

AN EVALUATION OF LIBRARY RESOURCES, SERVICES AND USE OF KOGI STATE UNIVERSITY, AYIGBA, LIBRARY

KUTU JACOB O.

Cataloguing Section, Kenneth Dike Library,
University of Ibadan,
Ibadan, Nigeria.

&

ADESANYA OLUSEGUN O.

Technical Service Librarian,
Michael Otedola College,
Primary Education College Library,
Lagos State.

ABSTRACT

This research evaluated the library resources, service and use of Kogi State University Library, Ayigba. The main objective of the research is to find out the varieties of learning resources available; services rendered; and how effectively they are being utilized by the students and staff. The survey research design was adopted with the questionnaire serving as the main instrument for data collection. A total of one hundred and twenty (120) respondents were randomly selected from the students and staff but ninety-five of them responded. Descriptive statistical methods were used in analyzing the data generated. The finding identifies some of the problems of academic libraries to include outdated books, inadequate space, noisy environment, and lack of automation of libraries resources. Also the libraries were not adequately staffed.

Keywords: Evaluation, Library, Resources, Service and Use

Introduction

University libraries are established to provide literature support to the teaching, learning and research activities of the parent institution. The Kogi State University has the objective of setting up the machinery for complete acquisition and documentation of national educational information, organizing, storing and disseminating information relevant to Nigeria education programmes, organizing cooperation and resource sharing between and among different institutions.

The Kogi State University Library was established with the University law on the 18th November, 1999 with the appointment of the university librarian two professionals and two Para professionals with less than 2000 volumes of books. Meanwhile the office of the librarian and small work rooms were carved out of this block to form the cataloguing and classification and the acquisition section. The reading space had a capacity for less than 50 students reading at the same time. Accommodation was one of the major problems of the library since its inception the service equally suffered a great deal because up till 2000 the collections were not catalogued or classified due to lack of professional staff. The library was not run through any committee neither was there any written selection acquisition policy until the latter part of 2001. The new building complex has a total floor space of 10,000 square meters, with the capacity to hold stock of five hundred thousand volumes of books and journals. It has a capacity of 2,552 readers. Presently the staff strength has increased by 55% and for administrative convenience and to sharpen the service oriented of the library.

The library is one of the most important units in a developing environment, it facilitates the information acquisition, organization, storage and dissemination of information for effective decision making for progress and development of socioeconomic progress in a nation. Information has become a critical element in life and society, it is an important part of development. All students, teachers, research scientists, administrative personnel, politicians and government establishment depend on the library for their intellectual and information need. However, the services rendered by the library differ from one library to another, depending on the clientele, the parent body and type of library. Library and information services provide reference and research services to committees, members of the public, and staff of the general assembly, and the legislative information to the public. The library offers core services for learning and research for national development.

Aniebo (2011) stipulated that library gives the legislature an ability to gather information from primary, secondary and tertiary sources to enhance their

research work and decision making. The library through its service provides access to scholarly literature and information held elsewhere. The library provides the legislature access to materials in order to quote, paraphrase, summarize accurately and to also cite sources properly to predecessors work. The library serves as an excellence tool for promoting of lifelong learning by the provision of learning environment which integrates reading places, information technology and materials for study and research. It serves as an official depository for the publication of the legislature and related materials for effective and positive legislation.

It therefore becomes imperative to evaluate the resources, services and use of the library. Evaluation entails a study of library's facilities and operations and a measurement of its success in meeting its objectives. Therefore, it is important to know why we evaluate library services. Library services are evaluated for the purpose of improvement and accountability. Services efficiency and quality measurement are provided in order to petition for on-going or increased revenues or to engage in dialogue with stakeholders (Sheppard, 2002). Concerned for ensuring the delivery of equivalent library services to Kogi State University and its academic community, it has indeed been the primary motivation for establishing and maintaining the guidelines. All too often, however, the model of evaluation is used as a criterion by which the choice of method of evaluation is determined, with its emphasis upon measurement and trade-offs between set of variables. Moreover, as a librarian we may ask ourselves why do we need to evaluate library resources services and use? The idea of evaluation seems to be one which has come into the professional consciousness only in very recent years. True, in an earlier time, the idea of "library survey" developed, and that had in the seed of evaluation. The impetus has come from the need to justify budgets more explicitly than ever before. All services functions in the library are being reviewed and in terms of their necessity for the aims of library organization.

Furthermore, does the resource in the library meet the needs of the library clientele? The resources include money, furniture, books, non-books, personnel, seat and other facilities. The library resources are very vital in establishing and maintaining infrastructure within the library setting. The originating institution is responsible for providing or securing convenient, direct physical and electronic access to library materials to meet students' needs in fulfilling course assignments. Many questions may also be asked. Does the library provide services for its clientele? What are these services if it does? Idowu (2011) enumerated the following library services according to the international standard; Reference services, document delivery service, borrowing, renewing and reserving,

computerized interactive search, technical services, IT services, E-library services, serials services, exhibition and displays, user education, selective dissemination of information (SDI), current awareness (CA), referral service, reprographic service, counseling service.

Statement of the Problem

The inadequacies of academic libraries in Nigeria range from lack of professional staff, accommodation, insufficient and irrelevant collection and insufficient utilization of available materials by the patrons. However this work is expected to create a strong awareness on the potential usefulness of a well-developed information facility within the institutions. It will serve as a basis for the library staff to evaluate their performance periodically and also as a tool of administrators to evaluate the performance of library staff. This study therefore investigate the state of the resource services and use of Kogi State University Library with a view to determine how such resources and services can be improved

Objectives of the Study

Find out how adequate the resource are;

- Find out the effectiveness of human resources in the library
- Determine the extent to which the services offered by the library satisfy the needs of the users;
- Determine the extent of use of the library's resources and services;
- Find out what resources are available at the Kogi State University Library;

Research Questions

- How adequate is the library resource?
- How effective is the human resources?
- How satisfactory are the services offered?
- How well do you use the library resources and services?
- How available is the library resources?

Literature Review

The last few years has witnessed an increase in the number of students admitted into the higher institutions in Nigeria, and introduction of new courses which has given rise to an increase use of the academic libraries and a consequent

growth in demand for library materials. Ezeala (2009) provided a useful summary on the use of quantitative and qualitative measures in resource evaluation. He stressed that a blend of measures is required, circulation data is the strongest single element we have on which to base decision and that could be used by subject librarians along with their professional judgment and user's satisfaction surveys to evaluate and fine-tune their collections. The view of Ranganathan is well appreciated pointing out the relationship between books and the readers. Librarians therefore, should make sure that library collections are readily made available to readers and evaluated from time to time.

Abagai (1993) noted that the use of library by clientele and indeed their satisfaction with library services depend on the availability of suitable learning materials, accommodation and competent staff in the library. On further comment, Abagai argued that the main objective of any library is to support the parent institution through systematic acquisition and organization of all forms of recorded information in all fields pertinent to the goals of the institution and making such information available to the members of the institution. Igben (1993) noted that for a library to be most functional, the services it renders should correspond closely with the needs of its users. Ensuring that relevant information resources are provided and made accessible to users goes a long way to encourage users to visit the library more often.

It was noted that users are described as the *raison* (reason for existence) of the library. Meeting the information needs of users requires the provision of the actual information resources and services that will satisfy the needs of users. He went further to implore librarians to make maximum efforts to ensure that their library users derived the **best possible** benefits from the services they render. Materials are to be provided by libraries to support the learning, teaching and research processes and to provide assistance to users. Birader and Kumar (2000) evaluated the information services and facilities at DVS Polytechnic College library in India. Their main findings were that 37.5% of students and 46.88% of teachers were satisfied with the lending service; 48.75% of student and 50% of teachers were happy with the book bank facility of the college library.

It was also stated several factors that can influence user's satisfaction, some of these factors include responsiveness, competence and assurances, tangibles and resources. They argued that providing quality services in academic libraries is now a major issue among academic librarians; they see the library more in terms of the provision of and access to service quality than as just a physical place. Technology and automation have also changed the way people perceive libraries. As a result, the

roles of libraries and librarians themselves have been re-evaluating their role as reflected in many literatures.

They emphasize the provision of good library service as more important to the users than the mere physical library building. This perspective as stated in Simmonds and Andaleeb's article is evidence in several recent studies on user's satisfaction with library services with academic libraries services. The authors stressed that access to information provided by libraries is seen as more important than the materials physically available in a library. Quality service is a competitive necessity for businesses and service organizations. Assessing service quality is therefore the first step in retaining costumers in today's competitive environment. Dilek-Kayaoglu (2008) stated that the effectiveness of libraries has often been measured by the volume of library materials available to clients, the amount of use of services and resources, and the apparent or quantified satisfaction of clients.

Ezeala and Yusuff (2011) conducted a research on user satisfaction in order to determine the quality of service in selected libraries. The survey carried out indicates that comparative data are a suitable means of identifying cases of "best practice" in services institutions. Customer satisfaction is regarded as king to get more benefits than their cost. Some studies surveyed focus groups indicating that key determinant for library service quality were: electronic resources, collections of printed publications, other library services, technical facilities, library environment and human side of user service.

Library and information services provide reference and research services to committees, members of the public, and staff of the General Assembly, and the legislative information to the public. The library offers core services for learning and research for national development. Aniebo (2011) stipulated that library gives the legislature an ability to gather information from primary, secondary and tertiary sources to enhance their research work and decision making. Another study investigated all possible factors that had great impact on library performance, showing that collections, equipment and physical facilities were viewed as most important issues. Research library evaluation would help reposition the libraries to better serve their users and also would increase users' utilization of research libraries which in the past has been adjudged to be very low. Apart from supporting the management with both immediate and strategic management information, research library evaluation would also help libraries understand their positions within the cycle of other research and academic libraries. This would lead to upgrading of library resources and services.

Furthermore, what are we evaluating: the service efficiency, or its quality;

customer opinion or the social value of the library within its community? Most authors distill these concepts into two classifications: customers' satisfaction and service quality. Some use the terms interchangeably (Pothas and De Wet, 2001), while other make a distinction, defining customer satisfaction as a time limited, subjective reaction to recent or overall services encounters, and service quality as a "global judgement", an objective response based on the extent to which the services meets a user's expectation.

According to Professor Tom Wilson of the University of Sheffield, "the difficulties associated with evaluation of resources, service and use are well known: there is difficulty, for example, of determining what is "relevant" and indeed what is "relevance" in the library. There is a problem of determine suitable measure of relevance, under whatever definition we use it. In spite of the problems, library resource and services is a very powerful idea which has affected librarians' willingness to think of evaluation as a desirable and necessary function to perform in the management of library and information system". Librarians are devoted to improving access to information, and satisfying the user is paramount. There is a growing recognition that library services are an integral part of national socioeconomic development and improvement of the general quality of life of a nation. The library has important roles in the advancement of knowledge this role can effectively be carried out through a well-structured and well-planned library services. Library services included the packaging and repackaging of information product and services, which have been provided in Nigeria for many decades.

It has also been stressed that the library, as a store house of knowledge, is indispensable to the success of any functional education. He further stressed that education without the services of the library is half-baked education that can only produce narrow minded individual, which will not be productive to their community, he further advised that library services must be user focused and be in a manner most useful to the library clients since they are the ultimate target of all efforts towards effective and efficient services. With the proliferation of information, information is scattered in many areas and in order to keep track of these information libraries have started embracing the recent developments in technology to help them for effective library services. The development and availability of ICTs in libraries have today not only increased and broadened the impact of information resources at their doorsteps, but also placed more emphasis, on effective and efficient services. Their applications in libraries, commonly known as library automation, have indeed continued to ease and promote quick and timely access to and transfer of information resources that are found dispensed round the

globe. The basic ICT facilities or resources that are commonly used, for effective library operations and services include telecommunication technology and computer technology. ICT in library had enhanced information and library service by breaking down the barrier of location and distance through the virtual or electronic library initiatives.

Research Methodology

Instruments used for data collection

The main instrument for data collection is the questionnaire. The questions in the questionnaire were designed not to be ambiguous. They are open ended questions presented in an objective form. The questionnaire was administered on the academic staff and the student of the library. The questions were designed as to provide information about the library's resources, use and services. Their responses to these questions will be helpful in fashioning ways of solving the various problems encountered.

Study Population

The population sample for this study is based on the university community users. These are the academic staff and the students, the library senior academic staff. Each of the population sample is given own sets of questionnaire for completion and forwarded for analysis. Based on the study one hundred and twenty copies of the questionnaire will be randomly distributed to staff and library users.

Method of Data Collection

The instrument which was used in collecting the data for this study is the questionnaire. The questions were prepared and administered among the library users (staff and students) while separated questionnaire was distributed to the University Librarian. One hundred and twenty copies of the questionnaire were distributed to the users, out of which ninety-five were validly completed and returned due to proper monitoring. This represents 79.66% of the total respondents. However, in an attempt to do a thorough evaluation of print and non-print resources, questions were raised to determine the availability of print and non-print resources in the library.

Data Analysis and Interpretation

Data collected will be analyzed using the frequency count and percentages.

Meanwhile, the frequency table for each question will be constructed so that there will be a frequency occurrence of the responses.

Table 1: Adequacy of Library Resources

Adequacy	No of Respondents	% of Respondents
Very Adequate	21	22.1%
Adequate	59	62.1%
Fair	10	10.5%
Inadequate	3	3.2%
Very Inadequate	2	2.1%
Total	95	100%

Table 1 revealed that 84.2% indicate that the aforementioned resources in the library are very adequate, while 15.8% says the resources are very inadequate. The table therefore, indicate that most of the users agree that the resource in Kogi state University Library are very adequate.

Table 2: Effectiveness of the Human Resources of the Kogi State University Library

Effectiveness	No Respondent	% of Respondent
Very effective	15	15.7%
Effective	45	47.4%
Fair effective	30	31.6%
Not effective	5	5.3%
Total	95	100%

From table 2, 94.7% of the respondent indicated that the present staffs of the library are very effective in their services to users while 5.3% indicates that the staffs are not effective at all. From all indications, it is assumed that the present staffs are very effective because this represent a higher percentage of 94.7% out of the total percentage of respondents.

Table 3: Satisfaction with the Services Offered by the Library to Patrons

Satisfaction	No Respondent	% of Respondent
Satisfactory	20	21.1%
Fairly satisfactory	69	72.6%
Unsatisfactory	6	6.3%
Total	95	100%

From table 3, 93.7% of the total respondents are satisfied with the services offered by the library while 6.3% expressed their dissatisfaction with the services. From the general opinions gathered the services offered is established to be satisfactory to the needs of the users. In determining the level of satisfaction enjoyed by the users, both staff and students should participate in the recommendation of suitable service to the patron of the library.

Table 4: Frequency of Use of Library Resources and Services

Frequency	No Respondent	% of Respondent
Always	38	40.0%
Occasionally	32	33.7%
Seldom	20	21.1%
Never	5	5.2%
Total	95	100%

From table 5, it reveals the extent to how frequently the library resources and services are used. However, the analysis goes to tell that 73.7% are of the opinion that they always make use of the library resources and services. 25 respondent representing 26.3% have different views from the options, they seldomly make use of library resources and services. Others say they never make use of the library's resources and services. Mean while, the majority of the respondents interviewed shared that opinion that they always use the library resources and services.

Table 5: Availability of Print and Non-print Resources

Resources	Highly	Available	Fairly	Not available
Encyclopedia	20 (21.1%)	27 (28.4%)	43 (45.3%)	5 (5.2%)
Dictionaries	60 (63.2%)	28 (28.5%)	6 (6.7%)	1(1.1%)
Journals	30 (31.6%)	53 (55.8%)	10 (10.5%)	2 (2.1%)
Newspapers	12 (12.6%)	29 (30.5%)	51 (53.6%)	3 (3.2%)
Books	80 (84.2%)	10 (10.5%)	4 (4.2%)	1 (1.1%)
CD-ROM	33 (34.7%)	47 (49.5%)	13 (13.7%)	2 (2.1%)
Slide	12 (12.6%)	18 (19.0%)	63 (66.3%)	2 (2.1%)
Microform	7 (7.4%)	20 (21.1%)	67 (70.5%)	1 (1.1%)
Film strip	6 (6.3%)	18 (19.0%)	62 (65.3%)	9 (9.5%)

A test of the foregoing research question shows that the researcher identify nine (9) print and non-print resource in Kogi State University Library. From the table above it can be observed that there is an availability of books, journals and dictionary in the library while microform, slide and filmstrip are fairly available in the library.

Discussion

It is covered from the responses that the journal provision is adequate to the needs of the users, while the book provision is grossly adequate. This was further corroborated by the University Librarian who confirmed in her interview that the journal provision is inadequate. From these findings, it has also been discovered that the present size of the library is small and cannot cope with the student population growth. The interview I had with the librarian confirmed that the library can only sent 2500 users at a time. Information sources repackaging such as indexing, abstracting, compilation of bibliographic, publication of accessions list are done apart from services in this library, although the traditional services of document delivery system is still being practiced. It has also been found that the credit unit course on user education is not being taught in the institution and that is why some library users go straight to the shelves in the exploitation of the resources instead of making use of the retrieval devices provided at the entrance of the library.

Conclusion

The research paper does not claim to be perfect in its entire ramification what it has done is to evaluate the resources, services and use of the Kogi State

University Library. In doing so, questionnaire were sent out to the users. From the responses given therefore, it was discovered that the resources of the library are inadequate because all that make up the resources of any library include the library collections, the services rendered, physical facilities e.g. the building, the site, furniture reading space, adequate and quality personnel, and money so that the library can discharge its duties to its clientele effectively. These he said are criteria for evaluating the resources and services of any library.

All the respondents agree that the services are adequate except that few of them suggest that the library be allowed to operate a twenty-four- hours services to its clientele. However, some respondent disagree with the attitudes of some library staff whom they confessed were rude and not polite in their interaction with users. It was the general concerned of respondents that the relationship need to be improved for effective services to the users.

Recommendations

Although the library is currently stocked with current books to meet the reading and information needs of the university community, it does not have current academic or professional journals, and other periodicals for basic research. Thus, one wishes to recommend the procurement of more current foreign and local serial titles. The use of UNESCO coupons or British coupons will go down well if used to service the needed requirement of foreign journals, especially now that the economic situation does not allow for easy procurement of foreign exchange. The present position of staff as responded by the University Librarian is described as fair. There are ten professional librarian four para-professional and twenty-two library assistants. This is inadequate and falls short of the standard recommendation by the National Universities Commission. Taking this into consideration therefore, there is the need to recruit qualified staff to be able to provide effective services to the users.

More so, the teaching of library user education which has been made a compulsory in institution of higher learning in Nigerian will help the students to optimize the use of the collection. Finance has a crucial role to play in the evaluation of the resource service and use of any library. The present system whereby the university librarian does not know how much he is entitled to spend from the yearly allocation of funds to the university is a matter that should be of great concerned. In view of this, I wish to submit that 10%-15% of the university financial allocation be made available to the library to enable the institution provide effective services. Recommendation should as matter of necessity, be made a