CHAPTER FOUR

ASSESSMENT OF SEASONAL USE OF INFORMATION SERVICES OF KASHIM IBRAAHIM LIBRARY BY UNDERGRADUATE STUDENTS IN AHMADU BELLO UNIVERSITY ZARIA

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Abstract
This study assessed the seasonal use of information services of Kashim Ibrahim Library by Undergraduate students of Ahmadu Bello University, Zaira. The objectives of the study include: to identify the information services that students use during the seasonal period and to identify the challenges encountered by students in the use of these services during the seasonal period. A cross-sectional survey research design was adopted for the study. 400 students were sampled for the study. Findings indicated that the major services that students utilize during the seasonal period when patronage is high are the Library space, the MTN e-library/Internet services and the Public Access Computers. The study also concluded that the challenges students encounter with the use of services of the library during the seasonal period are lack of space for reading, lack of comfortable seats, inadequate computers, poor Internet services/power outages and inadequate power outlets for laptops. It was then recommended that Library Management should make more space available by moving old books that are rarely consulted to a section of the library, this will create more space for users. And that library management can make a strong case to the University management to disburse the money students pay for Library services in their school fees, these should be used to purchase additional Information and Communication Technologies for students to use.

Introduction

Library patronage is decreasing at an alarming rate all over the world (Whitchurch, 2011). This is even with the change that libraries have undergone in the industrial revolution. Libraries are no longer the only custodians of knowledge and so they face competition from other sources of information like the Internet, Online Databases (Odine, 2011; Nwaohiri and Emezie, 2012). This competition has seen library users becoming independent of library services and has gradually reduced patronage of both print and digital resources and services of academic libraries (Mohammed, 2017). Academic libraries are established in the university to support the teaching, learning and research of the university and to satisfy the academic information needs of the academic community. The education resources in print, audiovisual and electronic formats and a good learning environment of the university library make it a place to achieve learning experience. The study of the services rendered to users by the library helps users appreciate the contemporary academic library as a place where their information needs can be satisfied. It is also helps the parent institution to achieve its mission of education and research. Giving the right information to the right user at the right time in right format is regarded as essence and the right philosophy of librarianship. Library users are very significant in the practice of librarianship. This is why all of Ranganathan's law of librarianship revolves around the users and the need for user satisfaction. The user is very critical to the services of a library. Library patronage by intended users is a vital measure of output of services provided by libraries. Library Users are people who visit the library in person or remotely to avail themselves of using library resources and services to satisfy their information need (Nwalo, 2003; Aina, 2004). Library users are synonymous to various terms such as patrons, clients, information users, information seekers, consumers, readers, etc. because they all

apply to those seeking the services of a library. However, studies have shown a significant hike in library patronage by library users during particular seasons, especially during exams (Yusuf and Iwu-James, 2010; Adeyemi, 2017). Students are seen reserving seats for their friends and they hardly leave the library during the examination period. Resources and services of the libraries are stretched during this period to the extent that students seat on the floor in the library to study. In order therefore for the libraries to increase patronage of their resources and services, there is the need to assess this seasonal hike in patronage by students in academic libraries. This is critical because it will illuminate our understanding of the services students need most in order to study. Also, the knowledge of the resources and services that students use during this period will also help the library in the acquisition of the right resources and services. The objective of this study is to;

- Identify the services that students use during this seasonal (Examination) period.
- The challenges students encounter with the services of the Library during the seasonal (Examination) period.

Literature Review

Library patronage by intended users is a vital measure of output of services and the quality of resources provided by libraries. The use of the library is inevitable for students' learning, academic pursuit and self-development. This section reviews literature on library patronage. Saibakumo, Orewa, and Nwose (2019) examined levels of impact of some newly adoptable and available Customer Relation approaches that could possibly facilitate students' patronage in academic libraries in Nigeria in this technology age from the opinion of students. The descriptive survey design was adopted using 320 randomly selected student-users of academic library. A semi self-structured and interview-based constructed questionnaire was used. Descriptive and inferential statistics was used to draw inferences, interpret data and discuss the perspectives of the students. The study found that time, space, lack of manpower and low levels of satisfactions were observed in the academic libraries to pose a threat to its patronage by students while the use of social media platform, creation of dynamic interactive websites, extension of library open hours, hybridization of the traditional library, e-library and internet, the use of rapid response feedback system and e-mailing services for student inquiry and queries can resolve the low patronage experienced by academic libraries in the technology age. There is the possibility of reaching out to a larger population of student patrons through the provision of a call centre, an interactive dynamic and remote access to library repository. Creating or increasing awareness on services offered in the libraries, marketing products and services can potentially attract more patronage from other users and co-operate bodies by 3%. The study by Adedokun, Magaji and Makinde (2018) on the other hand, investigated the correlation between Internet use and library patronage among students in selected senior secondary schools in Ojo Local Government Area of Lagos state, Nigeria. The study adopted a survey research design. The findings showed a marginal preference for Internet use as complement to Library patronage. It was further revealed that the Internet use saved time, was more informative, and less expensive with more useful resources. The result showed no significant relationship between Internet use and library patronage. The study concluded that steps must be taken by relevant authorities to encourage library patronage. Therefore, the study recommended the provision of functional school libraries to further promote library patronage and enhance students' academic achievement. Mohammed (2017) explored the reasons for the nonuse of DLRS by Faculty Members in ABU. A qualitative research method using a case study research design

was used to have an in depth understanding of the situation at hand. Data were collected through Focus Group Discussion and in depth interview. Multiple variation sampling technique was used to select three faculties from three different campuses in ABU; Faculty of Administration, Congo Campus, Faculty of Social Science, Samaru Campus and Faculty of Medicine ABUTH Shika. Also, Purposive sampling technique was used to select participants for the study. However, twelve recorded voices were used for analysis at saturation stage. The analysis was done using qualitative content analysis. The findings amongst others were; the reason for nonuse of DLRS by Faculty Members in ABU were lack of communication of DLRS available and how it can be used and lack of hospitality on the part of the librarian. Relative advantage and trial ability were the main constructs of PAIT that explained the experiences of Faculty Members in ABU on the nonuse of DLRS in KIL. The study therefore concluded that lack of return on investment caused by nonuse of DLRS by Faculty Members can be curbed by improving on both the human and capital resources for the full exploration and use of available DLRS in KIL. Solanke (2016) investigated the influence of users' needs and satisfaction on the patronage of reference services by undergraduates in selected universities in Osun State, Nigeria. The survey research design was adopted for the study while questionnaire tagged "User Needs, Satisfaction, and Patronage of Reference Services (UNSPRS)" was used for data collection. Random sampling technique was used to select 400 out of 29,013 undergraduates in the selected universities in Osun State. Frequency counts, mean and standard deviation, correlation and multiple regression were used to analyse the data with hypotheses tested at 0.05level of significance. The results showed that inadequate time for reference services, lack of current reference materials, poor service quality and unfriendly reference personnel affect the patronage of reference services by the undergraduates. Reference services were moderately patronised by the undergraduates. The mean analysis revealed that undergraduates of the selected universities showed a moderate need for reference services and are only moderately satisfied with the reference services available to them. There was positive significant relationship between user needs and patronage of reference services (r=0.455, P<0.05). There was also a significant relationship between user satisfaction and patronage of reference services (r=0.422, P>0.05).

In their study, Omotosho and Okiki (2015) investigated the frequency of library use by students and staff at four private universities in Southwest Nigeria. Data for this study was gathered using a self-constructed questionnaire. 245 copies of the questionnaire were distributed to both staff and students of four private universities in South West Nigeria: Ajayi Crowther University, Caleb University, McPherson University, and Redeemers University. It was found that 66.5% of the respondents did not visit the library website and that 82.4% did not read library newsletter. On the other hand, 71.5% were satisfied with the services provided by the library and that 72.2% were happy with library open hours. The study by Nse and Okorafor (2011) surveyed the users' patronage of Nigerian academic libraries at two universities: Federal University of Technology, Owerri (FUTO) and Evan Enwerem University, Owerri (EEU). Data were collected through questionnaires and analyzed by using tables and simple percentages. The results identified inadequate relevant current information material; a library environment not conducive to use; and inadequate reading accommodation as the major problems that hampered full patronage. The provision and acquisition of more current and relevant information materials and a comfortable and conducive reading environment would greatly improve the patronage of the libraries under study.

Methodology

A cross-sectional survey design was adopted for the study. Cross-sectional surveys are observational surveys, conducted in situations where the researcher intends to collect data from a sample of the target population at a given point in time. Researchers can evaluate various variables at a particular time. This design falls under the quantitative research methodology. Survey designs are procedures in quantitative research in which you administer a survey or questionnaire to a sample that is representative of the population in order to identify trends in attitudes, opinions, behaviors, or characteristics of the population (Creswell, 2012). A sample of 400 students were randomly selected for the study in accordance with the sample size table proposed by Gill, Johnson and Clark (2010) at 50% variability and 95% confidence level. The total population of students in Ahmadu Bello University, Zaria stands at approximately 48,000 (MIS, 2019). Questionnaire was used to collect the data for this study. 322 questionnaires were dully filled and used for analysis. The response rate of 80.5% was achieved as students were reading for the first semester examination 2018/2019 session and the research assistant used for the study is a staff of the library. Data collected for this study were analysed using descriptive statistics; Frequency counts and percentages.

Results

Response Rate of the Respondents

The researcher personally distributed 400 questionnaires to the Ahmadu Bello University undergraduate library users over a three-day period to substantially cover the random sample population. Out of the 400 of the questionnaires distributed to the respondents, a total of 322(80.5%) copies were returned duly completed and found usable for this study.

Services that students use during Examination

Services	Frequency/Percentage
Readers services (Space)	134(41.6%)
Reference Services	23(7.1%)
Public Access Computer Services	78(24.2%)
Learning Commons	0 (0%)
Special Needs Services	3(0.9%)
MTN E-Library Service	84 (26.1%)
Total	**322**

From the table above, it is apparent that Reader Service (Library Space) is the major Service used by students during the seasonal period. This was indicated by the response of the respondents 134 (41.6%). This is closely followed by the MTN E-library services 84(26.1%) as undergraduate students use this service to get online resources and to access the Internet. The public access computers that hosts the Online Public Access Catalogue 78(24.2%) was also indicated as a service that students use during the seasonal period. The table also shows that the learning commons is not used at all with the figure of 0 (0%). This is because the library policy specified the usage of this service is restricted to only Postgraduate students. The findings from the table indicates that library space, the MTN e-Library Services and the computers. This is corroborated by scholars likeWalton (2006), Zichur, Raine & Purcell (2013), Wells, Imhof & Johnston (2018) who all identified library space as the most dominant inviting force in the library in the 21st century. This is based on the notion that learning takes place not only in the classroom settings, but wherever learners have access to information resources and use them for solving problems or construct new meaning (Jucevicien &Tautbiciene, 2011).

Challenges encountered by students with the use of information services during Seasonal period

The questionnaire specified that respondents tick as many of the options as possible.

Challenges	Frequency and Percentages
Lack of Space	300 (93.2%)
Inadequate Computers	122 (37.9%)
Lack of Comfortable Seats	123 (38.2%)
Poor Internet Service/power outages	98 (30.4%)
Inadequate Power outlets for laptops	120 (37.3%)
No assistance is rendered by Library Staff	20 (6.2%)

The table shows that lack of space 300 (93.2%), inadequate computers 122 (37.9%), lack of comfortable seats 123 (38.2%) and inadequate Power outlets for laptops 120 (37.3%) are the challenges that students encounter with services of the library during the seasonal period. This is not surprising as this could be attributed to the patronage being at the peak during this period. The findings from this table shows students are constrained by lack of space because space is a major service they use during the seasonal period. Moreso, the findings from this table also allude to the fact that undergraduates are more attuned to the use of information and communication technologies for learning that print resources in the Library. This finding is in line with Childs, Mathews and Walton (2013) who opined that most library users are more engaged with information technologies available in the library than the books present therein.

Conclusion

Based on the findings of this study, it can be concluded that the major services that students utilize during the seasonal period when patronage is high are the Library space, the MTN e-library/Internet services and the Public Access Computers. The study also concluded that the challenges students encounter with the use of services of the library during the seasonal period are lack of space for reading, lack of comfortable seats, inadequate computers, poor Internet services/power outages and inadequate power outlets for laptops.

Recommendations

The following recommendations are proffered:
1. The Library Management should make more space available by moving old books that are rarely consulted to a section of the library, this will create more space for users.
2. The space that is created by the moving of old books can be demarcated to produce a learning common for undergraduate students of Ahmadu Bello University Zaria, where they can have discussions/tutorials and collaborate.
3. The library management can make a strong case to the University management to disburse the money students pay for Library services in their school fees, these should be used to purchase additional Information and Communication Technologies for students to use.

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