An Empirical Investigation into Acquisition, Staffing and Training Issues in the Management of e-Resources: Evidence from State University Libraries in North-Western Nigeria

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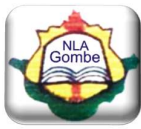Abdullahi.usman@udusok.edu.ng
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Abstract
The purpose of this paper is to investigate the acquisition, staffing and training issues for the management of Electronic Information Resources in State University Libraries in North-West Zone of Nigeria. A qualitative research methodology was used and narrative design was adopted while semi structured interview was used as data collection instrument which was used for the collection data from twelve (12) respondents, which comprise University Librarians and Heads of ICT Units of 6 State University Libraries in the North-West Zone of Nigeria, thematic data analysis was used to carry out the analysis of the data collected from the respondents. The findings revealed that relevance of the resources; compatibility and costs were mostly considered when acquiring Electronic Information Resources. However, the procurement ways by the libraries were through subscriptions, gifts or donation, licensing agreement and direct purchase from the vendors. It was also revealed that only ICT competent staffs are posted to serve as e-resources managers and there are adequate staffs in the ICT Units at the libraries studied. Furthermore, all Electronic Information Resources managers (ICT Unit staff) are sent for training and retraining through attending seminars, conferences, and workshops within and outside the country. It was recommended that, though it was clearly shows that there are many EIRs provided, there is need for the provision of more EIRs in order to cater for the need of library users. The state university libraries should strive more to ensure competent staff are posted to work as EIRs managers. Moreover, training and retraining of personnel should be in place in ICT unit of the libraries studied so that efficient and effective services will be provided.

Keywords: Acquisition, Staffing, Electronic Information Resource, State University Libraries

INTRODUCTION
Libraries have existed for thousands of years and are considered to be places where information resources and services are brought together for the purpose of sharing knowledge and experiences, oday the role of libraries has been revolutionized by the development in Information and Communication Technologies (ICT). The current information revolution and

increasing impact of ICTs has modernized the process of learning and research in most University Libraries. Dafiagor (2012) observed that "expert systems, wireless network, virtual collections, interactive web interfaces, virtual reference services and personal web portals have brought changes since the beginning of the new millennium" p220-225.
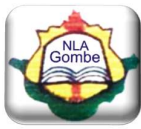
However, there have been clearly significant moves from paper-based information to electronic access to information and knowledge for higher education. Though, the traditional functions and objectives of the Library remains the same, the method of information dissemination and the format are changing. The academic Library environment is in a state of transition in terms of resources and services; many information resources once available in print are now available in CD ROM, Online and other available Electronic forms.

Acquiring information resources is a core activity of libraries. The bottom line of any library's acquisition function is to acquire all the library materials, the library intends to collect according to the information resources development policy and by obtaining the materials in the quickest manner and the most cost effective way (Holly Yu and Breivold, 2008). Chapman (2004) stressed that acquisition is defined as the technical process of ordering, receiving, and paying for an item after the intellectual decision to purchase an item has been made. He further stressed that, even though the process of identifying, ordering, and paying for materials such as books, serials, and media is very similar to that of electronic formats, the life cycle of electronic information resources is more convoluted than that of print resources. It requires additional levels of details including tracking, recording, and reviewing the license and business terms, and investigating variable pricing ranges.

Staffing in the university library system is made up of the university librarian, followed by the deputy librarian. Their subordinates include all categories of librarians, system analysts, library officers, library assistants, attendants and technicians. These fall under the professionals, para-professionals and non-professionals all of whom should be qualified in terms of training and certification according to their levels. Training is a very important device in personnel management. (Adeniji 2011). "Training is an important programme that promotes the worker in an industrial set up". Considering the fact that information provision to every user is the mission of the university library, the need for training in this regard cannot be over emphasized.

Literatures have shown that staff training is the key to enhancing the university library services being provided by the workers. As Ajidahun (2007) stressed that training is an integral part of vocational or career development and it is fast becoming a global and pervasive phenomenon in any establishment, the absence of which spells doom for such an institution and the presence of which determines the success of any enterprise. The university library no doubt cannot do without adequate training of their workers to be dynamic enough to cope with the changing needs of their user population.

Considering the level at which libraries are shifting from analogue to digital and the need for training and retraining of library personnel in the ICT era, this study aim to explore the types of electronic information resources provided and assess the level at which libraries under study acquire e-resources for the benefit of their clients. The study also investigates the managerial issue specifically to do with staffing placement considerations, training and retraining for e-resources managers so that effective and efficient services will be provided.

STATEMENT OF PROBLEM

Electronic resources have become a critical part of the learning environment particularly in the higher education and it brings tremendous benefits to organizations and individuals to perform their work more efficiently Daulat (2014). The benefits of electronic resources also includes provision of space economy; ease of access through numerous metadata, search engines, online catalogues (OPAC), and protocols; access which is not hindered by distance or boundaries and simultaneous consultation of the same electronic resources by many users, provided the pre-eminence of electronic resources over print format.

Rapid advancement in Information and Communication Technology (ICT) affect the way libraries provide information resources to the users. However, literature shows that majority of libraries in developing countries do not have enough e-resources for their users (Aguolu and Aguolu, 2012). Despite the widely accepted view about the significance and adoption of electronic information resources in libraries, it is observed that in most modern libraries incorporating the use of electronic information resources indicate the contrary as regard to their selection, acquisition, organization, preservation and dissemination This implies that there may be management problem that hinder the provision of these e-resources in developing nations.

However, libraries around the world are moving at fast rate to provide digital library in order to meet changing user need and requirements, the trend in Nigeria is for the libraries to provide e-resources and services that user can access anywhere and anytime without necessarily coming to the wall of the library. Many libraries particularly state university libraries in north-west zone of Nigeria have one form of e-library or another or not having one. However, empirical evidences and research studies have been conducted on the types of information resources with regard to their management. It's against this background that this study is designed to examine acquisition, staffing and training of electronic information resources managers in state university libraries in northwest states of Nigeria with a view to find out the challenges so that laudable solutions for effective management of these libraries can be performed.
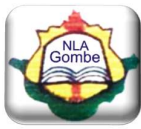
OBJECTIVES OF THE STUDY

1. To ascertain the types of Electronic Information Resources Acquired in state University Libraries in North-West Zone of Nigeria.
2. To examine the staffing of electronic information resources in the ICT unit of the libraries under study.
3. To explore the type of training and retraining Opportunities for Electronic Information Resources Managers in the Library under Study.

Significance Of The Study

The result of this study will be useful to information professionals in the institutions of higher learning especially the University librarians who are the top level managers that make policies for the improvement and betterment of information services in their Libraries. Other scholars in the area may al so find the result relevant.

Scope And Limitation

The study covered all the State University Libraries in North-west zone of Nigeria with exception of Sokoto State University Library which does not have the ICT Unit and e-resources. The study is also confined to e-resources and how they are managed in the Libraries. Inability of the researcher to cover both federal and State Universities as such findings of this study may not be generalised to other universities in Nigeria

Review of Related Literature

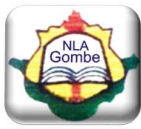## Concept and Significance of Electronic Information Resources

Electronic Information Resources are resources in which the information is stored electronically and are accessed through electronic systems and network. In this context the term primarily denotes "Any electronic product that delivers collection of data be it text, numerical, graphical or time based as a commercially available resources (Bevekenthy, Veeran and Salih 2003). Sadeh and Elingsen (2005) also asserted that, Electronic Information Resources are package of e- journals or Databases of abstracts and indexes that include full text of some articles referenced by the indexes. They further stressed that, Electronic Information Resources is the interface through which it is offered, and should be considered because these element are intricately linked, even though they can be licensed separately. Dadzie (2008) was of the opinion that Electronic Information Resources are invaluable research tool that complement print based resources in any traditional Library setting. Similarly, Sabouri (2010) also define Electronic Information Resources are invaluable research tools which complement print resources in traditional Library settings. They provide access to information because that might be restricted to the users because of geographical location or finances.

Smiths (2010) in his article Changes in the Faculty Reading Behaviour stressed that, The impact of electronic journals particularly Library access is integral to research activities where the vast majority of respondents reported that they read at least one article from an electronic source weekly. Furthermore Electronic Information Resources are capable of providing services both within and remote to users irrespective of their location through electronic means. Gladney (2010) described a digital Library services as assemblage of digital computing and software needed to produce, emulate and extend the services provided by conventional Libraries based on paper and other materials means of collecting, cataloguing, finding and disseminating information, while the virtual Library on the other hand is said to be the one with a number of different information resources that can be accessed by an end user rather than delivering the end user to a physical set of resources.

Electronic resources are electronic representation of information; these are available in various formats like e-books online journals, e-magazines, e-learning, tutors and online test. Because of the effective presentation with multimedia tools, these e-resources have become the sources of information (Dadzie, 2005). According to Bothman and Holbig, (2010) Electronic Information Resources includes CD ROMs, e-journals, and locally loaded databases, websites and abstracting and indexing databases such as Medline. They further stated that electronic resources also include products that aid in resources access for patron such as A-Z list open URL servers federated search engines and resources that provide full text context such as publishers electronic journal content, journal contents platforms such as project muse or JSTORE and content aggregators such as EBSCHOhost, academic search premier and proxy servers or other authentication tools (Bothmann and Holmbig, 2010).

Acquisition of Electronic Information Resources University Libraries
Acquisition refers to the process by which libraries procure their information resources through purchase, exchange, gift or donations. It involves locating and acquiring the items identified as appropriate for collection. Libraries all over the world still acquire and maintain massive book collections while managing other formats. Despite prophecies of varnishing print collection and the digital paradigm, printed books still have central role in library collections and publishing industry. Evans and Saprano (2009) sees acquisition as process by which library

physically serve (through buying, gift or exchange) the items that selection personnel have identified as desirable addition to the collection. In discussing the role of acquisition in African university libraries, he clearly outlined the importance of different categories of users. Materials must therefore be provided to meet the academic need of users if university libraries are to full fill the dynamic mission.

The role of acquisition and collection development is not only to plan a stock programmes but to make it relevant especially in the present information age so that users can get access to it even outside the library wall. The university library is considered to be the heart of the institution around which research and recreational program revolve. (Ifiodon, 2007). Therefore it must as a matter of necessary acquire relevant electronic resources capable of making the need especially in the ICT era. Spiller (1991) observed that the principle of books and by extension, document provision is invariably concerned with service to particular set of people or users. In line with the above submission, the researcher wants find out the procedure as well as considerations in acquisition of electronic information resources in state university libraries in North-West zone of Nigeria.

Staffing and Training of Electronic Information Resources Managers in University Libraries
Staffing in the university library system is made up of the university librarian, followed by the deputy librarian. Their subordinates include all categories of librarians, system analysts, library officers, library assistants, attendants and technicians. These fall under the professionals, para-professionals and non-professionals all of whom should be qualified in terms of training and certification according to their levels. Training is a very important device in personnel management. (Adeniji 2011). "Training is an important programme that promotes the worker in an industrial set up. Considering the fact that information provision to every user is the mission of the university library, the need for training in this regard cannot be over emphasized. Just as Tella and Popoola (2007) asserted that training is an essential strategy for motivating workers in the library as a service organization.

Studies have shown that staff training is the key to enhancing the university library services being provided by the workers. As Ajidahun (2007) put it, training is an integral part of vocational or career development and it is fast becoming a global and pervasive phenomenon in any establishment, the absence of which spells doom for such an institution and the presence of which determines the success of any enterprise. The university library no doubt cannot do without adequate training of their workers to be dynamic enough to cope with the changing needs of their user population. In similar submission Yesufu (2000) further opined that training of personnel enhances productivity, serve as a useful means of upgrading the human intellect and skills for productive employment. The Bart Nwafor Staff Development programme launched by IFLA Africa section (1998) for African libraries was in recognition of the importance of staff training in libraries. In line with this, Krissoff and Konrad (1998) agreed that library staff must develop confidence and computer competencies acquired through training to make decisions about what patrons need to know. Job performance and efficiency in service delivery can only be ensured through adequate training of workers. Ajidahun (2007), quoting Ojiambo (1992), agreed that training programmes should be directed towards improving efficiency and job performance. He further enumerated other benefits of training to include reduction in cost, reduced turnover, human resources reserve, fast decision, continuity of effort, improvement in employee morale, availability for future personnel needs of the organization, improvement in health and safety, reduced supervision, personal growth and organizational stability.
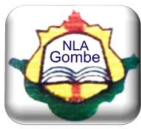
Staffing involves changes in physical staff, virtual staff and new emphasis on training and development. Involving technologies required to run electronic services in the library require personnel with an expertise, time and access to constant training to keep up with changes. However, virtual user query need to be answer virtually as such in order to help online patrons. The digital library will have to sponsor online librarians to assist those that need help (Campbell, 1994). Moreover, patrons are thought how to use traditional physical library those same patrons will need training to use electronic resources and services, the librarians should take training upon themselves. Money and resources spent on electronic resources and services in the library are wasted without user training. If user training is a critical need than librarian training is imperative. On directing, the managers have to adopt new directing skills to help calm staff fears about technology. Some librarians have the concern that furthering the digital and virtual library they are putting themselves out of the job (Piggot, 1993). Curry and Watson (2000) noted that staff development and training should include the acquisition of the skills in the use of information technology. Such training should focus on making the workers acquire basic computer skills and skills in the use of electronic information sourcing amongst others. These could be done either on-the-job like job instructions or off-the-job like study leave, attending conferences etc.

In line with the above submission, researcher wants find out considerations for staffing as well as provision for training and retraining of electronic information resources manager in the ICT unit of the libraries under study.

Research Methodology
This study is designed to examine the acquisition, Staffing and training of Electronic Information Resources in University Libraries of North-West zone of Nigeria. Qualitative research methodology was found to be relevant for the study because the respondents are not many and are in a better position to answer the research questions. Qualitative research involves the collection of limited samples, intensive interviews, close interaction with respondents and careful transcription of verbal and textual data (Berge, 2004).The narrative research design was adopted for this study. Narrative inquiry is the process of gathering information for the purpose of research through storytelling. The researcher then writes and narrates the experience (Trahar 2009).

In selecting the participants for this study, a purposive sampling technique was used. A purposive sampling (judgment selective or subjective sampling) is a sampling technique in which a researcher relies on his judgment when choosing members of the population to participate in the study. A semi structured interview was used for data collection from the 12 respondents of 6 state university libraries, comprising the university librarians and the heads of ICT units. A qualitative data analysis (QDA) was used to carry out analysis of the data collected from the participants.
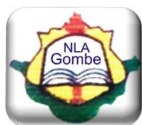
Table 1: Showing the Total Number of State Owned Universities in North-West Zone, Nigeria

SN	University	Respondents	
		Univ. Librarian	Head of ICT Unit
1.	Kano University of Science and Technology, Wudil, Kano State	1	1
2.	Kaduna State University, Kaduna State	1	1
3.	Umaru Musa Yar'adua University, Katsina State	1	1
4.	Sule Lamido University, Kafin Hausa Jigawa State	1	1
5.	Kebbi State Univ. of Sci. & Tech Aleoru, Kebbi State	1	1
6.	Yusuf Maitama Sule University, Kano State	1	1
7.	Sokoto State University, Sokoto	1	0

Source: Preliminary Study (2017)

Table 2: List of State University Libraries with E-resources and ICT Unit

SN	University	Respondents		Total
		Univ. Librarian	Head of ICT Unit	
1.	Kano University of Science and Technology Wudil Kano State	1	1	2
2.	Kaduna State University Kadun State	1	1	2
3.	Umaru Musa Yaradua University Katsina State	1	1	2
4.	Sule Lamido University Kafin Hausa Jigawa State	1	1	2
5.	Kebbi State Univ. of Sci. & Tech Aleoru Kebbi State	1	1	2
6.	Yusuf Maitama Sule University Kano State	1	1	2
	Grand Total	6	6	12

DATA PRESENTATION, ANALYSIS AND INTERPRETATION OF FINDINGS

The interview took place between the researcher and the six university Librarians with their Heads of ICT Unit in their Libraries. University libraries studied were coded and two digit numbers were assigned to the two respondents from each library as indicated in table below Moreover, the themes that guided the reporting of the findings include:

Theme 1 Types of Electronic Information Resources Acquired and Provided.
Theme 2 Staffing and of Electronic Information Resources Managers.
Theme 3 Training and Retraining of Electronic Information Resources Managers.

Table 3: Background information of the participants

| SN	University	Rank	Qualification	Code
1	Kaduna State University, Kaduna State	Univ. Librarian	PhD. LIS	P1
		Head of ICT	MSc. Info Sci.	P2
2	Kebbi State University of Science And Technology Aleoru	Univ. Librarian	PhD Islm Studs	P3
		Head of ICT	MLIS	P4
3	Kano University of Science and	Univ. Librarian	PhD LIS	P5
4	Technology Wudil	Head of ICT	BLIS	P6
5	Yusuf Maitama Sule University Kano	Univ. Librarian	MLIS	P7
		Head of ICT	BLIS	P8
5	Umaru Musa Yar'adua University Katsina.	Univ. Librarian	MLIS	P9
		Head of ICT	BLIS	P10
6	Sule Lamido University Kafin Hausa	Univ. Librarian (ag)	BLIS	P11
		Head of ICT	BSc Comp. Sci	P

Source: Field survey
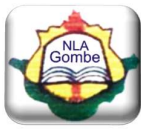
Table three reveals that out of twelve (12) participants three (3) had PhD in Library and Information Science, one had PhD in Islamic Studies making the total of four (4), Three possessed Masters in Library and information Science (MLIS), four (4) were having Bachelor in Library and Information Science while One (1) Bachelor of science Computer Science. However, their rank ranges from University Librarians to ICT sectional Heads. This shows that the participants had adequate qualification in that respect.

The table also shows that the code given to each participant appeared on the table, the interview lasted for about forty five (45) minutes in their respected offices.

Presentation of Results

Question: The researcher asked the participants on types of Electronic Information Resources (EIRs) provided in their ICT Unit of the library.

Response: there were different types of (EIRs) provided. The participants have identified different (EIRs) provided in the State University Libraries under study.

P1 & P2: *The types of (EIRs) we have in this Library are Databases such as ScienceDirect, JSTORE, AGORA, TEEALl, HINARY, e-brary Bio-one, Science direct, Scupus, Springer, Proquest, Cobhust etc. Online Reference Resources Such as AJOL, DOAJ, Book boom and Institutional Digital Repository. However, cost and compatibility of the resources are considered before acquiring and we acquire EIRs through subscription, license agreement and consortia agreement, meaning that they acquired EIRs using three ways only.*

This indicated that the Kaduna State University Library has a large volume of both online and offline databases from the data collected, it also has digital institutional repository unlike other state University Libraries. it was also seen from the data collected that it has the highest number of available e-resources among the state University Libraries in North-West zone of Nigeria

P3 & P4: *Today we are having in stock volumes of Electronic Information Resources which consists of online electronic databases eg Jstor, Agora, Science Direct, Hinari, institutional repository which include manuscript and theses. Moreover, we acquired EIRs through subscription only this mean we used only one way through which they subscribed to databases and also cost and compatibility was considered.* It was gathered during the interview that Kebbi State University of Science and Technology has some Electronic Information Resources such as online databases as well as e-books, e-theses and other internet web-resources. It also has a fair stock of Electronic Information Resources.

P5 & P6: *The types of (EIRs) we have in this our Library comprises of the e-journals, e-books CDs, databases and web resources ranging from Sciencedirect, Ebscohost, Proquest, European American Journal, Agora, Hinary, Nigerian Vertual Library, Oare and Innearsk. However, we acquere through, consortia agreement, direct purchase, gift and license agreement.* This clearly shows that Kano University Science and Technology has the above mentioned e-resources; both online and offline, e-books, CD ROM and other internet web resources. It also has a fair stock of Electronic Information Resources in their Libraries.

P7 & P8: *The types of Electronic Information Resources we are having today in this Library are e-books, e-journals, CDs, Audio visual information resources (Chamila), online databases such as Springer, ScienceDirect, JSTORE, HINARY, AGORA and Lawscope. Moreover, we acquire EIRs through subscription, gift, and license agreement.* It clearly shows that CD ROMs, e-books, audiovisual information resources online and offline Databases are all
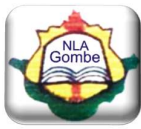
available in North-West University Library. It also indicated that it has reasonable Electronic Information Resources in stock.

P9 & P10: *The types of Electronic Information Resources provided in this Library are e-journals and e-books Databases such as ScienceDirect, Elsevier, EBSCHOhost and LexisNexis. We equally have some open source Softwear such as Bookzizi and BookFi. Moreover,We do acquire EIRs through subscription and license agreement only.* The researcher gathered that they don't have institutional repository and CDs which are available in some state University Libraries in the region, in terms of similarities, the researcher found out that a reasonable number of both online and offline databases are provided in this Library.

P11 and P12: *The types of electronic information we provide here are Offline databases, E-books CD ROMs and other web resources. However, we acquire Electronic Information Resources through direct purchase, gift, and license agreement only.* It has been noticed that online databases are not provided, the institutional repository as well as Library portal is not available in this Library. Offline databases are provided just like the other state Universities Libraries in North-West zone.

Question: The researcher asked the participants about the consideration taken by the library management in posting staff to manage EIRs and is there training and retraining opportunities for EIRs managers.
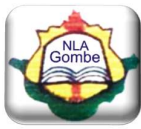
> **Response:** *P1P2: presently we have five (5) staff in the ICT unit and only those that are ICT competent are posted here. The Head obtained MSc Information Science, two of us are with BLIS, one with Diploma in computer science and the last one is having Secondary School Certificate. Moreover, we are sent for seminar and conferences for the development of ICT skills.*

This shows that KADSU had adequate staff to serve as electronic information resources managers in the library. However, there is staff development through attending seminar and workshops for professional career development.

> P3p4: *Here in ICT unit there are three (3) staff managing EIRs and are all ICT competent because only ICT competent staff are posted to work here. The Head of the Unit Obtained Masters in Library and Information Sciences (MLIS) while the other two obtained Diploma in Library and Information Science. Moreover, opportunities are given for us to develop our ICT career within and outside the university through attending seminars and conferences.*

This shows that they had adequate staff to serve as electronic information resources managers in the library. However, there is staff development through attending seminar and workshops for professional career development.

> P5p6: *I am the only one managing the unit of the library and I obtained BLIS and am ICT competent to handle the unit. However, a lot of opportunities are provided for me to go for ICT Career development within and outside the university through attending seminars and conferences.*

This shows that unlike other state university libraries there is no adequate staff managing this library but professional career development is provided for ICTs career development through attending seminars and conferences.

> P9p10: *Currently we have three staff managing the e-library, i the Head obtained BLIS and the other two persons with Diploma and we are posted to work here because we have ICT knowledge and we are sent for seminar and conferences in order to develop our ICT career.*

This shows that even though training and retraining of staff for professional career development are provided there is need for more personnel to manage the resources unlike other state university libraries in the Northwest.

> P7p8: *We are five currently working in this Unit and I the Head obtained BLIS and other one, one Diploma in LIS while the other two are having SSCE but we are ICT competent. Moreover, there are opportunities for ICT career development both within and outside the university.*

This shows that they had adequate staff to serve as electronic information resources in the library and there is staff development through attending seminar and workshops for professional career development.
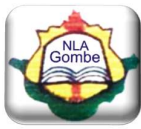
> P11p12: *We are currently three staff managing EIRs here. The Head and another member obtained BSc computer science while the other two obtained Diploma in library and information science and we all have ability to manage the EIRs, meaning that we are competent to handle the job. There are opportunities for retraining on ICT knowledge through seminars and conferences within and outside the university.*

This shows that Sule Lamido University Kafin Hausa Library had adequate staff to serve as electronic information resources managers in the library and there is staff development through attending seminars and workshops for professional career development.

Discussion of Findings

The result of the interview with regards to types of Electronic Information Resources acquired shows that, different types of Electronic Information Resources are provided ranging from e-books, e-journals, CDs, Databases (online and offline). It was only p11 p12 that has less Electronic Information Resources because it was established recently. This indicated that state University Libraries acquired a number of Electronic Information Resources which include ScienceDirect, Hinary, Elsevier, Ebscohost, Springer, E-grannay, Teel, Agora, Dione, Jstore, e-book and CD-ROMs services. Evidently, this finding is in line with Boothman and Holbig 2010 who stressed that EIRs include CD ROMS, E-journals, locally loaded databases, web resources, and indexing and abstracting Databases like Medline.

 Moreover, the study also revealed that, the relevancy of the resources and costs were mostly considered when acquiring EIRs. However, the procurements of the resources by these libraries were through subscriptions, gifts or donation, licensing agreement and direct purchase from the vendor. The findings al so goes in line with Yu and Bruivold (2008) who recommended

step in acquiring which include identifying various pricing options, reviewing the license and business agreement. Then lastly acquiring the resources, the findings also go in line with that of Obianwu and Azubuke (2000) who further stressed that the acquisition of EIRs should be based on the three step objective, finance, suitability or compatibility.

Findings on staffing and training of EIRs managers reveal that, all the libraries had adequate staff to manage EIRs except p5p6 (Kano University of Science and Technology Wudil) but all the staffs are competent enough for management of EIRs nevertheless, there is need for more training on how to manage EIRs. This goes in line with findings of Tella and Popoola (2007) who asserted that training is an essential strategy for motivating workers in the library as a service organization and also that of Krissef and Conrade (1998) who stressed that library staff must have confidence in computer competencies through training and recruiting.

Conclusions

From the findings, there was clear indication of different types of EIRs provided and maintained in the Libraries under study ranging from e-Databases, online and offline, CD ROM, e-books, e-journals and other Internet web resources. This indicated that effort is being intensified by these Libraries to carry out their function of providing their users with relevant Electronic Information Resources as expected.

Moreover, findings with regards to training and retraining of staff indicated that only ICT competent staffs are considered to be EIRs managers and they are all sent for training and retraining through attending seminars, conferences, and workshops, within and outside the country.
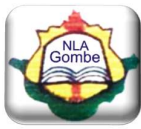
Recommendations

Considering the above findings by the researcher, the following recommendations are hereby made:
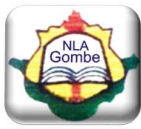
1. Even though reasonable EIRs are acquired, there is need for more EIRs especially in the present digital era in order to cater for the need of library users.
2. The state university libraries should strive more to ensure ICT competent staffs are posted to work as EIRs managers and the staff should be adequate.
3. Training and retraining of personnel should be in place so that efficient and effective EIRs services will be provided.

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