out the types of services those are provided in the library.
2. To find out the problems faced by ND students in the use of library materials or resources and services in the library.
3. To assess the types of resources those are available in the library for ND students.
4. To find out the types of library reader services available in the library.
5. To find out the relationship between ND students and staff.

METHODOLOGY

Using a simple randomization method, all the national diploma students of federal polytechnic Bali, Taraba state, Nigeria, were visited personally by the researcher to collect data from respondents. The questionnaires for users of library materials or information resources and services were filled by the national diploma (ND) students of the school. A total of (100) one hundred copies of questionnaires were distributed and seventy five (75) were filled and returned respectively hundred (100%) which 100 respondents comprising of all users that constituted the sample for the study. The sample was randomly selected from the users of federal polytechnic Bali library, Taraba state.

RESULT

Table 1 Gender

Gender	Frequency	Percentage
Male	59	78.7%
Female	16	21.33%
Total	75	100%

The table above shows that majority 59 (78.7%) of the respondents were male while 16 (21.33%) of the respondents were female. This study shows that majority of the respondents who use the library were male.

Table 2 List of national diploma of the respondents in Federal Polytechnic Bali (Fedpobali)

List of respondents	Frequency	percentage
ND Accountancy	15	20%
ND Agricultural technology	0	0%
ND Computer science	0	0%

ND Office technology and management	20	26.7%
ND Statistics	20	26.7%
ND Science and laboratory technology	20	26.7%
Total	75	100%

The table above indicates 15 (20%) were national diploma students of accountancy department, 20 (26.7%) representing department of office technology and management, non of the students from either department of agricultural technology and computer science, were available during the distribution of the questionnaire, 20 (26.7%) are students from the department of statistics while 20(26.7%) are the students from department of science laboratory technology given a total of 75 (100%) of the respondents.

Table 3 Services provided by the library

Services rendered by the library	Frequency	percentage
(Reference)SDI current awareness services	8	10.7%
User education services	12	16%
Media/internet services	-	-
Photocopying services	20	26.7%
Lending services	35	46.7%
Total	75	100%

The table above shows that 35(46.7%) of the users are satisfied with the lending services of the library while 20(26.7%) of the respondents enjoyed photocopying services, while 12 representing (16%) of the respondents also enjoyed

user education services and 8 representing (10.7%) (References, SDI) current awareness services.

Table 4 Adequacy of services provided by the library

Services	Frequency	Percentage
Highly satisfied	10	13.33%
Very satisfied	8	10.7%
Averagely satisfied	20	26.7%
Not satisfied	37	49.33%
Total	75	100%

The table above indicates that majority of the users 37(49.33%) of the respondents mention that the services provided by the library is not satisfied, while 20(26.7%) are averagely satisfied.

Table 5. Resources of the library

Resources of the library	Frequency	Percentage
Books	8	10.7%
Academic journal	37	49.33%
Magazine/newspapers	20	26.7%
Slide/transparencies access	10	13.33%
Others specify	-	-
Total	75	100%

The table above shows that 37(49.33%) of the respondents are the majority of the users locate academic journals of their needs, while 20(26.7%) of the response of the users locate magazine/newspapers of their needs, while 10(13.33%) of the response locate slide/transparencies access of their

needs. While 8 (10.7%) of the response locate books to their needs.

Table 6. Organization of the library resources

Organization of library resources	Frequency	Percentage
Yes	20	26.7%
No	55	73.33%
Total	75	100%

The table above indicates that the majority 55(73.33%) of the respondents are not happy with the organization of the resources, while 20 (26.7%) of the respondents were happy with the organization of the library resources.

Table 7. Finding resources in the library

Information retrieval	Frequency	Percentage
Yes	16	21.33%
No	59	78.7%
Total	75	100%

The table above shows that majority 59(78.7%) of the respondents are not satisfied with the library finding tools of the library (Catalogue, bibliographic etc).

Table 8. How often do you visit the library?

Frequency visit to the library	Frequency	Percentage
Daily	16	21.33%
Weekly	59	78.7%
Monthly	-	-
Occasionally	-	-
Not at all	-	-
Total	75	100%

The table above indicates that majority 59 (78.7%) Of the respondents state that they visit the library weekly.

Table 9. Problems encounter when use of library resources.

Problem encountered when use of library resources	Frequency	Percentage
Short duration of book loan	16	21.33%
Power outrange light	59	78.66%
Obsolete books	-	-
Space not enough	-	-
Others specify	-	-
Total	75	100%

The table above indicates that majority 59(78.66%) of the respondents are having problems of power supply (light/Nepa) when their coming to use the library resources.

Table 10. Currency of library resources

Currency of resources	Frequency	Percentage
Yes	65	86.7%
No	10	13.33%

The table above shows that majority 65(86.7%) of the respondents answered that the resources in the library are not current while 10(13.33%) answered not current and outdated.

Table 11. Relationship between ND students and staff

Attitude of staff	Frequency	Percentage
Yes	29	38.7%
No	46	61.33%
Total	75	100%

The table above shows that 46(61.33%) of the respondents are not happy with the attitude of staff towards assisting users. While 29(38.7%) of the respondents are happy with the attitude of the library staff.

Major Findings of the Study

1. The male students are more in number than their female counterparts in this study.
2. The services provided by the library are not adequate
3. More than half of the number of users complains about the power supply/light
4. More than half of the number of users does not have resources in their discipline in the library
5. More than half of the numbers of users visit the library once a week
6. More than half of number of users are not happy with the attitude of staff
7. More than half of the number of users complains about information retrieval tools in the library
8. More than half of the numbers of users complain about the system of organization of resources in the library.

RECOMMENDATIONS

Based on the major findings of the study, the following suggestions are proffered to improve on the use of library materials or information resources and services by (ND) national diploma students of federal polytechnic Bali, Taraba state, Nigeria.

1. The library authority should try and improve on its services such as reference services (selective dissemination of information and current awareness services) in order to meet information needs of the library users.
2. The federal polytechnic Bali management should increase time for provision of power supply in the library from 8am-10pm to meet the needs of users while working towards partnering with federal government to connect the polytechnic with national grid(electricity supply)
3. The library management should try and balance their collection in the areas of statistics and office technology and management in order to meet the information of their category of library users
4. There is need for training and retraining of library staff for attitudinal change for better services delivery
5. The library card cabinet should be labeled clearly for easy retrieval of information
6. Above all there is need for adequate funding to enable the library to maintained collection development policy in order to ensure balanced collections in all the course undertaking in the polytechnic.

CONCLUSION

The objective of the study was to examine the use of library materials or information resources and services; the federal

polytechnic Bali plays a very significant function in assisting the library to fulfill its goals. The effectiveness of polytechnic library to a large extent depends on the use of its materials or information resources and services.

The findings of the study revealed that the services provided by the library are not adequate. The library should aim at satisfying and supporting the needs and aspiration of the institutions. Therefore, it is important for the library to improve its services such as reference services (selective dissemination of information and current awareness services) to meet information needs of the library users.

In view of the foregoing it is my passion that the study has brought to the fore, the strength and weakness of the federal polytechnic Bali library services. This findings no doubt have placed the library to be improved on in order to meet the information needs of its users. The recommendations proffered, if adhere to will bring about the desire objectives of the library.

REFERENCES

- Bozimo, D.O (2006) Enhancing Access to Information in Nigeria Universities: An Inaugural Lecture may 17th ABU Zaria.
- Dike, A (1992) Scarcity of Tertiary Books in Nigeria: A treat to Academic Excellence and Suggestion for Action Journal of Librarianship and Information Science 24(2)78-85.

Ugah, A.A (2007) Evaluating the use of Universities Librarians in Nigeria: A Case Study of Michael Okpara University of Agriculture, Umudike: Library Philosophy and Practice 2007, Retrieval November 4, 2010.

Student's Information Handbook Effective from 2010/2011 Academic Session: page 7-8.

Aguolu, C.C and Aguolu, I.E (2002) Librarians and Information Management in Nigeria: Seminars Easy on Theme and Problems Maiduguri Inform Services.

Popoola, S.O (2008) Faculty Awareness and use of Library Information Products and services in Nigeria Universities, Malaysia Journal of Library and Information Science 13(1) 91-102.

Ogunsheye, F.A and Bayo, A (1986) Users reaction to Nigeria Library Facility Nigeria Library and Information Science Review Ibadan Oyo Division of the Nigeria Library Association 4(1) p34

Adeyemi, M.N: The Educational Function of Library in a Developing Economy a Review of the Library Situation in the Educational System of Nigeria: Nigeria Libraries Vol 7 (1and 2) p27-32.

Ifidon, S.E (2002) "The objectives of African academic libraries" The Nigerian Experience Internal Library Review X (11)43-50.

Davis, R.A "The school library in Nigeria education analysis of issues and problem" Bendel library journal p1-13.

Ajibero, M.I (1992) Effective use of polytechnic library resources in report of proceeding of the first national workshop on effective management of polytechnic in Nigeria organized by (NBTE)

Umar, S.A (1980) Libraries and National Development the Scientist vol.7 p33

Olankun, S.O and Salisu, T.M (2001) Libraries and Librarianship in Nigeria Lagos: Ikoba Press Ltd.

References to this paper should be made as follows: Kefas Gilbert (2019), The Use of Library Information Resources and Services by National Diploma Students (ND): A Case Study of Federal Polytechnic Bali Library, Taraba State-Nigeria. *J. of Arts and Contemporary Society*, Vol. 11, No. 1, Pp. 1-19
