



**USE OF INFORMATION RESOURCES IN TERTIARY INSTITUTIONS LIBRARIES IN  
ADAMAWA STATE, NIGERIA**

**BAPPAH MAGAJI ABUBAKAR, Ph.D.**

Department of Library and Information Sciences,

Bayero University, Kano, Nigeria

[magaji02@yahoo.com](mailto:magaji02@yahoo.com)

&

**AISHATU BELLO DAHIRU**

Department of Library and Information Science,

Modibbo Adama University of Technology, Yola,

Adamawa State

[aishabello1987@gmail.com](mailto:aishabello1987@gmail.com)

**ABSTRACT**

*This study investigates the use of information resources in tertiary institutions libraries in Adamawa State, Nigeria. The objectives of the research were to identify the types of information resources provided in the tertiary institutions libraries, to identify the extent of satisfaction with the available information resources, as well as the challenges facing the use of information resources in the libraries. The study employed mixed research methodology. The twelve tertiary institutions libraries in Adamawa State were used for the study. The population of the study was 38,322 registered users. The simple random sampling technique was used to select 395 respondents from the population. Self-developed questionnaire was used to collect data for the study. Findings from the study revealed that information resources such as references, periodicals, books and non-book materials were provided in the libraries. Most of the respondents used text book, journal and Internet. Additionally, several challenges hindering the use of information resources in the libraries under study were identified. The study recommended measures for overcoming the challenges that include among others the need for provision of more information resources as well adequate user orientation in the use of information resources.*

**Keywords:** Use, Information resources, Tertiary institutions, Libraries

**Introduction**

Information plays a central role in the socioeconomic and political development of individuals in both developed and developing countries. Information has been recognized to play a pivotal role in influencing positive policy formulation for development. As a result, it has become a valuable resource. Information can be seen as a data put in an important format which is communicated to a recipient who uses it to make decisions. It also involves communication and reception of intelligence or knowledge.



Information resources can be considered as the materials possessed by a library which may comprise books, periodicals, films, microfilms, etc. that contain recorded knowledge. These resources could be in print or non-print formats.

Additionally, information resource, as a concept, has been interchangeably used for information materials, information carriers, or learning resources. Aina (2004) while describing the range of information carriers stresses that information required by the user appears in a variety of formats such as books, serials, maps, and compact disc. To him, the various objects bearing information which could be relevant to a library user can be referred to as information carriers. Students use information resources to supplement and enhance their classroom experiences, to learn skills in locating sources of information and to develop good reading and study habits. Information resources constitute a range of materials and equipment gathered by the librarian in order to meet the information needs of both intended and anticipated users.

Maximum use of library information resources is essential for the justification of the existence and survival of any library and its acquisition programme. Nwokedi and Ogundare (2005) maintained that one of the major objectives of any library is to ensure that maximum use is made of its resources and services. This is because no matter how rich a library collection may be, it is believed that if the users do not effectively make use of them; the library collection is regarded as a waste. Furthermore, to justify the existence of any tertiary institution library availability of adequate library resources is necessary so as to attract student and lecturers who are usually potential users of such libraries. This study, therefore, examines the use of information resources in tertiary institution libraries in Adamawa State, Nigeria.

### **Research Questions**

The study sought to answer the following questions

1. What types of information resource are used in the tertiary institutions libraries in Adamawa state?
2. What is the level of users' satisfaction with the available information resources in the tertiary institutions libraries under study?
3. What are the challenges faced in the use of information resources in the tertiary institutions libraries under study?

### **Review of Related Literature**

The use of information resources in academic libraries is an important recurring theme in the literature. Kuhlthau (1991) argued that the choice to seek information resources depends on its perceived accessibility. According to Aguolu and Aguolu (2002) resources may be available in the library and even identified bibliographically as relevant to ones subject of interest, but the user may not be able to lay hands on them. In any given library, quite a number of resources (finance, human and materials) are usually devoted towards achieving its target objectives. The efforts geared to make a variety of information resources available and accessible in a library will be a waste if such materials are not adequately utilized. In essence, it is through the use of available library materials that academic excellence can be achieved. Abagai (1998) asserted that the use of library by users and indeed their satisfaction with library services depend on availability of suitable learning materials, accommodation and competent staff. Obinyan, Obinyan and Aidenojie (2011) carried out a survey study, which revealed that majority of the users were students and youths whose information needs were basically for examination and personal enlightenment.



Oyesiku (2005) examined in her study the interdependence of library resources utilization by law lecturers and their job performance. The findings revealed that the sampled respondents have cogent needs for information which they seek in the library and they considered the contribution of library resources utilization to their job performance as substantial. The study recommended the establishment of effective and efficient law library services in all Nigerian faculties of law.

Similarly, Oyewusi and Oyeboade (2009) conducted a study at Ladoke Akintola University, Ogbomoso, Nigeria aimed at investigating the accessibility and use of library resources by undergraduate students in that institution. A questionnaire was distributed among 600 students in the university, out of which, 393 were found appropriate for data analysis and conclusion. The respondents were asked to indicate the reasons for using the library. In their responses, it was found that 76.8% of the respondents use the library as a place where they can read and study, 7.9% used it for research, 4.3% visit the library when to borrow the books, Results indicated that Nigerian students perceived the library as a place where serious academic work can be done.

Also, Ugah (2001) investigated the size and quality of information sources and the use of library services at the Michael Okpara University of Agriculture Umudike and found out that textbooks were utilized by students far more than faculty while interlibrary loan services were used more by faculty members. The researcher also noted that both undergraduate and faculty members appeared to be confident about finding needed print materials and accessing electronic resources at their institutions libraries. It is therefore, essential to know the needs of the library users in order to satisfy them. In line with this, Olofinsawe and Oyeniyi (2010) affirmed that academic libraries have to build a strong collection of information resources in physical and digital formats to cater for knowledge requirement of their users. Waldma (2003) also observed that the more students use the library, the more familiar the students will be with its resources.

Leelavathi and Doraswamy (2007) observed that use of electronic information resources was still inadequate among the engineering faculty of universities in developing countries. Magara (2002) reported that CD-ROM and online retrieval services were most utilized electronic resource in Uganda. The availability of the Internet in that country enhanced communication and resource sharing among the communities. Libraries exist to satisfy their users' needs. In this context, user satisfaction refers to how users judge the services of a library. That is, whether the user gets the desired information resources, facilities and services expected to be provided by the library. Hence, in recent times, evaluating users' satisfaction with the information resources, facilities and services of libraries has become a major concern and an integral part of library and information practice (Ogunsola, 2005).

This is because the ultimate aim of all libraries oriented organizations is to satisfy the needs of their clients. Thus, users' satisfaction with the information resources, facilities and services provided by libraries whether special, public or academic has become the melting pot of the present day librarianship and information science (Saliu, 2002). There are a number of challenges that serve as barrier to the effective use of information resources. Ahmed (2013), recognized that adequacy of funds allocation has major influence on the provision of qualitative and quantitative information materials, quality staff and other facilities that enhance the sustainability of academic library services in Nigerian tertiary institutions. Iwhiwhu (2007) identified bibliographic obstacle as one of the problems facing effective accessibility and utilization of information resources in government agencies. He stated that bibliographic obstacle take various forms. In some cases, adequate bibliographic description is lacking, while in others, the



bibliographic description is incomplete or incorrect. Other significant issues as discussed by. Aguolu and Aguolu (2002) include restrictive circulation policies and an inefficient loan system, among others.

### **Methodology**

Mixed research methodology that involves the use of both quantitative and qualitative techniques was adopted for this study. All the 12 tertiary institutions in Adamawa State were used for the study because of the results obtained from the preliminary survey which indicated the availability of functional library collections. The population of the study was 38,322 users from the twelve tertiary institutions that comprises: ModibboAdama University of Technology, Yola; American University of Nigeria; Adamawa State University, Mubi; Federal College of Education Yola; College of Education Hong; Federal Polytechnic Mubi; College for Legal Studies, Yola; School of Health Technology, Mubi; College of Agriculture, Ganye; School of Nursing and Midwifery, Yola; Adamawa State Polytechnic, Numan and Nigerian Law School, Yola Campus.

In order to obtain an accurate sample size for the study, the Yemeni (1976) calculator for determining a sample size was used for this study. With the use of this tool, a sample of 395 was drawn using the simple random sampling technique as a sampled population. Self-developed questionnaire was used and administered to the respondents, although only 379 were retrieved and found valid for the study. Thus, questionnaire was used and was administered to the library users. For the purpose of this study, only the quantitative part which examined the aspect of use of information resources is reported. Descriptive statistic using frequencies and percentages were used in reporting the data collected for the study.

### **Presentation of Results and Discussion of the Findings**

A total of 395 copies of the questionnaire were administered to the respondents out of which 379 copies representing (94.4%) were successfully retrieved and found usable for the analysis. This is presented in Table 1.

**Table 1: Distribution of the Respondents by Gender**

<b>Gender</b>	<b>Frequency</b>	<b>Percentage %</b>
Male	244	65.4
Female	135	34.6
Total	379	100.0

Table 1 shows that more than half 244 (65.4%) of the respondents were males; and only 135 (34.6%) were females. This indicates that male respondents were more in number.



**Research Question 1**

What types of information resources are used in the tertiary institutions libraries in Adamawa State?

The respondents were asked to indicate the types of information resources they mostly used. The findings are presented in Table 1.

**Table 2: Information Resources Usage**

S/N	Types of information resources	N	Frequency	
			Yes	No
1	Encyclopedia	379	260(68.6%)	119(31.4%)
2	Dictionaries	379	258(68.1%)	121(31.9%)
3	Atlas	379	99(26.1%)	280(73.9%)
4	Maps	379	129(34%)	250(66%)
5	Journals	379	270(71.2%)	109(28.8%)
6	Magazine	379	99(26.1%)	280(73.9%)
7	Newspaper	379	289(76.3%)	90(23.7%)
8	Monograph	379	111(29.3%)	26870.7%
9	Textbooks	379	299(78.9%)	80(21.1%)
10	Microfilm	379	36(9.5%)	343(90.5%)
11	Microform	379	25(6.9%)	354(93.1)
12	CD ROM	379	151(39.8%)	228(60.2%)
13	DVD ROOM	379	151(39.8%)	228(60.2%)
14	Search Engines	379	208(54.9%)	171(60.2%)
15	Internet	379	344(90.5%)	35(9.5%)
16	Microchips	379	22(5.8%)	357(94.2%)
18	Others	379	260(68.6%)	119(31.4%)

In an attempt to ascertain the types of information resources used in the libraries in tertiary institutions in Adamawa State, the frequency and the percentages were computed as indicated and analyzed in Table 2. The highest information resources used presented in the table was the Internet. The data revealed that 344(90.5%) of the respondents indicated that they use the internet for information; while 35(9.5) indicated not using the internet. This finding revealed high usage of the Internet in the tertiary institutions in Adamawa State. On the other hand, 299(78.9%) respondents indicated that they mostly use textbooks in their respective libraries.

Similarly, 289(76.3%) of the respondents indicated that they mostly use newspapers; while 270 (71.2%) indicated preference to journals for their information needs. Also, the use of CD-ROM and DVD-ROM was indicated by the respondents with a frequency of 151 (39.8%) and 315(83.1%) respectively. The study equally found that, there was a low use of microchips with a frequency of 22(5.8%), microform 25(6.9%) and microfilm 36(9.5%) as information resources in the libraries studied.



Findings also indicated that, monograph had low usage with 268 (70.7%). Impliedly, the findings from the above Table indicated that Internet, textbooks, dictionaries, journals, newspapers and search engines were the most used information resources; whereas microfilm, microforms, atlases, maps were the least utilized information resources. This means that the print information resources were more in use than the non-print resources which could be attributed to the fact that the printed information resources were provided by the libraries more than the non-print information resources.

### **Research Question 2**

What is the level of users' satisfaction with the available information resources in the libraries under study?

The respondents were asked to indicate the level of their satisfaction with the information resources. The findings are presented in Table 2.

**Table 2: Satisfaction with Information Resources Availability**

<b>Level of Satisfaction</b>	<b>Responses</b>	<b>Percentage (%)</b>
Highly satisfied	113	29.8
Fairly Satisfied	129	34.0
Not satisfied	50	13.2
I don't know	87	22.9

Analysis in Table 2 indicates the level of satisfaction of library users with the available information resources. The results shows that majority of the users were satisfied with the resources available in their library. A total of 113 users were highly satisfied with the resources provided which is represented by 29.8%. Another 129 (34%) respondents were fairly satisfied with the provision of the resources in the libraries. However, 13.2% of the respondents indicated not been satisfied; while 87(22.9) were not sure whether they were satisfied or not with the provision of the information resources in the libraries. From the analysis, it can be deduced that majority of the respondents were fairly satisfied with the information resources that are provided in the libraries under study which is seen as a good development.

### **Research Question 3**

What are the challenges facing the use of information resources?

The study sought to know the major challenges faced in the use of information resources. The summary of the findings is in Table 3.

**Table 3: Library Users’ Responses on the Challenges Militating against Provision and Use of Information Resources**

S/N	Challenges	Responses	Percentage
1	Lack of awareness of library materials/services	189	49.9
2	Inability to access materials from the shelves	195	51.0
3	Inadequate knowledge of information technology operation by the users	350	64.9
4	Lack of assistance from libraries	141	37.2
5	Lack of conducive atmosphere for study	262	68.6
6	Inability to access electronic databases	233	61.0
7	Insufficient materials in the area of study	148	38.7
	Total	379	100.0

Table 3 shows the percentages of responses of the library users on the factors militating against the use of information resources in tertiary institutions in Adamawa State. The challenges with their percentage are as follows in ranking order: Lack of awareness of library materials/services (49.9%), lack of assistance from libraries (37.2%), inability to access materials from the shelves and inadequate knowledge of information technology operation by the users had 51.0% respondents; while lack of conducive atmosphere for study had 68.6% responses. Finally, 38% of the respondents considered insufficient materials in the area of their study as a major impediment to information resource usage. Thus, it is clear that majority of the respondents indicated that inadequate knowledge of information technology operation by the users hinders their accessibility and use of information resources in the libraries.

### **Conclusion**

From the findings of the study it was concluded that there was substantial provision of information resources in tertiary institutions libraries in Adamawa State that include textbooks, journals, encyclopedias, dictionaries, magazine, newspapers, CD ROM, DVD ROM and Internet resources etc. It was realized that that printed information resources were more accessible than the non-printed information resources. Furthermore, users of the library were fairly satisfied with the information resources that were provided in the libraries. The study identified some factors affecting the provision and use of information resources that include among others, inadequate knowledge of ICTs, lack of conducive atmosphere, inability to access electronic databases, lack of assistance from library staff and inability to access materials from shelves. The study recommends that the libraries studied should organize orientation to make users aware of their collections. Also, librarians should be proactively assisting the users in locating information resources.





## Recommendations

Based on the findings, therefore the following recommendations were made:

1. Despite the substantial provision of information resources in the tertiary institutions of Adamawa State, there is still the need for more information resources to be put in place in all libraries in the tertiary institutions especially the non-print information resources. This will help the users in developing themselves and updating their knowledge.
2. Library facilities should be made accessible to all registered users of the libraries studied, and the librarians should also help where necessary.
3. The tertiary institutions in Adamawa State should ensure that all users are able to use the information resources provided with relative ease.
4. More funds should be provided by the authorities of the institutions studied for running and maintaining the available information resources. Also periodic awareness campaigns regarding library materials and their use should be introduced by the libraries concerned.

## REFERENCES

- Abagai, T. (1998). The use of library in a non-residential college: A case study of Kaduna State College of Education. *Forum Academia: Multidisciplinary Journal of Education*, 1(1): 104-111.
- Aguolu, C. C. & Aguolu, I. E. (2002). *Libraries and Information Management in Nigeria*. Maiduguri: Ed-Linform Services.
- Ahmed, N. (2013). *University Library Practices in Developing Countries*. London: Routledge and Kegan Paul.
- Aina, L. O. (2004). *Library and Information Science Text for Africa*. Ibadan: Third World Information Service.
- Kalthau, C. C. (1991). Inside the search process: Information seeking from the user's perspective *Journal of the Association for Information Science and Technology*, 42(5), 361-371
- Leelavathi, N. & Doraswamy, M. (2007). Knowledge and use of digital library resources by engineering faculty members affiliated to AcharyaNagarjuna University, India. Available at: <http://www>. Retrieved on 18-02-2019.
- Iwhiwhu, B. M. (2012). Public library information resources, facilities and services: User satisfaction with the Edo State Central Library, Benin-City, Nigeria. *Journal of Library Philosophy and Practice* accessed from <http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1821&context=libphilprac>
- Magara, E. (2002). Application of digital libraries and electronic technologies in developing countries: Practical experiences in Uganda. *Library Review*, 241-255.
- Nwokedi, V. C. & Ogundare, T. (2005). Studies on the information needs and seeking behavior of science based postgraduate students in a Nigerian university. *Borno Library, Archival and Information Science Journal*, 2(1), 232-210
- Obinyan, G. A. Obinyan, O. O. & Aidenojie, E. (2001). Use of information resources in four branches of a state public library in Nigeria. *Chinese Librarianship: An International Electronic Journal*, 31 URL: <http://www.iclc.us/cliej/cl31OOA.pd> Accessed 10 March, 2019
- Ogunsola, L.A. (2005). Nigerian university libraries and the challenges of globalization: The way forward. *Journal of Social Sciences*, 199-205.
- Olofinsawe, A. A. & Oyenyi, D. A. (2010). Students' use of school libraries: A case study of Federal University of Technology Akure, Ondo State. *Owena Journal of Library and Information Science*, 365-72





- Oyesiku, F. A. (2005). Library resources utilization as a correlate of job performance among law lecturers in Nigerian Law faculties. *Gateway Library Journal*, 8(1&2), 19-33.
- Oyewusi, F. O. & Oyeboade, S. A. (2009). An empirical study of accessibility and use of library resources by undergraduates in a Nigerian state university, *Library Philosophy and Practice (e-Journal)*: 1-10
- Saliu, U. A. (2002). The development and roles of public libraries in Nigeria. *Nigerian Libraries*, 2(4): 45-51.
- Ugah, A. D. (2011). Size and quality of information sources and the use of library services in a university library. *Library Philosophy and Practice*, Available at: [https://www.researchgate.net/publication/277274642\\_Size\\_and\\_Quality\\_of\\_Information\\_Sources\\_and\\_the\\_Use\\_of\\_Library\\_Services\\_in\\_a\\_University\\_Library](https://www.researchgate.net/publication/277274642_Size_and_Quality_of_Information_Sources_and_the_Use_of_Library_Services_in_a_University_Library) Retrieved on 12 December, 2018.
- Waldman, M. (2003). Freshman's use of library electronic resources and self-efficacy. *Information Research*, 8(2), Paper No. 150 [Available at: <http://informationr.net/ir/8-2/paper150.html>] Accessed 12 December, 2018.