

Information Need, Resources Availability and ICT Proficiency: Experience at the Lagos State University Library

Aina Adebawale Japhet¹, Okunnu Hamed O.², Monu John Oluwaseyi³, Akalumhe Kareem O.⁴

¹System Librarian, E-library Unit, ²Senior Librarian, University Law Library, ³Senior Librarian, Technical Services Department, ⁴Senior Librarian, Collection Development Department, Lagos State University, (LASU) Ojo - Lagos, Nigeria.

Abstract

Information needs arise when an individual finds himself in a problem situation, when he or she no longer can manage with the knowledge that he or she possess. Library patrons repeatedly find themselves in situations where information is needed, sought and gathered, organized, retrieved, processed, evaluated, and used. The objectives of this study are to examine the information requirements of students in Lagos State University (LASU); to assess both human and material resources in the library; to determine the level at which the library satisfies the information needs of the users; and to find out best way(s) to meet these information needs of patrons in this ICT age. A Total of (320) library user (students) from different departments and faculties were used as sample. Data were collected through a 20-item questionnaire which was developed based on objectives adopted. 280 dully completed questionnaires were returned in good condition. Data collected were analyzed using frequencies and percentages of responses. The findings revealed that LASU library patrons are more interested in the information related to, teaching, learning and research activities. The investigation also revealed that the attitudes of the respondents were favorable in the use of LASU Library resources but there is the need for improvement in such areas as library services and provision of adequate space for readers. It was found out that majority of the respondents sought information from journals, textbooks, reference books than other library materials. Major obstacles faced by patrons while seeking information included lack of resource sharing facilities and equipments, lack/inadequate ICT skills.

Keywords: Information Needs; Information Resources; Library Services; Students; LASU.

Introduction

Libraries are service organizations where individuals, organizations, and societies are provided unhindered access to substantial quantities of information. Libraries are collections of books and other information resources gathered

for the purposes of reading, study, and reference (Onwubiko and Uzoigwe, 2004; Aina, 2003; Encyclopedia Britannica, 1974). Reitz, (2004) sees a library as a collection or group of collections of books and/or other materials organized and maintained for use. Historically, libraries have served as places where books used for the documentation of knowledge were kept, but they are now portals to global information relevant in education, research, individual and national development (Omekwu & Ugwuanyi, 2009 in Okore, Ekere, and Eke, 2009). With the emergence of new technologies that facilitates access to information, an economic struggle has arisen in libraries.

Address for correspondence

Aina Adebawale Japhe, System Librarian, E-library Unit, Lagos State University, (LASU) Ojo - Lagos, Nigeria.

E-mail: adebowale.aina@yahoo.com

Received on 13 October 2017 | Accepted on 30 October 2017

The library, as a conduit for information, serving a wide spectrum of information seekers, has a critical role to play in the facilitation of library services at this century; hence, an unhindered access to knowledge is essential in a development process. It serves as a liberator from poverty and deprivation and as a springboard in the quest for innovation and change. Drake (1984) in Tise, Raju and Masango, (2008) says that access to information is a complex concept. Libraries have the mandate to drive access to information to alleviate poverty and deprivation due to paradoxical situation of a scarcity of information in an era of information explosion.

The Lagos State University library commenced operations in November 1984 in accordance with the edict that set up the University in 1983. Like all university libraries, it is the pivot on which all academic needs of patrons in many ways are met.

- ❖ It enables patrons take maximum advantage of the available library resources and services
- ❖ Helps patrons to develop a life-long learning skill for research and private works as well as
- ❖ Helps patrons to develop a reading skills not only for functional but for recreational purposes

The University operates on four campuses viz: Ojo, Epe, Ikeja and Surulere, and each campus have its own library. The main library [Fatiu Ademola Akesode Library], which coordinates all the activities of the various units, divisions and other branch libraries, is situated at the Ojo Campus. The Ojo Campus also houses the Teslim Olawale Elias Library [a.k.a. Law Library]. Other branch libraries are the Engineering library at Epe, the Medical library at Ikeja and the school of Communication Library at Surulere. All the campuses provide seating accommodation for up to 2000 Readers.

The total collection in the libraries is about 1,500,000 volumes including journals and other special collections. Materials that can be found in the libraries include Textbooks, Journals, Magazines, Newspaper, Government Documents, Special Collections, Audio Visuals Resources and Reference Materials that have been acquired based on the university curriculum. The Lagos state university (LASU) will forever be grateful to the Lagos State Government for her patriotic gestures of offering to the university, the site and all buildings on it. At the moment all the inherited buildings have been renovated to serve the specific

purposes including the university library, other useful structure and facilities added to the original ones have made the university a piece of beauty of which every Nigerian should be proud of.

ICT Resources Available in LASU Library

The problems of adopting ICT in Nigeria libraries are numerous, but they are not insurmountable for the determined LASU library. The academic and research LASU library began the deployment of ICT in year 2000. The management has been making a concerted effort to automate its operation and provide electronic library services to its patrons. The library achievements in this direction so far include the following:

- 2000 - Deployment of computer hardware and software system to aid library operations in different units, department and offices.
- 2002 - Facsimile electronic document delivery system in use at the library.
- 2003 - Online public access catalogue (OPAC) in use at LASU.
- 2004 - Management information system (MIS) room and server secured for library operations and services
- 2005 - Online registration of students.
- 2007 - Establishment of 150 seatters e-library aquatically designed for undergraduate and post graduate students within the main library
- 2007 - Establishment of 50 seaters e - library for the faculty of engineering library at epe campus.
- 2009 - construction of new law library with 250 seaters e-library for faculty of law
- 2014 - Creation of the LASU library website
- 2015 - procurement of 5kva inverter in all the campuses of the university library
- 2015 - Registration of academic databases for research purposes i.e. JSTOR, SCIENCE DIRECT, AGORA, HINARI, SCOPUS, ARDI, among other open access
- 2016 - National University Commission (NUC) workshop for all Nigerian university libraries to Participate and register with the Nigerian Research and Education Network (NgREN) to EBSCO eBook academic collection.

Other initiatives in the pipeline

- 2017 - establishment of a virtual campus (e-campus) using web based technology
- 2017 - Bibliographic network (World Wide Web www) internet in progress
- 2017 - Retroactive Conversion of Library Holdings

Aina, (2003) affirm also that the effectiveness of library services now largely depends upon the information and communication technology (ICT), which, libraries that has the necessary infrastructural capabilities can tap for their development. The integration of ICTs for library services present enormous challenges and opportunities to librarians, information professional and users. In this study the author's presents a relatively detailed issues and challenges of the impact and use of library information resources for teaching and learning in an ICT era. It is hoped that when libraries are fully ICT compliant with other information resources, it will increase access, improve skill and services, offering new learning experience to both librarians and students, encourage resource sharing with other institutions and reduce the handling and use of fragile or heavily used original materials among others.

Background of the Study

In the past three decades or so, a considerable body of literature has been produced dealing with the information needs and seeking behavior of both individuals and groups in a variety of contexts. Taja (1992) "It is understood that information needs arise when an individual finds himself in situation, when he or she no longer can manage with the knowledge that he or she possess". Solomon (1996) said it is the information need that triggers information seeking which is caused by "uncertainty due to a lack of understanding, gap in meaning, or a limited construct.

Several research studies evaluated the relationship between information need and their behavior towards seeking knowledge. There are several factors, which have significant effect on users' behavior. (Kuhlthau, 1993, Belkin et al., 1982, Drevin & Nilan (1986), Wilson (1997) These factors include area of specialization, timeliness of information presented, and awareness of the sources of information, ability to use information access tools, surrounding environment, cultural impact, self-evaluation and intuition. However, Information seeking behavior is considered a dynamic, social human behavior that needs a picture

as rich as possible to truly understand. Information-seeking behavior of university administrators is expressed in various forms, from reading printed material including electronic resources, reports from principal officers, provosts, deans, directors, and heads of departments or units, and students to research and experimentation. Information users make active and intentional attempts to seek up-to-date information from the information resources centers including the library.

Access to Library Information Resources

University administrator information needs and Scholarly research requires timely and efficient access to information resources. While libraries have previously functioned as repositories for collections, the collection is already moving well beyond the boundaries of library walls. The digitization of statistical data sources and the production of electronic journals are precursors to new and rapidly developing forms of scholarly communication. Initiatives at scores of other academic institutions point the way to increased reliance on computers and networks for storage, access and manipulation of both primary and secondary sources of research.

According to Aina, Tayewo, and Ogundipe (2011) Libraries as constituents of their larger parent organizations are rethinking and exploring new ways to reposition themselves in the campus environment in view of higher expectations of their various stakeholders, pervasiveness of information technology, increased availability and focus on electronic resources and services, and the need to become learning and research centers to support a wide range of educational initiatives. The traditional services rendered by the library includes, readers services, reference services, reprographic services, current awareness services, selective dissemination of information etc. However, the advent of ICT has expanded the scope of these services and tools of information delivery. Historically, library has had a long tradition of resources sharing and networking's with ICT. It is common now for library to be members of several consortia at the same time for various types of co-operative work and resources sharing.

Before the advent of the Internet, accessing the catalogues of other research institutions usually involved a trip to a library in another city. Technological advances in the organization and description of library materials have been translated into web-based products available to

researchers throughout the world. Similarly, search tools have evolved for both stand-alone CD-ROM products and for direct access to network-accessible commercial information sources (databases) that index, abstract and, increasingly, provide access to full text. This is the in-thing for any library that worth its salt should aliened with if she must remain relevant in the discharge of its duty to the numerous and dispersed patrons without barriers of distance and geographical location at this information age.

The Importance of Library to Knowledge Management

According to Lee (2005), while the business world is changing in the new knowledge economy and digital age, libraries of all types are undergoing drastic changes also. The new role of libraries in the 21st century is to be a learning and knowledge center for their users as well as the intellectual commons for their respective communities where, to borrow the phrase from the Keystone Principles, people and ideas interact in both the real and virtual environments to expand learning and facilitate the creation of new knowledge. As a learning organization, libraries should provide a strong leadership in knowledge management since the most important mission is to expand the access of knowledge for their users.

The importance of library to knowledge management can be facilitated by library services in a variety of ways, which are itemized below according Lee (2005)

- *Knowledge Resources Management:* As a result of exponential growth in human knowledge in a variety of formats, libraries must develop their resources access and sharing strategies from printed to electronic and digital resources in concert with their mission and charges;
- *Resource Sharing and Networking:* Libraries have had a long tradition of resource sharing and networking. These have been greatly expanded by the rapid development of computer, telecommunication, networking, and digital technologies and the success of which are largely as a result of the full cooperation and participation of all member libraries.
- *Information Technology Development:* To facilitate the implementation of knowledge management, a well-designed and operational knowledge management system should be in place. Latest information technology should be used as an enabler.

- *User Services:* The utmost goal of knowledge management is to provide users with a variety of quality services in order to improve the communication, use and creation of knowledge.
- *Human Resource Management:* A great amount of expert knowledge is possessed by library staff and users, both in and outside the libraries. In university and research communities such expertise is abundant and should be inventoried, indexed, and updated regularly and be made searchable and accessible through electronic databases created and maintained by libraries. Also the transfer of knowledge and experience from experienced staff to new staff members must be encouraged.

In a nutshell, libraries preserve knowledge so that none is lost, organize knowledge so that none is wasted, and make knowledge available so that no one need be deprived in this information age.

Libraries, as Driving Access to Knowledge in the 21st Century

Tise (2009) opined that knowledge is foundational to all spheres of life and critical for the growth of society. It is produced when information is absorbed, processed, and internalized by individuals. Libraries, as critical providers of information, have an important role to play in the creation of new knowledge, arguing further that knowledge is functional at many levels: it can alleviate poverty and deprivation; it serves as a springboard for innovation and changes; and, it is a catalyst for national development and personal achievements. As knowledge institutions, libraries provide spaces for information-sharing and learning for all ages, genders, ethnicities, and socioeconomic groups regardless of their needs. Libraries provide the means through which new knowledge is developed and made available to all. Some of the key enablers for access to knowledge through libraries and librarians are according to Tise, (2009):

- Libraries and librarians must become more user-oriented by bringing libraries and their resources to the user; empower users through information literacy, social networking, enabling access to information and facilitating the full participation of all citizens in societal activities; Become active in advocacy by actively promoting libraries through effective communications with

stakeholders on library and society matters, facilitating and supporting open access to all, becoming innovative information agent;

- Create partnerships and foster opportunities for convergence with commercial / private enterprises, cultural institution, societal stakeholders such as health workers, teachers;
- Library as a space and place should foster information for all; community knowledge space; gate-openers to information, safe and trusted public space, content in formats that appeal to young and other discrete library user groups.

The fact that libraries are the home of knowledge is no longer debatable. Although ICT has revolutionized the provision of information and knowledge to the general public, the library will continue to maintain its prime position as the hub of academic and general public information facilities. As Klaus (2008) asserts, libraries will continue to exist as centers of information, communication, cultural exchange, and cultural heritage. Libraries have changed most patterns of traditional services and information processing and handling as well as information dissemination to suit the changes in the global village. Anaeme (2008) states that ICTs and their application in library and information services have continued to change the scope and patterns of library services. This development has forced libraries to provide new formats. Many libraries especially in developed countries now provide a computerized catalogue of materials, automated patron registration and checkout services, Internet access round the clock, websites, e-mail notification service that allows a user to place holds on materials and subscriptions to online databases.

The Internet represents the most important medium for the 21st century library transactions. Many libraries, according to Klaus (2008), are digitizing their important holdings as fast as possible to make them accessible, as far as possible under the legal and technological conditions. Akintunde (2004) asserts that libraries have taken on a new paradigm of service. There has been a shift from being documentalist or archivist to being a gateway to knowledge. The librarian guides clients on how to navigate effectively. Corroborating this, Anyakoha (2005) says that the information available on the Web is vast and continues to proliferate. Many individual users are still not able to use the Web efficiently.

According to Dike (2007), with or without ICT, it is the responsibility of librarians to help users

formulate their enquiries and develop searches. Librarians have knowledge of the vast array of information sources, how they can be located and accessed, the strong and weak points of each, and the methods for evaluating them.

Marketing is another way of making knowledge accessible. According to Keane (1990), marketing is a planned approach of meeting users' needs with library resources and services in the most efficient and effective way. This calls for being client-oriented. Melline (1996) says that the ultimate goal of this technique is to improve the customers' perception of the library services by tailoring the services to meet the patron's needs.

Finally, the use of interlibrary cooperation and resource sharing via networking further provides access to knowledge. In the words of Agbaje (2002) library cooperation now takes the form of library technology consortia. Libraries now operate automated library systems through which they share facilities and resources. This has increased reliance on interlibrary loan supported by electronic communication and delivery systems.

ICT Skill and Library Operations in the 21st Century

Libraries are not immune to the societal forces re-shaping other institutions brought about by technology and economics are changing all. Social institutions today look vastly different than they did twenty years ago. A variety of forces, most especially economic changes and technological developments, have reshaped and redefined our notions of what constitute a library (Besser, 1998). He further submits that technology has made libraries to become less important for the materials they collect or house, and more important for the kind of materials they can obtain in response to user requests. This movement from collecting material just in case someone will need it, to delivering material from elsewhere just in time to answer a user's needs, is a profound shift for the library as an institution. This shift is a direct result of the recent proliferation of digital networking in an environment where standards for description were already well established. The information technology revolution therefore no longer encompasses only the applications of computer but also the access to and the sharing of huge amounts of information. The term 'information and communication technology' (ICT) is used to refer to all of these developments (Plomp, 1999).

It is an established fact that libraries are driving access to knowledge, the question then is, why the

emphasis on 21st century? Why is the 21st century different from past centuries? The truth is that, the 21st century is revolutionized by advances in computing and telecommunication technology.

According to Salami (2007), the 21st century has witnessed a great increase in information management and transmission. The new information age has brought about improved knowledge delivery, processing of information, precision, good time management and improved network system. Furthermore, information is also called data and databases are created and made accessible online via the Internet and other machine readable formats. Search engines are made accessible to the public. In view of this, conventional libraries seem to be giving way to hybrid and virtual libraries. (Otherwise called libraries without walls or paperless libraries) accessing or developing digital collections alongside print-based collections.

Technology application to library services has brought a lot of changes to library operations there by making access to knowledge more convenient to user. Some of the fastest growing trends are noticed in the area of networking; file storage, graphic user interface. They have also been enabled by agreements on standards and protocols (such as Z39.50) which permit the linking together of resources from disparate sources.

- *From multiple locations:* From anywhere, users can consult all library holdings from workstation throughout the systematic catalog, indexing, and abstracting services. Divorcing library services from a physical location provokes a profound difference in what a library service is.
- *Availability of more resources:* Technology now allow users to have access to diverse resources i.e. from pure bibliographical records(online catalog) now to delivery of indexing and abstracting services, course descriptions, class schedule.
- *Making information available in raw form:* Types of information available to users in digital form has continued to grow. In indexing and abstracting; search has moved from providing searchable index terms/descriptors to searchable abstracts, to more recently full-text of articles and books. In the library catalog, we have moved from bibliographic description and subject headings to providing tables of contents

information, to full-text and page images. Technology has moved patrons to rawer information or more detailed representation often called enhanced records and has been a key element for those studying information retrieval.

- *Diminishing roles for intermediaries:* Increase interaction with online system means patron less reliance upon library staff. Patrons can check circulation information without ever contacting the circulation department. Many inter library loan experiments let users request a work without ever interacting with a library staff member. And we are seeing an increase in experiments using strategies from Artificial Intelligence community to help aid user searching (Besser,1998)

Despite the opportunities and benefits of ICT integration to library, the new trends now is hybrid library, automated library, digital library, virtual library, and library 2.0. There is no doubt that the new trends arise with many challenges facing its usage, for these reason, it's imperative that all library staff in LASU be skilled in a web technology and adopts these new skills to assist library users in an ICT environment.

Also training and re training of staffs, and patrons would go a long way in addressing these challenges. These problems which are not unique to the Lagos State University LASU exist in many Nigerian universities in different degrees. Students who are not familiar with the routines of ICT are usually frustrated, anxious and exhibit avoidance behavior because of the skills required. We can learn from the results of this study and prevent against such short coming in our environment.

Significance of the Study

Each user is pursuing a specific goal when using library resources in the library, whatever he does with such information and how the library assists him depends on the person and his goals. Therefore, the result obtained from this study could be useful in assessing the degree to which the academic staff and students use the resources in LASU library. It is hoped that this study will throw more light on the roles of the library services and resources in meeting the needs of its clientele. Furthermore, the study will be useful to researchers, since there are indications that each research achievement provides avenue for further research study.

Statement of the Problem

This study attempts to investigate four (4) problems areas:

- (a) The information requirement of the academic staff and student of 'LASU' as regards achieving the goals and objectives of the 'University' as well as resources center for specialized professional service to the university community.
- (b) The information requirement of the academic staff in the performance of their daily activities
- (c) The availability of resources in the library and their organization for effective utilization by the academic staff and students.
- (b) The adequacy of human and material resources in meeting the needs of the academic staffs and students.

Objective of the Study

The study has the following objectives:

- a. To determine the information requirements of academic staff and students of Lagos state university.
- b. To find out the category of library resources in meeting the information needs of academic staffs and students of LASU
- c. To determine the degree to which the library satisfies the information needs of the academic staff and students.
- d. To find out how to meet this information needs of academic staff and students of LASU

Methodology

Descriptive research design was used. The information gathered was used to find out the

information need, library resources availability and ICT Proficiency of patrons in the institutions under study. The Target Population Employed in this Study Consists of all students in all the faculties that visit the library in Lagos state university. For the purpose of the study, the researcher adopted the use of structured questionnaire to Obtain relevant information about the topic of the study. A Total of (320) library user (students) from different departments and faculties were used as sample. Data were collected through a 20-item questionnaire which was developed based on objectives adopted. 280 dully completed questionnaires were returned in good condition. Validation and reliability of the instrument was achieved by expert examination, criticism and correction. Simple frequency count and chi-square statistical tool was used for data analysis.

Results

The data collected were analysed on the following variables of interest;

1. The demographic characteristics e.g age, sex, marital status, academic qualification etc;
2. Their number of years of studying as students;
3. The information needs of respondents;
4. Type of resources available in the library; and
5. Sources consulted for information.

Table 1 gives details on age distribution of respondents by sex. Out of the 280 respondents, 170 (60.72%) were female while 110 (39.28%) were male. This shows that the greater number of learner in the institution are female Also, the research shows that 169 (60.4%) of the respondents were between the age of 15-25 years. This shows that the greatest number of these respondents were in the age group that are economically productive.

Table 1: Age Distribution of Respondents by Sex N = 280

Age (YRS)	Sex		Total	%
	Male	Female		
15-25	72	97	169	60.36
26-35	25	61	86	30.71
36-45	13	12	25	8.93
46-55	-	-	-	-
Total	110	170	280	100
%	39.28	60.72		

In table 2 above, 80.35% of the respondents were in faculties of transportation, arts, education, sciences, management science and social sciences and are in 100 level, this indicates that the majority of students that use the library are 100 level students followed by 12.5% who are in 200 level, while 8.35% were in 400 level.

In table 3 above, 50% of the library users (as revealed by the questionnaire) are only interested in using the library for academics and examinations, while 48.21% are more interested in utilizing the library for general information. Also, the table shows that 14.28% use the library because of the availability of necessary background

reading for further reading and assignment, (teaching & research), while 8.92% use the library for recreational reading.

Table 4, shows that 165 of the respondents strongly agree that there is 'no difficulty' in using the library, 115 strongly agree that 'the library does not always have what I need', 2 respondents strongly agree that 'it takes too long to locate what I need'. Also, 100 respondents, 85 respondents, 65 respondents, 1 respondent and 10 respondents strongly disagreed with all the five options of the difficulties encountered in the use of the library respectively.

Table 2: Status of Respondents by faculty and level of studying N= 280

Faculty	Number of Years of studying					Above	Total	%
	100	200	300	400	500			
transport	30	5	-	3	-	-	38	13%
arts	45	8	-	5	-	-	58	20%
education	51	10	-	10	-	-	71	25%
sciences	55	5	-	5	-	-	65	23%
management	34	4	-	4	-	-	42	15%
Social sciences	45	3	-	3	-	-	51	18%
Total	215	35	-	30	-	-	280	100
%	80.35	12.5	-	8.35	-	-	100	

Table 3: the respondents Purpose of Using the Library

S/No	Purpose of Library Use	Frequency	Percentage
1	General Information	135	48.21
2	Reading for Official Work	40	14.28
3	Study for Academic & Examination	140	50
4	Recreational Reading	25	8.92

Table 4: Problems Encountered By Users When Using the Library

S/No	Difficulties	1 Strongly Agree	2 Agree	3 Undecided	4 Disagree	5 Strongly Disagree	Total
	No Difficulty	165	100	90	90	20	545
	The Library does not always have what I need	115	-	15	85	85	300
	It takes too long to locate what I need	10	155	-	-	65	230
	Staff are not cooperative	-	15	125	30	5	125
	The Library does not open long enough	-	-	150	60	10	220

Information Needs of Students of the Institution

As clearly shown in Table 5, textbooks and other library materials and personal contact with colleagues constitute the priority sources of information which satisfy the information requirements of trainees/students in the institution under study. It is not surprising that students make up the bulk of the 100% of the respondents who have their information requirements satisfied by textbooks and other library materials/personal contact with colleagues. The library has taken steps to satisfy this category of users by providing basic textbooks which make up 95% of the total collection.

Table 6 above illustrates that the library services do not satisfactorily satisfy all its clientele. While 150 out of the 280 respondents indicated that 'the staffs supply you with necessary information' the remaining 26 respondents indicated "no" to this option. In their response to 'the library's collection

of journals and newspaper', 185 respondents indicated 'no' while 95 respondents indicated 'yes'. On how respondents 'borrow books regularly' 175 respondents indicated 'no' while 105 respondents indicated 'yes'. 80 respondents indicated 'no' on whether 'they find the library ideal for preparing for lectures and examination' while 200 respondents indicated 'yes'. On the whole, 570 respondents indicated 'no', while 550 respondents indicated 'yes'.

Table 7 above shows that 12.5 (44.64%) respondents occasionally contact the librarian for information, 65 (23.2 1%) often ask for information 385 from the librarian, 45 (16.07%) ask questions 'very often' from the librarian, 35 (12.5%) rarely ask questions from the institution's librarian, while only 10 (3.57%) respondents 'never' ask questions from the librarian. These show that almost all the respondents recognize the functions of the librarian as information disseminator.

Table 5: Clientele's Priority Sources of Information

S/No	Source of Information	Frequency	Percentage
1	Journal	240	85.71
2	Newspapers & Magazines	250	89.28
3	Personal Contact with colleagues	280	100
4	Textbooks & Other Library Materials	280	100
5	Research Reports	260	92.85
6	Monographs	255	91.07
7	Newsletters	250	89.28
8	Computer Database	100	17.85
9	The CD-ROM	25	8.92
10	Internet	25	8.92

Table 6: Clientele's rating of Library Services

S/No	Purpose of Library Use	Frequency			%
		Yes	No	Total	
1	The staff supply you with necessary information	150	130	280	100
2	The library's collection of journals & newspaper is good	95	185	280	100
3	You borrow books regularly	105	175	280	100
4	You find the library ideal for preparing for lectures and exams	200	80	280	100
Total		550	570		

Table 7: How Respondents Ask For Information from the Librarian

N= 280

faculties	How often do you ask the Librarian for information					Total	%
	Very often	Often	Occasionally	Rarely	Never		
transport	-	-	-	-	-	-	-
arts	-	-	-	-	-	-	-
education	5	5	5	5	-	20	7.14
sciences	-	-	10	-	-	10	3.57
management	-	-	-	10	-	10	3.57
Social science	40	60	110	20	10	240	85.71
Total	45	65	125	35	10	280	100
%	16.07	23.21	44.64	12.5	3.57	100	

Table 8 summarizes the respondents' view about the library collection. The data illustrates that majority of the library users are generally dissatisfied with the library collection. Investigation shows that 75 respondents out of the 280 'strongly Agree' that the 'library's reference collection is of poor quality, still the same, 25 additional respondents 'Agree' with the above notion, while only 75 respondents and 5 respondents 'disagree' and 'strongly disagree' with the notion respectively. That 'the audio-visual materials required by the library users are often not available in the library', 150 respondents 'strongly agreed', 100 other respondents 'agree' while 15 respondents 'disagreed' and 'strongly disagreed' respectively with the notion. Also, on whether 'the library users find it difficult to locate needed materials available in the library', 150 respondents 'strongly agree' with the statement, 55 other respondents are 'undecided', while 50 and 5 respondents respectively 'disagree' and 'strongly disagree' with the statements. But on the statement of whether "the library has quality collection in all subjects related areas", 175 respondents 'strongly agree' that the library has good collection on subjects that relates to their subject area, while the remaining 105 respondents 'agree' with the statement.

Table 9 clearly shows how the respondents feel satisfied with the library physical facilities and the personnel attitude to users of the library. Out of 280 respondents, 150 'strongly agree' that 'the library is well ventilated', 100 respondents 'agree' with the statement, while only 10 and 20 respondents 'disagree' and 'strongly disagree' with the statement respectively. On whether 'the library is well illuminated', 130 respondents 'strongly agree' with the statement, 125 respondents 'agree' with the statement, while only 25 respondents were 'undecided' on the statement. Also, on the statement 'the library staff are friendly' 150 respondents out of the 280 respondents 'strongly agree' with the statement, 100 respondents 'agree' with the statement, while only 30 respondents were 'undecided' on the statement. 'Whether 'the library is noiseless' 26/130 respondents out of the 280 who returned their questionnaire 'agree' with the statement, 110 respondents were 'undecided', 35 respondents 'disagree' and only 5 respondent 'strongly disagree' with the statement. On the whole 140 respondents 'strongly agree' with all the four statement, 455 'agree', 165 respondents were 'disagree' and 'strongly disagree' with the statements respectively. This clearly shows that majority of the respondents felt satisfy with the library physical facilities and library personnel attitude to users of the library.

Table 8: Evaluation of Library Collections

N= 280

S/No	Library Collections	Frequency					Total	%
		Strongly Agree	Agree	Undecided	Degree	Strongly Disagree		
	The library's reference collection is of poor quality	75	125	-	75	5	280	100
	The audio visual materials required by the library users are often not available in the library	150	100	-	15	15	280	100
	The Library users find it difficult to locate needed materials available in the library	150	-	55	50	25	280	100
	The Library has quality collection in all subjects related to French language	175	105	-	-	-	280	100
	Total	110 550	66330	11 55	28 140	9 45		

Table 9: Library Physical Facilities and Library Personnel Attitude to Users

N= 280

S/N	Physical facilities and personal attitude to users	Frequency					Total	%
		Strongly Agree	Agree	Undecided	Degree	Strongly Disagree		
	The library is well ventilated	150	100	-	10	20	280	100
	The library is well illuminated	130	125	25	-	-	280	100
	The library staff are friendly	150	100	30	-	-	280	100
	The Library is noiseless	-	130	110	35	5	280	100
	Total	430	455	165	9 45	25		

Summary of Findings

It is important to study and understand the attitude of the library users. This is to enhance intensive use of the library and also to satisfy their needs. One of the primary objectives of a library is to maximize the intensive use of its resources and services. There is therefore the reason for reactions to know if the library is succeeding or failing in its role. This is exactly what this work has done. Questionnaires were administered to students. The data collected were analyzed and presented in tables showing the frequencies and percentages of responses. It was discovered that majority of the students sought information from journals, textbooks and reference books mostly. The students who used the library as the occasion demands were in the simple majority followed by those who use it twice a week and daily basis. The respondents used the library mostly for their studying, research works and for recreational purposes, also majority of the students commended the library for their quality collections in all subjects related to their studies while some students also complained of the need to display and properly organize the audio visual materials for their use from time to time as they are available but they do not have access to it to aid their teaching work. They further stressed the need for quality library staff for proper vision, and that the library is grossly understaffed. In the same vein, majority of the complained about the inadequate seating capacity of the library, thus the need to enlarge the library at all cost as the institution admits more students yearly; for students with almost 7000 population to use a library with 1000 seating capacity is odd. The study has shown that the respondents use "LASU library" and the attitude of a sizeable percentage of respondents were found favorable. However, there is still the need to improve some aspects of the library resources and services.

Recommendations

These recommendations are based on the findings of the results that:

- i. Library orientation programmes should be organized for the students to pave way for access to library resources.
- ii. There is the need to employ more qualified hands in the library for proper supervision and more library assistant for efficiency of services.
- iii. The library should be enlarged as soon as possible or a new one built to solve the

problem of inadequate space and seating capacity for the library clientele.

- iv. The library materials should be well and properly organised both print and non-print materials and made accessible to users with ease.
- v. There is the need for the provision of more furniture and adequate lightning's and ventilation; this would motivate the students using the library the more.

Conclusion

The study was aimed at examining information needs of students and services at their disposal and to determine the level of satisfaction derived from library use. The study shows that the attitudinal pattern of students to the use of the library was pleasant but there is need for attitude change in some areas like attitude of library staffs to users, provision of information resources and creating conducive environment for students reading, and online resources among others. The student's reaction to the library resources and services was generally fair and their satisfaction level was also fair.

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