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Full Length Research Paper

Non-patronage of Library Information Resources and Services by Students of Federal Universities Library

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ABSTRACT: This research work is conducted on the topic titled "Non-Patronage of library resources and services by students of Federal University Lafia. The research was designed to achieve some certain objectives which were; To find out the types of library resources available in Federal University Lafia; To find the extent to which students patronize the library resources and services; To examine the effects of non-patronage of library resources and services by students; To find out the causes/problems associated with students non-patronage of library resources and services and to proffer suggestions/solutions that will help to solve the problems. The survey research methodology was adopted for this research work, the students of Federal University Lafia Constituted the population of this study which is 158. A simple random sampling technique was used and 136 users were sampled. The questionnaires were used as an instrument for data collection. Data collected was sorted out and analyzed using variables, frequencies, and percentages of the respondents to the items in the questionnaire. The findings revealed that there is low patronage of library resources and services by students of Federal University Lafia which has a great effect on the students themselves, the university, and the general society. Some of the factors responsible for the non-patronage were identified as; lack of orientation, lack of ICT facilities, poor staff user relationship, and poor welfare package among others. In conclusion, there is a low patronage of library resources and services in the university central library. And recommendations on how to overcome these problems were stated as; proper orientation to all students, provision of ICT facilities, cordial staff-user relationship, and also good welfare package for the librarians.

Keywords: Library resources, library services, Non-patronage, print, and non-print materials

INTRODUCTION

Library is the store house of knowledge and information (Duke and Trucker, 2007). It provides both access to information and the information itself. "One of the fundamental objectives of any library establishment is that, the resources (books, printed and non-printed materials) must be well consulted." (Eze, 2011) the librarian has to acquire and provide access to the information stocked in the libraries.

The user is very important in the practice of librarianship, this is because library process involves around the users. The user is very critical to the service of a library/hence "the user of a library must be constantly satisfied with the library services provision'' (Eze, 2011).

The user of the library must be asked to access the services and resources provided as this will help the library to improve upon its services. It is worthy to note that, any attempt on the part of the librarian to ignore the satisfaction of its users will be done at the library's permit (Okolo, 2002). The library provides users with education materials in order to equip a user with enough knowledge on the use of the library. The reason is that, library processes could be so complex that an average user may not easily comprehend how to utilize the available resources. According to Okolo (2002), students in Nigerian higher institutions, as well as other colleges of studies are introduced to the use of library in one form or

the other in order that the user might know what to consult in the quest for information.

Today, most library study in higher institutions of learning finds it difficult to explore the world of information sources thus, leading to poor appreciation and patronage of library which contribute to their inability to conducting meaningful researches (Abdulsalami, 2013). Therefore, the libraries are important in helping academics to generate information for the purpose of learning, teaching and research (Patnak and Jain, 2013). In other for a library to be effective, its resources must be effectively used. Thus, the library customers (users) need to have access to relevant information resources in their library and make effective use of them to improve their learning and research.

Library is an agency which engages in collection, processing, preserving and disseminating of recorded information in various formats most convenient to its target users. Library is a place which provides information about all sort of issues and act as a focal point for the community by hosting such as community health. Aina (2004) defined library as a repositories of accumulated knowledge and can be regarded as a reservoir of information where a large fact of knowledge is being supplied to information seekers. The students are the major users of library in an academic environment.

There are many libraries in our higher institutions today. We have those in colleges, polytechnics and universities. However the one concerned in this research is University Library with particular and specific reference to Federal University Library Lafia. University library is defined as the laboratory for excellence where lecturers and students find the world of knowledge and interact directly with the resources, acquired information literary to develop research skills for lifelong learning. It leads itself to active participatory methods, enquiry, teamwork and problem solving in the library.

According to Marteney, (2009) library resources are resources housed by a library which enable the library to meet its goals and objectives of its establishment. Generally in university libraries, the basic types of library resources include books, periodicals, journals, magazines etc. these are grouped as printed materials. These are grouped also as non-materials in the libraries which include; audio-visual materials, micro forms and other machine readable materials. Library services are simply the range of activities as well as services rendered to information users and seekers assist them to getting the information they need to enhance their knowledge.

Statement of problem

Libraries are charge with the responsibility of satisfying the varying needs of its users especially students who are using information resources like books, journals and other non-book related materials both in print and electronic formats. The contents and features of these information resources are described and organized in the library through classification, cataloging, indexing and retrieval. This therefore, makes the library the most preferred choice and the sole custodian of information to users in the time past.

However, it was observed by the researchers in recent years, according to Clarke, (2009) there has been radical changed in the way information is being accessed and disseminated due to the influx of information and communication technology (ICT).This lead to the under patronization and non-patronization of libraries. By implication, libraries appear to be losing relevance in the business of providing information to current and potential users. This may be because the library services and products as well as the trend of services following the applications of ICT which most libraries could not provide make most libraries to be less patronized. With these challenges, therefore, academic libraries and librarians are facing a pressing need to market their services patronize in order to regain and retain their users.

This situation therefore, is the gap the researchers want to fill by examining the reasons for non-patronage by students of Federal university Lafia.

Objectives of the study

The objectives of the study are;

(i) To find out the types of library information resources and services available in Federal University Lafia Library.

(ii) To find the extent to which the students of Federal University Lafia patronized the library information resources and services.

(iii) To examine the effects of non-patronage of library information resources and services by students of Federal University Lafia.

(iv) To find out the problems that is associated with students' non-patronage of library information resources and services in Federal University Lafia.

(v) To Proffer Suggest to Non-patronage of Library Resources and Services.

Research questions

The researcher formulate the following questioned to guide the study.

(i) What types of library information resources are available in Federal University Lafia Library?

(ii) To what extent do students patronized the library information resources and services in Federal University Lafia?

(iii) What are the effects of non-patronage of library information resources and services by students in Federal University Lafia?

(iv) What are the problems associated with students' non-patronage of library information resources and services in Federal University Lafia?

(v) What are the possible Suggest to Non-patronage of Library Resources and Services?

Types of information resources and services

Information resources and services are the surviving element of any library. According to Meriam (2008), "information is an attribute inherent in communication or reception of knowledge or intelligent. It is a knowledge obtained from investigation, study or instruction. It is a fact or data". However, when we talk of information resources, we are referring to information carrier that is identifiable and accessible.

Meriam (2008) argues that "information resources could be personnel, equipment or material for library to perform its myriad functions, and its collections must not only include books and journals but also other materials such as generalized collections of newspapers, magazines, manuscripts, photographs, projects, thesis, dissertations, audio, visuals, microforms, compact disc, computers etc. Meriam (2008) also went further to classify information resources into print media, manuscripts, cartographies, graph media, audio recordings, audio visual media, micro forms, digital media, primary sources among others. However, library services on the other hand are the activities that libraries and their personnel render to meet the information needs of their users.

According to Morgan (2005), "satisfactory services cannot be provided unless the views of users are considered." This point of view is true because, all libraries are established and designed to meet the information need of information seekers effectively and that their views must be observed. Users' views in this regard (about the library services) should be sought regularly and systematically to inform decision makers about what services should be provided.

Emojoro (2005) conducted a study on the roles and effectiveness of library in nation building in Nigeria and found out that Nigerian public libraries are performing poorly in most aspects due to appalling resources. Library must not only provide resources but also ensure effective use of the resources by its clients. This is to say, for library to perform its function adequately, its resources must effectively be utilize and patronized. The Librarians has to know whether the right materials are acquired, available and used. This can be achieved through systematic evaluation of the library's collection; According to Okorodudu (2012), "There is need to have proper library orientation to users because without knowledge of the use of library catalogues and the entire library, one cannot retrieve material easily from the shelve".

According to Aguolu (2002), "one of the effective way to stimulate the use of books and other services of libraries, is to teach users how to obtain information from available sources or services and this is usually done through user education or orientation." He argues that, user's education would provide users with basic library skills necessary to enable them use effectively with minimum problems, the library materials which are most suitable to them, for the purpose of learning, research and recreation. Furthermore, an information literate person is able to recognize when information is needed and has the ability to locate, evaluate and use effectively the needed information.

Many scholars such as Sowale and Muhammad are of the believed that, use of library depends on the services provided and made available in the library. This is to say, if the library services are not adequate for the need of library users, it is likely that the library would be poorly patronized. According to Aina (2004), argues that, "for library to be functional, the services if provided should correspond as closely as possible with the need of users." Hashim opined 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 in the library. This is to say, library play a major role in the level of patronization of resources and services.

Morgan (2005), "the use of library include how to locate information including the techniques of using the catalogue, the classification system in use: getting assistance from the library staff and having knowledge of library approach to reference services, borrowing pattern knowledge of opening and closing time in the library." In other words according to Abagai (2008) "availability of library information resources, the knowledge of their experience and acquisition of library of some basic skills on how to locate such materials depend on the objectives and pursuance of the library."

Emerole (2007) found that "there low patronage of library services by many users is because they have not fully realized the potentials of the library in various endeavors. In addition, Goulding (2007) also found out that, "use of public library for children at the secondary school declines as other activities begin to take up their time, but young adults (15-19yrs old) in full time education use public library services more. Although they may not borrow books, they use the facilities to study and to access resources not available in their school libraries. This is to say elderly people use library less than the young ones based on this discovery. Library should re-design its services as most studies shows that, the use of libraries nowadays is declining. Library should be more considerate and conscious to users face after visiting and using the library when next information is needed. "user's satisfaction as the extent to which a library's user information needs are fulfilled with the available services and information resources of a given library". Okorodudu (2012), sees; "users satisfaction of library information resources and services as how users judge the services of libraries and whether user of library gets the desired information resources, facilities and services expected to

be provided by the libraries". Satisfying the requests of users implies providing the actual information or services that will meet the needs of an information seeker (Bassey, 2006).

Sowele (2003) as cited by (Bassey, 2006), found out that "the quality of services rendered to users or readers in any library reflect the quality of the staff". He argues that, if a library is manage by a well experienced and cultured staff, users will always be encourage to make use of the library. Library must be able to give out quality information in terms of currency, relevancy, accuracy and ease of use to meet and satisfy the information needs of its users. If the library fails to meet the information needs of its users, then satisfactory and services have not been rendered. In other words, the library users must be satisfied with the services provided, must be able to meet their information needs in the right time and format as desired. Satisfaction of users' needs and attention to their complaints should be the guiding principle for library services in the 21st century (Sowale 2005). To support this, Sowale cited by (Bassey, 2006) posits that, users are described as the "raisondetre" (reason for existence) of the library. It is entirely on their behalf that the organization and administration exists. Sowale suggest that, librarians should make maximum efforts to ensure that their library user derived the best possible benefits from the services they render. Librarians should provide materials in support of learning process, research and advanced studies assist the users in self-development.

Abagai (2008) observed 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 in the library". He further comments that, the main objectives of any library is to support the parent institution, an objective which is achieved through systematic acquisitions and organization of all forms of recorded and undocumented information in all fields and making such information available for use.

Extent of library resources and services patronization

The extent of library resources and services refers to the level of users' patronage of the library resources and services. According to Bassey (2006), he opined that, "Whenever we talk of library resources and services patronage, we are indirectly referring to the attitude. This is because; attitude is what influence patronization of library resources and services, he argues that, "the attitude of both or either of the staffs, information seekers and users of the library has a great effect of how that library is being patronize. If the attitude of librarian is good, there is likely to be high patronage of library otherwise, the reverse is the case.

The nature of library patronization in any environment depends on the level of user's satisfaction of such library in terms of resources and services (Adeleke 2005). Ojo and Akande (2005) posits that, "academic library exist to satisfy users, and users satisfaction refer to how users judge the service of the library. Indeed, it refers to whether users of the library get the desired information resources, systems and services expected by the library staff. Hence, in recent times, evaluating users' satisfaction with the information resources, facilities and services of the library has become a major concern and integral part of library and information science practitioners.

Goulding (2007) in a study conducted discovered that, "the statistics gathers shows that the level of library resources and services use on the age of individual information seeker. He argues that, "young adult between the ages of 15-19yrs use libraries than those below that age. This is to say that in order words, elderly people use library than the younger ones. Emorojoh (2005) in a study conducted on the factors responsible for poor patronage of the library resources and services in Nasarawa state. Polytechnic, reported that, "technological advancement (particularly the information communication technology (ICT) has a great impact on the nature of poor patronization in the school library by both the staff and student of the institution". He discovered that, staffs and students spend most of their time in searching information from the internet just for leisure and academic purpose. Most of the resources as reported are not available in hard copies in the libraries thereby, letting the information seekers with no option than to use easy access to information of their choice.

Effects of non-patronage of library resources and services

Non-patronage of information resources and services has a great effect on the realization of goal setting on the parent institution in which such library is established and the general society. This is to say that one of the fundamental objectives of library is that "the resources and services of the library must be well patronized and consulted. The librarians have to acquire and provide access to the information stock in their libraries. The user is very important because library process revolves around the user.

Library is established in academic institution in other to contribute to the realization of the aim of such institution with the regard to the teaching, learning and research by acquisition of materials (both printed and non-printed) necessary to cover present day and feature information needs, He argues that using internet make many individuals in the society to circulating fake information. This is because, library is a better place to get intellectually relevant edited works of many scholars that what we find nowadays in the internet which are risk-

reliable. Another effect of non-patronization of information resources and services is that it leads to the poor academic performance of many students especially our institutions of higher learning. Morgan (2005) cited by Adeleke (2005) argues that, “no institution in the society can achieve its solid objective without the effective information resources and services supporting such institutions. Therefore, to achieve any objectives setting, any organization, institution or society, there must be effective and reliable information flow.

Problems associated with non-patronage of library resources

There are many problems associated with the non-patronage of library resources and services. One of the major problems associated with non-patronage of library resources and services are “users’ satisfaction of information needs and services”. According to Muhammad (2006), library should re-design its services as most studies show that, “the use of library nowadays is declining. Library should be more considerate and conscious to users’ feelings not to be disappointed after visiting and using the library, they are likeness to return-back when they are satisfy with the library resources”. Mohammed sees “users satisfaction as the extent to which a library user’s information needs are fulfilled with the available services and information resources of a given library. Another problem is the nature of the librarian users’ relationship. On the part of the users, you can hear them at many times complaining that some librarians are not friendly or very strict in attending to their clients and many other allegations. However on the part of the librarians themselves, you can hear that “the users are not respectful and many other allegations. According to Ajidahn (2004), “technological advancement (particularly the I.C.T) is one of the determining factors of library patronage. Information seekers deemed it easy to access internet when they are in need of any information. However, if such ICT facilities are not available such library will be poorly patronized as many information seekers nowadays neglect the culture of using hard copies materials to get information of their choice.

METHODOLOGY

The method adopted in this study is a survey method. This is because a survey research technique deals with the nature and problems of the community that may result in the formation of important principle of knowledge and solution of scholarly problems (Felix 2007). It also involves procedure for collecting data from the librarians of Federal University Lafia, with the view of accessing the attitude of non-patronage of library resources and services by users. This method identifies problems and attitude of librarians to users when seeking for information. The populations of the study are the users (students) of Federal University Lafia. A target population of 158 was chosen out of which 136 sample, as stated by Benard (2012), “when the population is less than 200, the researchers use the whole population. The reason for using random sampling method is that all the users have an equal chance of being selected for the sampling. The instrument used for data collection is questionnaire. The questionnaire was used because the study involved gathering of selected data from several subject within a limited time. The data collected was sorted and analyzed using percentage of those who respond to the items in the questionnaire of the sample collected. Descriptive statistics was used to analyze the data collected using frequencies, percentage and tables.

DISCUSSION

The questionnaire distributed to the targeted population is one hundred and fifty eight (158). However, one hundred and thirty six (136) copies were completed and returned which represent 86.08% response rate. This indicates that there is high response rate which therefore implies that the data gathered for the study could be reliable.

The data in the (Table 1a) shows that the main types of library resources available in the Federal university library is the text books 31(22.79%) posited, this was followed by student projects/theses 27(19.85%) and the Non-print (e-materials)/Internet resources 23(16.91%) posit this assertion. Others are journals 19(13.97%) AV/.Media resources 15(11.03%) and Encyclopedia 11(8.08%). The finding of the study is line with the finding of Emojoro (2005) whose study was conducted on the roles and effectiveness of library in nation building in Nigeria and found out that Nigerian public libraries are performing poorly in most aspects of information provision due to appalling resources. Library must not only provide resources but also ensure effective use of the resources by its clients. This is to say, for library to perform its function adequately, its resources must effectively be utilize and patronized. The Librarians has to know whether the right materials are acquired, available and used. Table 1b shows that lending services 45(33.09%) are the most library services rendered in Federal University Lafia, this was followed by Customer Care services 36(26.47%). Others are: E-resources/Internet 21(15.44%), Reference services 19(13.97%) and Indexing/Abstracting/bibliographic 15(11.03%). However, finding indicates that there is no online public Access Catalogue (OPAC). The finding of the study collaborated with the finding of Emorojoh (2005) that, “technological advancement (particularly the information communication technology (ICT) has a great impact on the nature of poor patronization in the library by both staff and student of the institution”. When users could not get what they need

Table 1a: Library information resources in Federal University Lafia.

Library Resources	Frequency	Percentage
Books	31	22.79%
Journals	19	13.97%
Newspaper	10	7.35%
Encyclopedia	11	8.08%
Student projects/theses	27	19.85%
Non-print (e-materials)/Internet	23	16.91%
A-V/Media materials	15	11.03%
Total	136	100

Table 1b: services in Library Federal University Lafia.

Services	Frequency	Percentage
Reference services	19	13.97%
Indexing/Abstracting/bibliographic etc.	15	11.03%
Lending services	45	33.09%
Customer Care services	36	26.47%
E-resources / Internet etc.	21	15.44%
Total	136	100

Table 2: Extent of Student's Patronage of Library Information Resources.

Resources	Most frequently patronized %	Often patronized %	Rarely patronized %	Not patronized %	Total
Text Books	69 (50.74)	46 (33.82)	11 (8.09)	10 (7.35)	136
Journals	14(10.29)	16 (11.77)	54(39.71)	52(38.23)	136
Newspapers	17 (12.5)	23 (16.91)	21(15.44)	75(55.15)	136
Projects	49 (36.03)	38 (27.94)	30 (22.06)	19 (13.97)	136
Encyclopaedia	8 (5.88)	10 (7.35)	35 (25.74)	83(61.03)	136
Non-print materials/e-resources/Internet	91 (66.91)	42 (30.88)	2 (1.47)	1 (0.74)	136

from the library they will be left with no options than to use easy access to information of their choice. Table 2 indicates the extents to which the library resources are being patronized by the students. From the data, it is indicated that text books are the main library resources highly being patronized by students 69(50.74%) opine, this was followed by students projects/theses/dissertations 49(36.03%). Although, the respondent posit that whenever there's internet connectivity in the university library they do their search, this was witness when 91(66.91%) responded. However, the finding shows that, the most poorly patronized library resources are: encyclopedia 83(61.03), newspaper 75(55.15) and journals 52 (38.23). The finding again collaborated with the finding of Ojo and Akande (2005) that, "academic library exist to satisfy users, and users satisfaction refer to how users judge the service of the library. Indeed, it refers to whether users of the library get the desired information resources, systems and services expected by the library staff. Hence, in recent times, evaluating users' satisfaction with the information resources, facilities and services of the library has become a major concern and integral part of library and information science practitioners.

Table 3 shows that responses to lack of information resources leading to non-patronage in the library have affected the students' academic performance in all ramifications of their studies. This results to poor academic performance 45(33.08%), poor research 37(27.21%), poor reading habits/culture 30(23.81%), weak examination grades/scores 24(17.65%). The finding collaborated with that of Morgan (2005) cited by Adeleke (2005) that, "no institution in the society can achieve its solid objective without the effective information resources and services supporting such institutions. Therefore, to achieve any objectives setting, organization, institution or society there must be effective and reliable information flow.

In (Table 4), it is indicated that there are so many causes/problems associated with non- patronage of library resources and services by the students of Nigerian Universities. This includes: Lack of orientation 20(14.71%), Non Availability of relevant materials 33(24.27%), Lack of ICT facilities 23(16.91%), uncomfortable research and reading space in the library

Table 3: Effects of non–patronage of library resources and services on students performance.

Effects	Frequency	Percentage
Poor academic performance	45	33.08%
Weak Examination Grades/Scores	24	17.65%
Poor Reading Habits/ Culture	30	23.81%
Poor Research	37	27.21%
Total	136	100

Table 4: Problems of non-patronage of library resources and Services.

Causes	Frequency	Percentage
Lack of ICT facilities	23	16.91%
Lack of orientation	20	14.71%
Poor library staff-user relationship	17	12.5%
Non Availability of relevant materials	33	24.27%
Lack of effective library services	16	11.77%
Poor and uncomfortable research and reading space in the library	27	19. 85%
Total	136	100

Table 5: Suggestions to Non-patronage of Library Resources and Services.

Suggestions	Frequency	Percentage
There should be proper orientation on the importance of library by all students	35	25.74%
Library staff- user relationship	18	13.24%
Provision of ICT facilities to meet modern standard of information seeking behavior	22	16.18%
Library staff training and workshops	19	13.97%
Provision of enough and relevant library resources in the library	25	18.38%
Staff welfare package for effective service delivery	17	12.5%
Total	136	100

27 (19.85%), staff-user relationship 17(12.5%), Lack of effective library services 16(11.77%) were among the causes of non-patronage of library resources and services in the library. This finding also corroborate with the finding of Okorodudu (2012) that, “There is need to have proper library orientation to users because without knowledge of the use of library catalogues and the entire library, one cannot retrieve material easily from the shelves.” Table 5 indicates that, so many relevant suggestions was gathered and collected in respect to the ways and procedures to employ in controlling the problem of non-patronage of library resources by students. Majority of the respondents opine orientation 35(25.74%) suggested, others suggest Provision relevant library resources 25(18.38%), Provision of ICT facilities 22(16.18%), staff training and workshops 19(13.97%), library staff- user relationship 18(13.24%), Staff welfare package for effective service delivery 17(12.5%). This was the suggestions of the respondents. This finding collaborated with the finding of Abagai (2008) 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 in the library”. He further comments that, the main objectives of any library is to support the parent institution, an objective which is achieved through systematic acquisitions and organization of all forms of recorded information in all fields and making such information available for use.

Findings

The major findings of this study are as follows;

(i) The types of library resources and services available in Nigerian Universities are books, journals, newspapers, projects, non-print materials among others.
(ii) The extent to which student patronized library resources and services in Federal University Lafia Library are very low especially in regards to their academic performance.
(iii) The effect of non-patronage of library resources and services by students of Federal University Lafia Library include poor academic performance, lack of information, poor comprehension, high level of withdrawal and immorality among others.
(iv) The causes/problems associated with non-patronage of library resources and services by students of Federal

University Lafia include; lack of proper orientation, poor internet connectivity, poor library staff-user relationship and poor usage of available relevant materials by students.

Conclusion

From the data being gathered and presented**,** one can agree without doubt that there are a lot of problems as regard to the attitude of students' non-patronage of library resources and services in Federal University Lafia. Though there are factors responsible for the non-patronage of library resources and services by students of the Federal University Lafia, these factors includes; Lack of ICT facilities, lack of orientations, poor library staff-user relationship, lack of availability of relevant materials, lack of effective library services and poor salary package among others. Therefore, the researchers agreed the fact that there is non-patronage of library resources and services by the students, causes were identified and recommendations are made.

Recommendations

Based on the findings for this study, the following recommendations were made;
(i) Library resources and services in Federal University Lafia, such as encyclopedia, e-print materials, Text Books, Journals, Internet connectivity should be made available, relevant, and accurate and accessible to users.
(ii) The extent to which students patronized library resources and services should be look into and this can be done through provision of relevant materials, proper orientation on the importance of patronizing the library especially as regard to students' academic performance.
(iii) The effects of non-patronage of library resources and services as identified by the researchers can be controlled through user education on the use of library.
(iv) The library should make a systematic acquisitions and organization of all forms of recorded information in all fields and making such information available for use.
(v) The causes or problems associated with students' non-patronage can be solved through provision of ICT technology, good staff welfare package, provision of effective service delivery, enhancing good staff-user relationship; and making relevant materials available to users.

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