



**UTILIZATION OF INTERNET INFORMATION RESOURCES AND
EFFECTIVE SERVICES DELIVERY BY PUBLIC UNIVERSITY
LIBRARIANS IN SOUTH-EAST, NIGERIA**

DR. EDWARD C. R. AMADI

edwardamadi50@gmail.com

08036603947

DR. BOLA ELIZABETH NWAUWA

bolanwauwa2@gmail.com

08038704337

PROMISE AWA

awapromise@gmail.com

08030914614

*Michael Okpara University of Agriculture,
Umudike, Abia State, Nigeria*

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ABSTRACT

This study investigated the public university librarians' utilization of Internet/online information resources (IIR) for effective services delivery in public university libraries in South-East, Nigeria. To guide the study, two objectives, and two research questions were used. Descriptive survey was adopted for the study. The population of the study was 174 professional public university librarians. Total census was used for the study; hence there was no sampling. The instrument of data collection was the questionnaire. Validated copies of the questionnaire were tested for reliability using Cronbach Alpha, and the reliability coefficient obtained was 0.94, confirming its reliability. The 174 copies of the questionnaire were administered to the respondents through the help of research assistants; one from each State of the South-East; with 157 copies were returned, representing 90% return rate. Data was analyzed using descriptive statistics of mean frequency count and standard deviation. The mean was used for answering the research questions. The result showed the grand mean at 2.85 level of acceptance by the respondents and agreeing conclusively that the utilization of Internet/online information resources is quite potent for effective services delivery in public university libraries in South-East, Nigeria, with enormous benefits derivable. Hence the study recommends that university librarians should aptly direct for the utilization of Internet/online information resources for effective services delivery accordingly.

Keywords: Internet/Online, Information, Resources, Utilization, Services, University, University library/Librarians, Benefit



Introduction

All available library and information resource materials in the university libraries are for utilization in one way or another including the Internet/online resources. In the opinion of this article the *Internet* as a generic term also implies *online* and can be used synonymously and interchangeably as ICT jargons. To this end and understanding, it is the knowledge of what the Internet/online information resources are or what constitutes them and their availability that brings about their utilization for effective services delivery. Utilization is the application or putting of various tools or facilities of work or any activity to achieve desired goals or expectations. According to Essen, Lu, Abredu and Zotoo (2022) the aim of libraries is to provide services that satisfy their users' needs and wants, and the incorporation of ICT in libraries has provided libraries with a great opportunity to do so. In the words of Duranceau (2008), utilization is the degree to which people use a system or product to a successful completion of a task for which it was employed. Hornby, (2010) defines utilization as the process of using something. Internet/online information resources as materials are utilized for effective services delivery in university libraries. Uhegbu (2007) conceptualizes utilization in librarianship as the actual putting into appropriate use of acquired information. In this article invariably, utilization of Internet/online information resources (IIR/OIR) could be similarly applied.

Utilization of Internet/online information resources by librarians is the hub that results in effective services delivery in university libraries. Utilization in the concept of this article therefore refers to the application of numerous information resources uploaded and generated into and out of the Internet (the cloud) respectively through the manipulation of computer networks and connectivity. Utilization of Internet/online information resources for effective service delivery differs from one library to another depending on needs of users and services rendered to them, and the extent of ICT configurations or connectivity on ground in the library with other variables. In the present age of information explosion and utilization, it is rare or strange to see a university library and its librarians in the present ICT days and dealings not complementing and effectively consummating their services delivery without Internet/online information resources utilization. In the opinion of Meola (2022) as cited by Igbo, Ibegbulam, Asogwa and Imo (2022), the emerging trend of the internet of things has made university libraries focus on the provision of internet-based information services.

Hornby (2010) explains utilization as "to make use of available service resources at the individuals' disposal". Utilization therefore is a complex behavioral phenomenon that is related to availability. Internet/online information resources utilization for effective service delivery in the university libraries therefore, is dependent on their availability. Isibor (2014) opines that for effective utilization, what to utilize must be made available in the right quantity and at the right time. Access to and utilization of Internet/online information no doubt would lead to effective services delivery and structural change in the perception of university libraries in the society. Utilization therefore relates to bringing into service actions, with the available and accessible Internet/online information resources for effective services delivery by university librarians/libraries. According to Ntui and Udah (2005), information or (any material) utilization is the practical and maximum use of the needed, identified, and acquired information by the



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consumer or clientele for decision making, solving a problem or achieving a set of goals. Utilization of Internet/online information resources refers to the use or converting into action the accessed, understood relevant materials to perform business or effective service delivery and in this case by the public university librarians.

Internet/online information resources are made more meaningful when they are appropriately and properly utilized for effective library services delivery, to meet the information needs of the university library patrons faster and saving them their precious time. Internet/online resources utilization is a product of ICT is holding sway all over the world in almost all spheres of life endeavours and activities. It has brought many changes that have exacted and impacted a lot of influences on various ways and means in the patterns of their application and utilization and evidently makes for effective services delivery in organizations and institutions that have Internet/online connectivity. Almost all professionals in various vocations and industries are integrating and utilizing Internet/online platforms for effective information/information resources conveyance and services delivery in their respective businesses.

The banking industry indeed is a good instance where online cum Internet approach to services conveyance and delivery is significantly effective and has extremely displaced a lot of manual ways and means of the system's information links and services. The academic libraries (universities libraries particularly) are not left out of this wild fire of internet and online utilization for effective services delivery scenario. Utilization of Internet/online information resources has led to a lot of easier achievements and value additions to human life activities and endeavours. Its' overwhelming influence has brought new jargons into the information and communication industry. Prominent and universal among them are: "online", "Internet", "wireless", "inter face" "bandwidth" and "cloud". Their application and manipulation (utilization) have truly made services delivery effective like in locating (sourcing), sorting, harnessing and disseminating information and information resources.

More quantities of information and information resources both locally and globally with Local Area Network (LAN) or Wide Area Network (WAN) are now generated and are tapped into (utilized) across the globe (Amadi, 2023). These are no longer news and cannot be over emphasized. The university librarians whose professional domains are the university libraries are really on the move with this trend and scenario in the present day librarianship and services delivery to the library users. As it stands Internet/online information resources vis-a-vis sources are quite numerous and varied. Their common nature is that they are gathered, disseminated and utilized (as the case may be), by the manipulation of electronic gadgets and devices which the computer with its peripherals and connectivity is main and major.

Nonetheless, there have been positive opinions and expressions of many derivable benefits from the utilization of Internet/online information resources that bring about effective services delivery in public university libraries in the South-East, Nigeria. These include but not limited to: speed, timeliness and timelessness at accessing information, advances and innovations in the library profession, promotes library services digitally, facilitates collaboration with other libraries and librarians nationally and internationally, facilitates effective and faster communication between university libraries/librarians and patrons, bringing updates on current trends in the library



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profession, market the library and its services, reduced or zero cost of gathering and disseminating information, provide customized library services, get quicker feedback on library services rendered, ensure that users maximize, explore and exploit library resource materials and draw the attention of the librarians to users who are not ICT literate.

Also, it diminishes one-on-ones services to the users. These benefits derivable from the Internet/online information utilization have been proved to have been bringing little or lesser drudgery, fatigue and cumbersomeness in library services delivery to users. Good knowledge and application of the various Internet/online information resources tools in the university library services delivery evidently enhances services delivery generally. However, there are elements that are quite necessary to the utilization of Internet/online information resources for the stated derivable benefits. Benefits in the opinion of this article therefore, come by making available all the required tools and instrumentations, their continuous up date/up-grade to the required standards, their proper fixing and continuous functioning all together. They include: functional Internet and the work stations (LAN, WAN), regular electricity, trained and experienced personnel, the required Internet bandwidth, standard computers and their connectivity among others for the public university libraries.

Statement of the Problem

The achievements and success stories associated with the utilization (application) of Internet/online information resources and systems in the routine duty performances and services delivery in the university libraries are quite clear and encouraging. In concrete terms, Internet/online information resources and services delivery are associated with the connectivity of tools and instruments of ICT speed, easy access to databases, accuracy and timely services delivery among many other advantages and benefits. To another condition however, the researchers in their observation have noted that these numerous and derivable benefits from the availability and utilization of the Internet and online information resources for effective services delivery, have not been empirically substantiated in concrete terms. In otherwords, they may be mere axioms and are required therefore to be properly investigated empirically, and this is what this study is set to do regarding public university libraries in the South-East, Nigeria.

Objectives of the Study

The objectives of this study are to:

1. determine the tools/instruments that constitute Internet/online information resources utilized for effective services delivery in the public university libraries by the university librarians in the South-East, Nigeria; and
2. establish the derivable benefits from the utilization of Internet/online information resources in public university libraries for effective services delivery by university librarians in the South-East, Nigeria.

Research Questions

The following research questions guided the study:

1. What are the tools/instruments that constitute Internet/online information resources utilized



for effective services delivery in the public university libraries by the university librarians in the South-East, Nigeria?

2. What are the derivable benefits from the utilization of Internet/online information resources by librarians in public university libraries for services delivery in South-East, Nigeria?

Review of Related Literature

Internet/online in the opinion of this article expresses electronic/electrical processes of harnessing stuffs/materials hoisted in the "cloud" (Internet) as are accessible from any part of the globe, with good speed, timely and timelessly; in quantity and variety, and their utilization for effective services delivery in the public university libraries. Online/Internet information resources are in diverse and varied formats. They edify the library with other materials/resources collection. Computer hope (2022) stated that "being on Internet or online refers to a user, the computer, or another device connecting to a network, the Internet or another computer that allows communication with others". The word/term, information in the opinion of this paper is universally used in every day moment by moment conversations or discussions of people. It could be applied as suitable as its user(s) in different walks of life activities put it and understand it to be.

Information and information resources utilization cuts across disciplines as it cannot be easily pinned down to one particular profession or business. In the opinion of this article, information generally, implies any ideas or knowledge communicated, received and with the correct meaning either by symbols, signs, and oral forms. Resource(s) including information resources are things that may be used to achieve an aim; usually for the purposes of effective services delivery. Books, newspapers, libraries, databases, computers and other media and their respective personnel even the radio, television etc. that provide information for teachers and students and others, are examples of resources for information (Hornby, 2010). Resources and sources are mostly confused to have the same meaning, which is not true. According to Pattar (2017), resources are things that are readily available for utilization while sources are the places from where we get things from. This is corroborated by English (2017); a source is that from which something comes.

Internet/online information resources as relates to this article, refers to all such information products that are hoisted in the cloud (networks) which are browsed to get relevant information resources that are utilized in various ways and for different purposes of business and services delivery, as is applicable to the public university libraries. Resources of Internet and online are manipulated through the use of computers with their peripherals and other relevant gadgets connectivity as tools and as the case may be. Internet/online information and information resources for effective services delivery therefore, are electronic and are manipulated electronically by the power of electricity. As Nwosu and Opara (2019) put it, Internet/online (electronic) resources are materials that require computer mediation, regular electricity power supply and increased bandwidth, trained and experienced personnel among other enhancing variables in order to be accessed and utilized if required or when required as the case may be.

According to them both online and offline information material resources such as the CD-ROMs fall within this category. They refer to all the resource products that a library provides



electronically through the use of computer networks or connectivity. They are delineated in this article to imply those information materials and tools (data and/or programs), suitable, relevant and encoded for manipulation by computerized devices either in a LAN or WAN, as described by Quadri, Adetimirin and Idowu (2014). According to Vasishtha (2008), Internet/online information resources is a broad term that encompasses abstracting and indexing services, full-text by materials such as newspapers and reference books, electronic journals and offerings of electronic "aggregators", articles delivery services and free resources on the Internet.

Arms (2018) define online information resources as "a managed collection of information, with associated services, where the information is stored in digital formats and accessible over a network". However, Bertroit (2004) is of the view that in libraries, online-based services and resources can take many forms/formats including: searching library holdings, placing a hold or recalling library materials, making an inter-library loan request, licensing online databases, e-journals, and e-books for customer access, digitizing library collections for online access, providing organized web pages that lead customers to library/non-library content, and providing real-time and asynchronous digital reference services.

According to Mritunjay (2006), Internet/online information resources therefore, may include three types of networked information systems namely: LAN systems in which the file servers are loaded with microcomputer based applications including various CD-ROM type databases. All microcomputers based workstations are linked to one or more file servers to share various applications and information. Thus, LAN is a distributed network system. The second is the online integrated library management systems (ILMS), also categorized as Internet. This type of network system handles traditional library functions such as circulation, interlibrary loan, cataloguing, acquisition, serial control and online public access catalogue (OPAC), which this article also reflects. The third is WAN systems, which communicate with the Internet through Gopher, World Wide Web (WWW), Wide Area Information Server (WAIS), and other Internet Index Tools.

Online information resources (e-resources) are in the form of e-books, e-journals, online public access catalog (OPAC), CD-ROMs, Online database, Internet resources, electronic link and web publishing. Added and ascribed Internet/online information resources in this article are other off-line electronic information resource versions. They include e-data-archives, e-manuscripts, e-maps, e-magazines, e-theses, e-newspapers, e-mails, e-research reports, e-bibliographic database which also are accessible through electronic machine systems' ways, patterns and protocols (Vasishtha, 2008). They edify and make richer the libraries holdings, for effective services delivery (utilization) by the librarians to serve their varied clientele. According to Nnedi and Nwafor-Orizu (2021), academic libraries in Nigeria are required to utilize these Web-based applications in their operations and service delivery. They need to shift from conventional library services, where mainly books and other printed text are acquired, arranged, consulted and borrowed.

Gilbert (2015) further identified from a study some benefits of the utilization of Internet/online information resources which include: speed, quantity and variety of resources, timeliness and timelessness in generating data. As already said and known, all the information



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resource materials harnessed in a university library are for utilization. Utilization in library parlance for the purposes of this study is the application or putting of various tools or facilities of work to achieve desired goals (effective service delivery). In the words of Duranceau (2008), utilization is the degree to which people use a system or product to a successful completion of a task for which it was employed or intended. Hornby (2010) defines utilization as the process of using something. Internet/online information resources as tools or materials are utilized for effective service delivery in university libraries. Uhegbu (2007) conceptualizes utilization as the actual putting into appropriate use of acquired information. In this article invariably, utilization of online information resources is similarly applicable.

Utilization of Internet/online information resources by librarians is the hub that results in effective services delivery in university libraries with Internet connectivity. Utilization of online information resources and effective services delivery differs from one library to another depending on needs of users, the extent ICT configurations and connectivity on ground in the library and other variables. In the present age of information explosion and utilization, it is rare to see a university library and its librarians not complementing and effectively consummating their services delivery without online information resources (OIR) utilization. Nnedi and Nwafo-Orizu(2021) asserts that libraries spend huge amount of money in subscription of e-information resources, so that users will find different and better information resources to what is available in general Google search. If the libraries have invested much money on e-resources and internet infrastructure, it is expected that those resources are fully utilized

Hornby (2010) explains utilization as "to make use of available service resources at the individuals' disposal". Utilization therefore is a complex behavioral phenomenon that is related to availability. Online information resources are made more meaningful when they are appropriately and properly utilized for effective library services delivery, i.e. in meeting the information needs and the required services to the university library patrons. Services refer to the duties an individual or groups of individuals renders as professionals or not professional, to person(s) in society, organizations or establishments which the service receivers find useful in satisfying their needs. Services are either for free or for fee. This however, depends on the institution/organization involved. Services also are valuable actions, deeds or efforts performed to satisfy needs or demands (Hornby, 2020). Ultimately, they are actions of activities that are rendered to someone or doing something for someone. In respect of library services in the context of this article, the concept of services delivery is the ability of librarians to professionally strive to process and organize information resources (both by Internet/online and traditional approaches) made available, and the ability to utilize them in meeting the overall information needs, queries, and demands of the library users (Olanlokun, 2013).

There are both outreach and in house library services. Outreach library services take services to the clientele's domain or abode, while the in house services are the opposite. Utilization of Internet/online information resources in library services delivery makes both modes of services (outreach and in house) effective. It is in this light and focus that *effective services delivery* in this work implies; a timely, timeless, speedy, accurate, simple and easy provision of profuse online information resources that meets the information needs of the library users.



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Services of this nature can take place with or without a one-on-one interface irrespective of the location of the patrons in the university and probably elsewhere. The university is a formalized institution. Academic institutions particularly the universities world over, are up hailed as purveyors of knowledge as a result of the regular studies, researches, teaching and learning with other community services that take place in and around them. According to Okezie (2015), universities are knowledge factories which pursue academic excellence and intellectual transmissions from generation to generation through their prescribed functions of research, teaching and public services or functions.

Hornby (2010) define university as "an institution of the highest level of education where you can study for a degree and do research". Given the above assertions, the establishment of any university attracts different other arms, components and faculties that truly make it a complete institution as a university with structure, and the university library is one major arm of the required structures among others. And the librarians that work in the university libraries are referred to as the university librarians. This category of librarians is fashioned a bit differently in orientation to curiously and constantly put efforts that help to increase and up-hold the information resources knowledge base of the university staff and students for research, teaching and learning. They are academics *sui generis*, and serve the colleges or faculties of the universities.

Today's university (academic) librarians are involved in a variety of challenging library services delivery. They may consult with individual library users in analysing, identifying and fulfilling their information needs; create campus wide information literacy programs and deliver classroom instructions to strengthen information literacy skills; select, organize and facilitate access to information in a variety of formats; keep abreast of technological advancements and develop strategies to take advantage of them; plan, implement and administer computer based systems electronic databases design and manage web sites; collaborate with classroom faculty computer specialists and instructional developers; contribute to effective teamwork among colleagues, and participate in the public relations efforts to promote and raise funds for academic libraries.

All these are done in and from the library because, historically, university libraries (academic libraries) are the natural destinations for students, faculty staff and researchers seeking for relevant information. Ozioko (2007) further asserts that academic libraries serve as the repository for published information as well as the intermediary for acquiring materials from every part of the globe. The university libraries where the university librarians have their domain to deliver services are major and an integral department of university education; established to meet the information resource needs for study, research, and teaching to students, (Pandey, 2015). To this end, the application or incorporation of Internet/online information resources for effective services delivery in university libraries by librarians are quite expedient and needful because of the numerous benefits derivable there from, and no one clamors for what and where he/she cannot benefit anything from.

The Chambers English Dictionary (1990), define benefit as "any advantage, natural or other". Any advantage(s) or profit(s) gained from something either in business, or politics. Benefit can also be referred to as the good dividends from something. In summary, the literature review to



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this study is general yet specific in the area or topic of study- (i.e. the benefits/dividends that can come or emanate from something to enhance or profit services delivery in their utilization as far as the public university libraries in South-East, Nigeria are concerned, and this is the gap in literature that this study intends to fill.

Methodology

The study was conducted in the South-East, Nigeria. Structured questionnaire was the instrument used for data collection for the study. Data collected was analyzed using the population mean (x) statistics and standard deviation to answer the research questions. The cut off score for decision making was obtained by summing the value in the rating (1+2+3+4=10) and divided by 4 to obtain 2.50. Any mean value ranked 2.50 and above was positive i.e. agree, otherwise it was negative i.e. disagree. In interpreting the items with the response mode, very high extent, high extent and low extent and very low extent, the real limit of numbers was used: 1.0-1.49 (Very low extent), 1.50-2.49 (low extent), 2.50-3.49 (High extent), 3.50-4.00 (Very high extent).

The reliability index of the instrument was determined by administering the instrument (i.e. questionnaire) to thirty (30) librarians at the university, South-South, Nigeria who were not part of the study area, but have similar characteristics based on their training, profession and work environment. Their responses were computed and the internal consistency coefficient was determined using Cronbach Alpha statistics. The reliability coefficient obtained was 0.94. The coefficient is very high; hence the instrument was considered reliable.

Data Analysis

The results of the descriptive and inferential analyses are presented as follows:

RQ 1: What types of Internet/online information resources are utilized for effective service delivery by librarians in the public university libraries South East, Nigeria?

Table 1: Mean ratings on types of Internet/online information resources utilized for effective service delivery by the librarians

S/N	Items	X	State SD	X	Federal SD	Grand X	Remarks
1.	Online/E-journals	2.93	.940	3.53	.624	3.23	A
2.	Online/E-books	2.79	.995	3.47	.717	3.13	A
3.	CD-ROM Databases	2.79	.876	2.89	.781	2.84	A
4.	Online Databases	2.84	.994	3.06	.745	2.98	A
5.	Integrated Library Management Software	2.43	.959	2.88	.781	2.66	A
6.	Internet/Browsing (LAN/WAN)	2.75	1.175	3.41	.618	3.08	A
7.	Online Public Access Catalog (OPAC)	2.36	1.026	3.29	.686	2.83	A
8.	World wide web (www)	3.14	.970	2.88	.781	3.01	A
9.	Online/E-newspapers	2.46	.962	2.71	.985	2.59	A
10.	Online E-conference proceedings	2.14	.970	2.59	.795	2.37	D
11.	E-standards	1.64	.951	2.18	.805	1.91	D



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12.	E-patents	1.64	.951	2.29	.701	1.97	D
13.	E-manuscripts & m Special collections	2.04	.781	2.29	.935	2.17	D
14.	E-Theses	2.76	.745	2.71	.799	2.74	A
15.	The social media	3.04	.781	2.64	.993	2.96	A
16.	Online tutorials	2.25	.618	2.88	.621	2.33	D
17.	ONIX (Online Information Exchange)	1.75	.686	2.41	.951	2.05	D
18.	OLUC (Online Union Catalogue)	1.71	.781	2.35	.612	2.06	D
19.	OCLC (Online Computer Library Centre)	1.86	.985	2.41	.707	2.17	D
20.	POD (Print-on-demand)	2.11	.795	2.47	.810	2.26	D
21.	Sharper Romeo	1.61	.805	2.41	.827	1.81	D
	Grand mean	2.62		2.59		2.61	A

Where X= Mean, SD - Standard deviation, A = Agrees, D= Disagree

The data in Table 1 show that 11 out of 21 types of online information resources are utilized by librarians in the public universities in South east. These 11 items had acceptable mean score of 2.50 and above. These are: online/E-journals, online/E-books, Internet browsing (LAN/WAN), World Wide Web, online databases, social media, and CD-ROM databases among others. It implies that the major Internet/online resources utilized by librarians in the public universities in South-East include the ones mentioned above.

On the other hand, data in Table 1 also show that 10 out of 21 types of Internet/online information resources are not utilized by librarians in the public universities in South-East. These items had mean scores below 2.50 and were not accepted. These are online e-conference proceedings, e-standards, e-patents, e-manuscripts and special collections, online tutorials, Online Information Exchange (ONIX), Online Union Catalogue (OLUC), Online Computer Library Centre (OCLC), Print-On-Demand (POD) and Shaper Romeo. It implies that the Internet/online resources not utilized by librarians in the public universities in South-East include the ones mentioned above. The grand mean obtained across the federal and state universities was 2.61. This implies that the librarians in the federal and state universities utilized various types of online information resources for effective services delivery.

RQ 2: What are the benefits derivable from the utilization of Internet/online information resources by librarians in public university libraries in South-East, Nigeria?

Table 2: Mean rating on the derivable benefits from the respondent's' utilization of net/online information resources for services delivery

S/N	Items	X	State SD	X	Federal SD	Grand X	Remarks
1.	It helps to advance the library profession	3.75	.44	3.47	.514	3.61	A
2.	It helps to promote library and information services	3.54	6.37	3.35	.606	3.45	A
3.	It facilitates collaboration among librarians	3.71	.460	3.41	.507	3.56	A
4.	It facilitate effective library and information services delivery	3.57	.573	3.41	.618	3.49	A
5.	It facilitates effective communication between university libraries/librarians and patrons	3.57	.573	3.24	.664	3.41	A



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6.	It helps libraries to keep updated on current trends	3.57	.634	3.41	.507	3.49	A
7.	It helps marketing of library and information services	3.57	1.02	3.35	.686	3.46	A
8.	It lowers the cost of disseminating information	3.50	.970	3.24	.781	3.37	A
9.	It facilitates quick and ready access to information	3.57	.910	3.29	.985	3.43	A
10.	It helps library to provide customized library services	3.50	.962	3.41	.892	3.46	A
11.	Helping librarians to get quick feedback from users that would be used to improve the library services	3.46	.576	3.29	.849	3.38	A
12.	Helps libraries/librarians to compete effectively with others in the information industry	3.39	.629	2.88	.697	3.16	A
13.	Ensure that users maximally explore and exploit the library	3.32	.476	3.00	.866	3.16	A
14.	Draws attention of librarians to users who are not ICT literate for special attention	3.11	.737	3.00	.707	3.06	A
	Grand mean	2.72		2.91		2.85	A

The data on Table 2 show that all the 14 items measuring the benefits which the librarians derive from the utilization of Internet/online information resources for effective service delivery were very highly accepted above the minimum acceptance range of 2.50 for both the federal and state universities librarians. The major benefits derivable are that: It helps to advance the library profession, it facilitates collaboration among librarians, it facilitates effective library and information service delivery, it helps librarians to keep up-date on current trends, It helps marketing of library and information services and helps the library to provide customized services among others as table 2 can show. The group mean of 2.72 and 2.91 indicate that librarians generally agree that they derive benefits from utilization of online information resources for services delivery in public university libraries in the South-East, Nigeria. And it should be noted that all the 14 items measuring the derivable benefits from their utilization combine and also can separately make for effective services delivery in the public university libraries.

Discussion of the Findings

The finding of this study reveals that great benefits are derived by the utilization of Internet/online information resources by librarians in public university libraries in South-East, Nigeria. The findings of this study are supported by Gilbert (2015), who conducted a study on the level of ICT skills of postgraduate students of Madibbo Adama University of Technology, Yola in the use of electronic/online information resources. He found that utilization of Internet/online information resources affords service givers and users of speed, quantity and variety of resources, timeliness and timelessness in generating data for academics, economic and political purposes. The benefits that accrued with the utilization of Internet/online information resources by librarians have limitless benefits needed for optimal services delivery.

Conclusion

Conclusively, it has been established from the findings of this study that the benefits derivable from the utilization of Internet/online information resources are enormous. They include: speedy, timely and timeless access to quantity and variety of information resources globally little



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or no cost. In this 21st century where there is an exponential growth of electronic information resources, use of internet information resources helps to advance the librarians' profession, it facilitates collaboration among librarians, it facilitates effective library and information service delivery, it helps librarians to keep up-date on current trends. There is need for awareness campaign for various types of internet information resources for effective service delivery in public universities in south east Nigeria.

Recommendations

Public and indeed other university libraries should aptly direct for the fixing of all the itemized tools/instruments as accepted in this study and even more if found and accepted for enhanced utilization of Internet/online information and information resource materials for effective services delivery and all the derivable benefits thereon in public university libraries in the South-East, Nigeria.

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AUTHORS' PROFILES



Dr. Edward Chukwuziem Rowlands Amadi is a Senior Librarian and also lectures in the Department of Library and Information Science, Michael Okpara University of Agriculture, Umudike. He is a chartered Librarian with Librarians' Registration Council of Nigeria (LRCN) and a member of many professional associations, including Nigerian Library Association (NLA) and Abia State Chapter of NLA. He is currently the Head of Circulation Section of the Library. He holds Master of Library Science (MLS) and a Ph.D. from Imo State University, Owerri and Michael Okpara University of Agriculture, Umudike respectively. Dr. Edward Chukwuziem Rowlands Amadi is a Librarian of substantial experience with many books, journal articles and conference proceedings authored by him both locally and internationally. His study interest includes ICTs Usage in Libraries, and Library Management principles.



Dr. Bola Elizabeth Nwauwa is currently working at the e-Resources Division of the Library, Michael Okpara University of Agriculture, Umudike and also lectures in the Department of Library and Information Science. She is a chartered Librarian with Librarians' Registration Council of Nigeria (LRCN) and a member of many professional associations, including Nigerian Library Association (NLA) and Abia State Chapter of NLA. She is highly skilful in ICT and use of library Databases and has exceptional administrative skills. She has worked with many ICT firms and National Population Commission, rose to the rank of Senior Administrative Officer before joining the services of Michael Okpara University of Agriculture, Umudike in 2019. Her research interest cut across Library Administration and Management, Technology Adaptation in Libraries and Security and Conflict Studies. She holds a Bachelor of Science (B.Sc.), a Master of Library Science (MLS), and a Ph.D. from the prestigious Imo State University, Owerri, Imo State, Nigeria.