THE AVAILABILITY OF INFORMATION RESOURCES AND SERVICES: A CASE STUDY OF FEDERAL POLYTECHNIC BALI LIBRARY, TARABA STATE.

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Abstract: This study surveyed the availability of information resources and services in Federal Polytechnic Bali library, Taraba State. The study examines the types of services rendered and the information resources available. The study would help to improve information seekers needs 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 The study reveals that most of the materials are outdated but relevant, imbalanced collection which means their needs are not adequately meet the library is faced with the problem of information retrieval, the services provided by the library is not adequate. It was recommended that the library management should try and improve on services like user education services use of library should be taught in all the Department/programme in order to meet the information needs of the library users, the library should labeled catalogue cabinet well for easy retrieval of information, the library should have collection development policy for a balance collections.

INTRODUCTION

Academic libraries are libraries found in tertiary institutions of higher learning which are responsible for acquiring, organizing and disseminating relevant information resources needed for pursuing the teaching, learning research and other services functions of their parent institutions. Academic libraries are not mere store house of books and other materials. Their vital role in academic pursuance cannot be estimated which requires the need for adequate resources availability.

Bozimo (2006) in her inaugural lectures mentioned, that Nigerian 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 materials. If a library is to achieve its fullest role, it is not passively to make books available when needed by potential readers, but actively to stimulate the uses of materials.

A library's resources depend 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. Ugah (2007) opined that the physical availability involves the user's ability to lay hands on the particular materials at a time of need. The ability to identify the needs of users and at the same time make them physically available is a prerequisite for an academic library. Access to relevant sources has always been a motivating factor, which makes and encourages the library users to patronize the library to its maximum. Academic libraries cater for a heterogeneous population where students can pursue knowledge beyond their lecture notes, while lecturers and others use the library for new ideas, so that knowledge could be generated when users are able to source 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 the institutions touch 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 materials provided by the library.

BACKGROUND OF THE STUDY

Firstly of all 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 rectors 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-professiona (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

Literature review is a process of searching for and going through academic report or scientific works already being done on similar problem by other authors in order to decibel the procedure followed and to expose the strength and weakness of such work as well as to justify the need for another study Martins and Green (2007) viewed that literature review is a body of text that aims to review the critical point of current knowledge including substantive findings as well as the reticular and methodological contribution to a particular topic. The review help in the determination of the degree to which other problems have already been investigated and expose the strength and lapses of such work as to justify the need for another study. This involves in this literature review such as availability of information resources, types of service offered in the library, up-to-datedness of the library resources, the level of utilization frequency of use of the library resources, the level of user satisfaction with the library resources and services available. The availability of information resources continue to grow, most of the discussion revolves around access acquisition and other example, Aguolu and Aguolu (2002) Argued that availability should be viewed from both national and in structural levels, they attribute the lack of availability of information resources to the study proliferation of universities and other institutions along with increase in students and faculty and the diversifications of courses and academic research programme, without adequate information needs.

Akinde (2002) found obstacle frustration among information seekers the library and that there is a significant relationship between availability and use of library of services and that availability to a large extent influences the use of library services are not being fully used

because of perceived short comings. Marama & Ogunrobi (1996) confirms high unavailability of library and information science collections in most Nigerian University Libraries, which has a negative effect on the use of information sources in the library studies.

The Federal Polytechnic Bali library operates six days a week with the exception of public holidays and Sundays to increase the access period for library user. Library resources are available in form of print and non print materials and other audio-visual materials in the library, books and journals are classified in accordance with the D D C scheme and adopt the use of card catalogue to help users to use the library maximally with ease and faster retrieval of information. The types of services rendered are reference, circulation/open access services, photocopying. The philosophy of librarianship is based on the concepts of library services, therefore, for librarians to be effective in their services, they should continue to struggle to collect and organize library materials.

Librarians should create a good relationship with library users by relationship with users by coming into contact with them, in one way or the other to help them in their search for the information.

The library resources play an important role in the existence of any library, be it public, academic, special national, private or school library, no librarian can function effectively without absolute library stock. It is worth mention that whatever the skills of a librarian in organizing a library, offering efficient library services or any library duty, no librarian can offers his/her duty effectively without relevant library resources. Amkpa (2000) said that the resources are expected to be up to date in both quantities to meet the needs of its users. Users sometimes are not happy with the library and its resources because they are not aware of the potential possibilities of the existing information services. To meet users' needs is an important aspect of library management. Regular evaluation of users needs existing services and the library collection is a necessary management technique for the continuous upgrading of the services provided by

the library of any kind. The management staff of a library should be aware of the current requirement of their users. Users needs vary from time to time; therefore, evaluating users' needs at any given time, in various aspect of library usage is important in determining the future directions of library development.

Furthermore, of evaluating in a judgment, whether the available resources are efficient directed to users' satisfaction.

The objective of the study was to investigate the appropriateness of the collection of the library materials on the information needs of the users, as well as the extent of use of the collection/services at present by the users. This study should provide us with efficient data and information to evaluate the state of the existing system to explain to give justification for change, improvement, expansion or delimitation in the areas such as services, staff and users education. It further enables us to make judgment as to whether or not our limited funds and resources are being managed properly.

Studies have shown that using their institution libraries by pre-ND Certificate and ND often they will use the library as a meeting place to class mates about upcoming exams or as a quiet place to take a mid-afternoon nap but when it comes to actually using library resources to read an end, anxiety is often the result. Mason (2010) stated that the library can be a stipulating place for some students, for others however, this may not be the case.

The term library anxiety, affects students utilization of library resources and its services. As Constance writes that many students becomes so anxious that they are unable to approach the problem logically or effectively. Further examination of the data indicated that students fears were due to feelings that other students were competent at library use while they are alone were in competent, that this lack of competence was shameful and must be kept hidden and that asking question would lead to revelation of their incompetence. It would be discover whether academic libraries are indeed living up to

their objectives, the effectiveness and efficiency of services provided in academic libraries are mainly determined by users.

Perera (2005) observes that information availability does not mean accessibility and utilization and that academic libraries should stimulate primary demand for their products and services.

And this view is upheld by Mason (2010) who opined that libraries must be sympathetic and helpful to all students on the other hand students must be aware that librarian and school members are there to instruct and encourage their intellectual odyssey and should be seen as facilitators. Academic library collections are developed to meet the specific needs of their institutional academic programmes.

Akobunde (2008) expressed that resources should be relevant to courses taught in their particular institute, when the collection is pertinent to the curriculum it will be used and users will be satisfied. Daignean (2004) one of the main functions of libraries is directed at actively exploring the collection to satisfy the information needs of its users. Perera (2008) opines that resources and services of a library must be capable of supporting research activities, if users' satisfaction is to be achieved. Dike (1992) conducted research on the scarcity of books in Nigeria and the treat to academic excellence she established that non-availability of information sources has led faculty members not to use library services.

OBJECTIVE OF THE STUDY
The objective of the study includes:
- To find out the types of services that are provided in the library
- To assess the types of resources that are available in the library
- To examine the level of utilization (frequency of use) of the library resources by students
- To examine the quality (up-to-datedness) of the library resources.
- To find out the relationship between students and the staff.

METHODOLOGY

Using a simple randomization method, all the users in federal polytechnic Bali library were visited by the researcher to collect data from the respondents. The questionnaires for academic library users were filled by them. A total number of (100) one hundred copies of questionnaire were distributed and library users were (75) seventy five were filled and returned representing (100%) hundred percentage which (100) hundred respondents comprising of all users that constituted sample for the study. The sample was randomly selected from the users of academic library services in federal polytechnic Bali library Taraba state

RESULT:

Table 1: Gender

s/no	Sex	Frequency	Percentage
1	Male	45	60%
2	Female	30	40%
	Total	75	100%

The table above shows that majority 45 representing (60%) of the respondents are male, 30 representing (40%) of the respondents are female. This study shows that majority of the respondents who uses the library were male

Table 2: Age range of the respondents

s/no	Frequency	Percentage
18-27	40	53.33%
28-37	20	26.7%
37-48	15	20%
48 and above	–	–

The table above shows that majority 40 representing (53.33) of the respondent are between the ages of 18-27, while 20 ages representing

(26.7%) are between 28-37 of age 15 representing (20%) are between the age of 37-48.

Table 3: Marital status of the respondents

s/no	Frequency	Percentage
Single	59	78.67%
Married	15	21.33%

The above table shows that majority 59 (78.67%) of the respondents are single, 15 (21.33%) of the respondents are married.

Table 4: Educational qualification of respondents

Educational qualification	Frequency	Percentage
WAEC/NECO GCE, NABTEB	45	60%
OND	5	6.7%
HND	10	13.3%
Bachelor Degree	10	13.3%
Master Degree	5	6.7%
Total	75	100%

The table above shows that 45 (60%) of the respondents were WAEC/NECO, GCE/NABTEB certificate 5 (6.7%) of the respondents were Ordinary Diploma holders, 10 (13.3% of the respondents were holders of Higher National Diploma certificates, 10 (13.3%) of the respondents were holders of Bachelor Degree, 5 (6.7%) of the respondents were holders of Master Degree.

Table 5: How often do you visit the library?

Frequency visit to the library	Frequency	Percentage
Daily	10	13.3%
2-3 times a week	37	49.3%
Once a week	8	10.7%
2-3 times a month	20	26.6%
Total	75	100%

The table above shows that majority 37 (49.3%) of the respondents states that the use the library 2-3 times a week, 20 (26.6%) of the respondents use the library 2-3 times a month and 8 (10.7%) of the respondent use the library once a week.

Table 6: Reasons for visiting the library?

Reason	Frequency	Percentage
To write assignment	59	78.67%
To write lecture notes	5	6.7%
To consult textbooks	8	10.7%
To consult Journals	–	–
To read for examination	1	.5%
To consult reference materials	2	1%
To read newspapers	–	–
Others specify below	–	–
Total	75	100

The table above shows that majority 59 (78.67%) of the respondents states that the reasons for using the library is to write their assignment only.

Table 7: Finding resources in the library

Information retrieval system	Frequency	Percentage
Browsing through shelves	–	–
Using card catalogue	20	26.67%
Seeking assistance from library staff	–	–
Seeking assistance from colleagues	55	73.33%
Total	75	100%

The table above shows that majority 55 (73.33%) of the respondents are not satisfied with the library finding tools (catalogue, bibliography etc) of the library.

Table 8: Availability of resources of the library

Types of library resources	Frequency	Percentage
Books	12	16.%
Academic journal	38	50.7%
Magazines/news paper	25	33.3%
Slides/transparencies/internet access	–	–
Total	75	100

The table above shows that 38 (50.7%) responses of the majority of users locate resources of the library of their needs. While 25 (33.3% of the responses of the users they don't find information materials to their needs. while the 12 (1ˉ6.0%) respondent of the users locate information materials to their needs.

Table 9: Organization of the library materials

Organization of the library materials	Frequency	Percentage
Familiar	29	38.67%
Partially	–	–
Not familiar	46	61.33%
Total	75	100

The table above shows that majority 46 representing (61.33%) of the respondents not familiar with the organization of the library materials, while 29 representing (38.67%) of the respondents are familiar with the organization of the library materials.

Table 10: Adequacy of services provided by the library

Services	Frequency	Percentage
Very adequate	8	10.7%
Adequate	10	13.3%
Fairly adequate	20	26.6%
Not adequate	37	49.3%
Total	75	100

The table above shows that majority 37 (49.3%) of the respondent state that the services provided by the library is not adequate, while 20 (26.6%) are fairly adequate.

Table 11: Quality of services provided by the library

Services rendered by the library	Frequency	Percentage
(Reference) SDI current awareness services	35	46.7%
User education services	8	10.7%
Media/Internet services	–	–
Photocopying services	12	16.0%
Lending services	20	26.0%
Total	75	100

The table above shows that majority 35 representing (46.7%) of the users are satisfied with the reference SDI/ current awareness services of the library, while 20 (26.0%) respondents enjoyed lending services, 12 representing (16.0%) of the respondents also enjoyed photocopying service and 8 representing (10.7%) users education services.

Table 12: Currency of materials in the library

Currency of materials	Frequency	Percentage
Satisfied	26	34.7%
Very satisfied	-	-
Not satisfied	49	65.3%
Never satisfied	-	-
Total	75	100

The table above shows that majority 49 representing (65.3%) of the respondent answered that the materials in the library are outdated and relevant while 26 representing (34.7%) answered fairly current and relevant of the materials used in the library are outdated

Table 13: Attitude of library staff towards assisting users

Attitude of staff	Frequency	Percentage
Very encouraging	12	16.0%
Encouraging	25	33.3%
Not encouraging	38	50.0%
Total	75	100

The table above shows that 38 representing (50.7%) responses of the majority of the users are not encouraging with the attitude of the staff towards assisting users, while 25 representing (33.3%) of the responses of the users are encouraging with the attitude of the staff and 12 representing (16.0%) of the responses of the users are very encouraging.

Findings of the Study

The study reveals that:
- More than half of the numbers of users are students of WEAC/NECO, GCE and NEBTEB
- The male students are more in number than their female counterparts in this study
- More than half of the number of users are singles

- More than half of the number of users visit the library 2-3 times a week
- More than half of the number of users do come to library to do their assignment only
- More than half of the number of users are having problem with information retrievals in the library
- Majority of the number of users do complain on availability of resources in their discipline
- More than half of the number of users do complain about the system of organization of information sources in the library
- The services provided by the library is not adequate
- More than half of the number of users complain about materials are outdated but relevant
- More than half of the number of users complain about the attitude of staff towards assisting users are unfriendly.

RECOMMENDATION

Based on the findings of the study, the following suggestions are proffered to improve on availability of information resources and services in Federal Polytechnic Bali library Taraba State – Nigeria
- The library management should try and improve on the services like user education services in order to meet the information needs of the library users
- The federal polytechnic authority should be conscious of the fact that no organization can function effectively without finance, at least 10% of the annual budgetary allocation of the polytechnic should be set aside for the development of library services.
- The library should labeled catalogue cabinet well for easy retrieval of information.
- The library should have collection development policy for a balance collections
- The staff of Federal polytechnic Bali library should improve their attitude towards assisting users in the library, the librarian

should be liberal in mind and attitude whenever the users approach him/her and say may I help you, in doing this it can encourage the information seeker and meet their needs whenever they come to the library

- The Federal Polytechnic Bali library management should try and improve the services provided and resources so that it can meet the information needs of the library users

CONCLUSION

The objective of the study was to examine availability of information resources and services with Academic library services, in Federal Polytechnic Bali library, the function of library and their services towards information seeker.

The finding of the study revealed that the non-inclusion of information seeker in the selection process contributed to lack of satisfaction among the information seeker. The library should aim at satisfying and supporting the needs and aspiration of the academic pursuance of institutions.

Therefore it is vital for the library to involve the teaching staff/head of units as well as students in its selection process. It appears some librarians are against the inclusion of information seeker in the selection process as they were of the opinion that, by so doing, it may delay the selection and acquisition process.

The study also revealed that information seeker are not happy with the attitude of staff resources and services provided by the library generally, hence, the need for library to improve on its resources and services, in order to satisfy the needs of its information seekers.

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