

Users' patronage and satisfaction from the use of Departmental Libraries in the Faculty of Social and Management Sciences, Modibbo Adama University, Yola

Joshua, Dauda PhD

Abstract

The study was concerned with assessment of users' patronage and satisfaction from the use of Departmental Libraries in the Faculty of Social and Management Sciences, Modibbo Adama University. The study aimed at determining the level of patronage of Departmental library by the students of the Departments in Faculty of Social and Management Sciences and looking at level of satisfaction with the services rendered in the Departmental Library in Faculty of Social and Management Sciences. The survey research method was adopted for the study. All the 25 staff in the Faculty of Social and Management Science of Modibbo Adama University, Yola were used for this study. The research instrument used for the study was questionnaire. The data collected were analysed using percentage, mean and standard deviation. The decision rule is 3.50. Any item with a mean rating of 3.50 and above was considered as agreed, while any mean below 3.50 was considered as disagreed. The study indicated that there is no departmental library in the university that serves the information and research needs of the faculty members of a department within the university; Departmental libraries are not available. The study showed that there are no reference, abstract, geographical, periodicals and yearbook as well as subject encyclopedia and index resources. The study also revealed that on the aspect of services provided, there are no abstracting and indexing services and Selective Dissemination of Information etc. The study revealed that users were not satisfied with level of provisions of library resources considering the minimum academic standards expected. They were not satisfied with the stock of books and journals in hard and soft (electronic) copies to enrich the knowledge of the teacher/researcher and learners and there are no resources and services which meet up the needs of their teaming patrons. They were also not satisfied with the provision of information materials ranging from print resources, electronic resources, audio visual resources, databases, to support teaching, learning and research by postgraduate students and lecturers. The research has postulated the need for a functional departmental libraries in Modibbo Adama University, Yola so as to meet the ever-rising demand of students, researchers and lecturers. This will help in decentralising library information resources in the University as a whole. Amongst others, the study is recommending these resources such as reference, Abstract, Geographical, Periodicals, Yearbook resources; Subject Encyclopaedias, Index resources and Selective Dissemination of Information etc.

Keywords: Satisfaction, patronage, users, departmental libraries, faculty, services, Information and Communication Technology (ICT), Modibbo Adama University.

Introduction

University Library is considered as nerve centre and heart of all educational system, it plays a key role in supporting the institution in achieving its mission and goals. Knowledge disseminating is one of its greatest functions (Serrat, 2017). Colleges and Universities libraries can improve educational, economic, social and cultural conditions of a nation; they have a major role in producing useful citizens, scholars, educationists, future leaders, intellectuals, scientists, doctors, engineers, economists (Bordoni, 2017). The University library is thus an important organization maintained by a university to support and promote its teaching, research, extension and publication programs. The word "Library" derived from the Latin "Librarian" means a place in which books, manuscripts, musical scores or other literary and



artistic materials are kept, for use not for sale. Library is created to link in the communication system that is essential to any society and culture.

Some scholars also felt that University libraries derive their mission from that of the parent organization, the university. The vision, mission, and strategies which are selected by universities as guide for meeting the core functions of teaching, learning, research and providing community service form the foundation on which the role of the university library is based. University libraries play a prominent role in providing information services in various forms to students, lecturers and researchers. This is why Iyoro, 2004 concluded that the university library is the heart and blood of the university. The primary purpose of university libraries as could be seen from the above discussion is to support the teaching, learning and research activities of their parent institutions. In consonance with the National Universities Commission (NUC) policy which encourages bringing library services closer to the students and staff, university libraries are considered as one of the fundamental necessities required for accreditation of academic programmes in Nigerian university libraries.

However, university education in Nigeria is facing a critical challenge in meeting new demands of the 21st Century, with its ever-increasing population growth, inadequate library facilities, resources and insufficient funding (Oyewusi and Oyeboade 2009). Opoku, 2011 also perceived this when he stated that: Academic library service is a complex and dynamic collaboration between the library staff and the user. Many issues affect the way services are provided in the library on regular basis. The increasing student's intake into the university, coupled with advanced Information and Communication Technology (ICT) development each day has created a new kind of library users demanding more efficient library services. If checks and balances are put in place, and components of the library are managed in an efficient and effective manner, the library is likely to succeed in meeting user expectations in its services delivery. There is need therefore for academic libraries to promote and provide quality information services that meet the needs of students and faculty and motivate them to use the library services more. Iyoro, 2004 affirms that though librarians in university tend to favour a strong central library, but in practice the provision of information is being decentralized. She notes that over the last ten years, there has been an explosion in the establishment and growth of collections at the departmental level. The author further posits that many academics and students cite departmental libraries and resource centres as the most important sources of information, and their first port of call whenever they need information. Once such a collection is established, staff and students minimise using the university main library.

Scope and Limitation of the Study

This study is centred on Departments under Faculty of Social and Management Sciences, such as: Accounting, Management, Information Technology, Banking and Finance, Library and Information Science, and Economics: the use and impact of Departmental Libraries in Modibbo Adama University, Yola. It would find out the current status of departmental libraries; the availability/adequacy of the library resources; the accessibility of the library resources; the frequency of the use of Departmental library by the students of the university, the user's level of patronage and satisfaction with the services rendered and find out the challenges faced while using departmental libraries in providing services in Modibbo Adama University, Yola.

Literature Review

Oyewusi and Oyeboade, (2009) noted that Departmental library is a type of academic library that serves the information and research needs of the faculty members of a department within an institution of higher learning, usually a large university. Departmental libraries are also used



by students enrolled in courses in the discipline(s) taught by the department, especially graduate students. If acquisitions are funded through the department, selection is usually the responsibility of the teaching faculty in collaboration with the departmental librarian. Departmental libraries specialise in purchasing content around a particular discipline. In universities, it is not uncommon for library services to be distributed around faculty or even departmental libraries with a central library responsible for acquiring multi-disciplinary works, content which faculties cannot fund by themselves. This parallel library process, often referred to as the two-track library system, still prevails in older research institutions. The goal of the Library and Documentation Centre of the Institute is to create and sustain an information environment that supports the educational and research needs, as well as enables learning and advancement of knowledge of the institution community.

Islam and Mezbah-ul-Islam (2010), also shared this view by making an assertion that the main purpose of the university library is to support the objectives of the university which is to promote teaching, learning and research. Thus, the university library is meant to serve the undergraduates, postgraduates, lecturers and other members of the university community. Bringing out further the idea behind the establishment and function of a university (academic) library, David (2018), “the importance of an academic library can’t be overruled in the sense that it provides information to the students, lecturers, and researchers.” Every library programme must support university’s total programme. In other words, a university library should aim to advance the functions of its university. It should reflect the character of the school.

Evans and Schonfeld (2020) emphasized that the mission of academic and research libraries is expanding, and the work is transforming; The vision, mission, and strategies which are selected by universities as guide for meeting the core functions of teaching, learning, research and providing community service form the foundation on which the role of the university library is based. University libraries play a prominent role in providing information services in various forms to students, lecturers and researchers. This is why Iyoro (2004) concluded that the university library is the heart and blood of the university. The primary purpose of university libraries as could be seen from the above discussion is to support the teaching, learning and research activities of their parent institutions. In consonance with the National Universities Commission (NUC) policy which encourages bringing library services closer to the students and staff, university libraries are considered as one of the fundamental necessities required for accreditation of academic programmes in Nigerian university libraries.

However, university education in Nigeria is facing a critical challenge in meeting new demands of the 21st Century, with its ever-increasing population growth, inadequate library facilities, resources and insufficient funding (Oyewusi and Oyeboade 2009). Opoku (2011) also perceived this when he stated that: Academic library service is a complex and dynamic collaboration between the library staff and the user. Many issues affect the way services are provided in the library on regular basis. The increasing student’s intake into the university, coupled with advanced Information and Communication Technology (ICT) development each day has created a new kind of library users demanding more efficient library services. If checks and balances are put in place, and components of the library are managed in an efficient and effective manner, the library is likely to succeed in meeting user expectations in its services delivery (Osawaru, 2011). There is need therefore for academic libraries to promote and provide quality information services that meet the needs of students and faculty and motivate them to use the library services more.



Iyoro (2004) affirms that though librarians in university tend to favour a strong central library, but in practice the provision of information is being decentralized. She notes that over the last ten years, there has been an explosion in the establishment and growth of collections at the departmental level. The author further posits that many academics and students cite departmental libraries and resource centres as the most important sources of information, and their first port of call whenever they need information. Once such a collection is established, staff and students minimize using the university main library. They find them up to date, easy to access, focused and relevant. Electronic communication, according to her, offers increase possibility for decentralized information retrieval. Academics demand connectivity at office or departmental level.

Level of patronage of Departmental library by the students of the Departments in Faculty of Social and Management Sciences

The personnel are the vital element in effective promotion of reference services. In the same vein Atanda and Uchendu (2017: 27) remarks that the “reference services are personal assistance given by libraries to users who are in pursuit of information.” However, speaking on availability of library materials, Adeniran (2011) states that “the information aspect of the library services is that of collecting, synthesizing and disseminating up-to-date, accurate and unbiased relevant information available in books, periodicals, bulletins, guides abstracts, indexes, bibliographies, and non-book formats which can be stored and retrieved whenever needed. Hence the effectiveness of reference and information services is measured by the competency of the librarian as well as the availability of current information materials in providing efficient and effective services in academic libraries.

Information and Communication Technologies (ICTs) have made the use of reference materials and the nature of reference work considerably more effective. Research has shown that on-line access tool such as OPAC, specialized indexes; directories etc provide access to bibliographic sources information about the net. In the same vein, access to adequate library resources is essential to the attainment of superior academic skills. Exposure to electronic databases, up-to-date books and state-of-the art facilities engenders in the user the confidence and assurance that the library is a place to constantly visit. In a related view Adeniran (2011) advise that end users must possess some skills. Conclusively, Research has shown that user education must be practically oriented where users of reference services are taught library skill, internet surfing techniques. Deducing from the above opinion, it is obvious that Information and Communication Technologies (ICTs) and user education plays a greater role in measuring the effectiveness of reference services in academic libraries.

The challenges of meeting users’ service demand in this 21st century outgrowths those that began appearing at the close of the last century. What one sees now is a growth of them on a much grander scale and development at a must faster rate. The ways become that of acting as an intermediary between the users and the library collection, including those available in different formats (Halsey, 2009). With the development of information technologies for information services, users want their information needs met in a timely and efficient manner. Therefore, university libraries are encumbered with the responsibility of dealing with issues of meeting these demands. There is also the cutting edge of many areas of technology. Online databases, not to mention Internet sites themselves, are proliferating in greater numbers. These call for users’ ability to do more encompassing research. They also call for users keeping one step or more ahead in their uses and knowledge in order to be able to satisfy their information needs. Technology has not only transformed the process of information gathering, retrieval and



dissemination but has also grown into almost unmanageable beastly proportion that overwhelms the users.

The increasing number of students' intake in this 21st century into the universities both in the regular and continuing education is also a great challenge to Nigerian university libraries. This has effect on the number of staff to attend to the users, heavy use of collections, size of collection and the longevity of the information materials. The increase in students' intake has become one of the forces that shape the service delivery of university libraries, which must be managed so as to protect and maximize university library services. In a time where change is pervasive, it is not a surprise that the tools used by reference libraries to answer patron's questions, and even the kind of questions and the way patrons ask are constantly changing. No matter the change, users demand to be provided with excellent information services. As the quantity of information increases and the quality varies even more widely, it is no easy task to imagine what reference service in the university libraries will look like, especially with the increased use of technology in meeting reference service demands.

Another challenge to the Nigerian university libraries in meeting users' service demands in this 21st century is the proliferation of information providers. Still noted for their organization and access to information, libraries face an increase in interest and competition from other information providers like the Internet cafés, bookshops, search engines, local video rental shops. Many Nigerians now visit these other information providers than libraries. As libraries compete more with these information providers, the many options for providing information and services to users need to be critically evaluated. These dramatically changing environments should force Nigerian university libraries to re-examine their future relevance and viability in meeting user's service demands. Meeting the challenges of user's service demands in the 21st Century. The dramatic changes that are taking place in our society with regards to information technology, competition, increase in students' intake, changing nature of reference services have a direct impact on the ability of university libraries to provide viable and responsive library services to users. If the Nigerian university library is to meet users' service demands, it must make itself a magnetic force around which teaching, learning and research resolves.

Level of Satisfaction with the Services Rendered in Departmental Libraries

The primary purpose of Departmental libraries is to support teaching, learning, and research in ways consistent with, and supportive of, the institution's mission and goals. In addition, library resources and services should be sufficient in quality, depth, diversity, and currency to support the institution's curriculum. However, University Departmental Libraries in Nigeria is facing a critical challenge in meeting new demands of the 21st century, with its ever-increasing population growth, inadequate library facilities, resources and insufficient funding. Opoku, (2011), also perceived that many issues affect the way services are provided in the library on regular basis. The increasing student's intake into the university, coupled with advanced Information and Communication Technology (ICT) development each day has created a new kind of library users demanding more efficient library services.

Under the prevailing condition, no doubt, services of departmental libraries in the universities can be adversely affected. If so, how can the resources be sustained? Sustainability in this context refers to the act of taking appropriate steps to ensure that departmental libraries in the universities are functioning optimally at all times. Specifically, it entails continuous provision of information resources and services backed up with adequate funding at all times. It is pertinent to note that the policy of establishing a departmental/ faculty library is not an end in itself but a means to an end. Kumar (1997), once a library has been established, then, funds



would be required on recurring basis to sustain it in proper order and shape. In view of the fact that the Federal Government of Nigeria could not fund the university libraries adequately, there is a strong need to find ways of sustaining them before total collapse. From the foregoing, it is evident that the importance of sustainability of departmental libraries in Nigerian universities cannot be over emphasized. In view of the fact that the established departmental/faculty libraries need to be sustained, availability and adequacy of funds are very essential for appropriate provision of human and material resources. In essence, effective operation and sustenance of departmental library system will depend on adequacy of funds.

Despite the establishment of Departmental University Libraries, students' access and use of library resources is not fully optimized. This denotes that student's inability to make use of resources may be lack of ability to identify the resources available or unavailability of the resources in the library. According to Adeyemi, (2018), "in higher learning institutions students demand and expect to access and use library resources". As Aina, (2016) observes, the extent and frequent of an individual student accessing and using relevant library resources parallels the extent to which an individual is being informed. Also, according to Fakomogbon, (2013), "lack of standards in the provision of library services is reported as a major cause of student's failure of accessing and using relevant informational resources; reducing reading morale; and limiting student's innovations". However, it has been noted that students in college of education are under utilizing the library and its resources (Bassey, 2006). Likewise, probably some of them have not been to a library before. It could be as a result of lack of user's education. The active use of library by clients is anticipated to be the major objective of establishing libraries in higher institutions of learning.

Statement of the Problem

According to Fakomogbon (2013: 45), "lack of standards in the provision of library services is reported as a major cause of student's failure of accessing and using relevant informational resources; reducing reading morale; and limiting student's innovations". However, it has been noted that students in Faculty of Social and Management Sciences, Modibbo Adama University, Yola; are not satisfied with the quantum of information resources available and this has resulted to the underutilization of the library and its resources (Bordoni, 2017). Student's level of patronage and satisfaction with services provided in the Departmental library in the Faculty of Social and Management Sciences is the cardinal focus of this research.

Objectives of the Study

1. To determine the level of patronage of Departmental library by the students of the Departments in Faculty of Social and Management Sciences.
2. To determine the level of satisfaction with the services rendered in Departmental Library in Faculty of Social and Management Sciences.

Sample and Sampling Techniques

All the 25 staff in the Faculty of Social and Management Science of Modibbo Adama University of Technology, Yola were used for this study. This is due to the fact that the population of the study is not too large; thereby allowing the researchers to provide treatment to each of the staff. Area or cluster probability sampling has been used for this study because every member of the population has an equal and independent chance of being a sample. Ndagi, 1999 noted that, researchers can sample area of cluster (the entire university or departmental library in Faculty of Social and Management Science) or the individual elements within the clusters (the Library Information Resources Management Divisions/Units). Olayiwola, 2007



observed that cluster sampling is a process in which groups, not individuals are selected and have similar characteristics or on the basis of geographical proximity.

The research work intends to use purposive sampling technique because it is useful and is one of the best techniques in sampling. A purposive sample is where a researcher selects a sample based on their knowledge about the study and population. The participants are selected based on the purpose of the sample, hence the name.

Research Design

The survey research method was adopted for the study. This is because of the numerous advantages attributed to it by statisticians and professionals such as Busha and Harter, 1980; Aina and Ajiferuke, (2002). They observed that survey method/design could be conveniently used in the study of large and small populations without sacrificing efficiency in addition to time and money and accuracy. Osuala, (2001) also recommended that a study based on large cross-sectional sample should adopt the survey research method for carrying out the study. Scholars observed that survey research is one of the most popular techniques for collecting quantifiable data. Survey is a form of descriptive research used when dealing with a very systematic collection of data or information from population or a sample of the population. The use of survey research method is suitable for this work because the study is aimed at surveying the use and impact of departmental libraries in Modibbo Adama University, Yola. Mohammed, 2005 noted that a research design is said to be a survey design if it has no control group. It involves the gathering of required data and information from the observation of samples of the given population devoid of any manipulation of cause-and-effect relationship.

Presentation of Results

Data from the questionnaires retrieved is presented in a tabular form and it is analyzed based on mean and standard deviation. 25 questionnaires were distributed to respondents; however, 23 questionnaires were retrieved and the remaining 2 questionnaires were not returned due to unavailability of the respondents; while others were mutilated.

Table 1: Total questionnaire administered

Questionnaire	No.	Percentage (%)
Questionnaire administered	25	100%
Questionnaire Returned	23	92%
Questionnaire not returned	2	7.7%
Total	25	100%

Source: *Field Survey, 2021*

The table above indicates that 25 questionnaires were administered representing 100%, while, 23 questionnaires representing 92% were returned, however, 2 questionnaires representing 7.7% was not returned. Hence, the analysis was done based on 23 questionnaires representing 92% that were returned.

Demographic variables

The information on the bio-data of the respondents were presented and analyzed in Tables below:

Table 2: Sex of the respondents

Responses	No Respondents	Percentage (%)
Male	16	69.6%
Female	7	30.4%
Total	23	100%

Source: *Field survey, 2021*



Table 2: show that 16 respondents representing 69.6% were male; while, 7 respondents representing 30.4% were female. This means that majority of the respondents are male.

Table 3: Age of the Respondents

Responses	No of Respondents	Percentage (%)
Below 25	1	4.3%
25 – 29	2	8.7%
30 - 34	4	17.4%
35 – 39	7	30.43%
40 and above	9	39.13%
Total	23	100%

Source: Field survey, 2021

Table 3: shows that 1 respondent representing 4.3% were below 25 years of age; whereas, 2 respondents representing 8.7% were between the ages of 25 - 29 years of age. Furthermore, 4 respondents representing 17.4% were between 30 - 34 years, 7 respondents representing 30.43% were between 35-39 years. Finally, the table shows that 9 respondents representing 39.13% were between the ages of 40years and above.

Table 4: Educational Qualifications

Responses	No. of Respondents	Percentage (%)
NCE	3	13.04%
Diploma	4	17.39%
B. Ed/ B.Sc	8	34.8%
M.Ed	3	13.04%
M. Tech	5	21.73%
Total	23	100%

Source: Field survey, 2021

Table 4: indicates that 3 respondents representing 13.04% were holders of NCE; whereas, 4 respondents representing 17.39% were Diploma Certificate Holders. Furthermore, 8 respondents representing 42.10% were B. Ed/B.Sc Certificate Holders. While 3 respondents representing 13.04% were M.Ed Certificate Holders. Finally, 5 respondents representing 21.73% were other Certificate Holders.

The level of patronage of Departmental library by the students of the Departments in Faculty of Social and Management Sciences.

Table 5: Mean Response of Respondents on the level of patronage of Departmental library by the students of the Departments in Faculty of Social and Management Sciences.

S/NO	ITEMS	\bar{x}	SD	REMARKS
1	I spend 30min – 1hours in the library daily	3.50	1.25	Agree
2	I spend 1- 3 hours in the library	3.20	1.8	Disagree
3	I spend 3 - 6 hours in the library	3.25	1.26	Disagree
4	I go to the library once a week	3.20	1.8	Disagree
5	I visit the library twice a week	3.20	1.20	Disagree
6	I have never visited any departmental library	3.20	1.8	Disagree

The table above revealed that all six (6) of the responses indicate the level of awareness of the need of patronage of departmental library. The table shows with a mean of 3.50 agreed that they spend less than 30 minutes in the library daily. Furthermore, the mean of 3.20 do not agree that they spend 1-3 hours in the library, while the mean of 3.25 disagree that they spend 3-6



hours in the library. The mean of 3.20 shows that the respondents disagreed that they visit the library twice a week. Also, the mean of 3.20 revealed that respondents are not aware that they visited any departmental library.

The level of satisfaction with the services rendered in the Departmental Libraries in Faculty of Social and Management Sciences?

Table 6: Mean Response of Respondents on the level of satisfaction with the services rendered in the Departmental Libraries in Faculty of Social and Management Sciences.

S/NO	ITEMS	\bar{x}	SD	REMARKS
1	Level of provisions of the Minimum Academic Standards document are attained, maintained and enhanced	3.20	1.5	Disagree
2	Satisfied with the stock of books and journals in hard and soft (electronic) copies to enrich the knowledge of the teacher/ researcher and learners	3.30	1.8	Disagree
3	Satisfied with resources and services which meet up the needs of their teaming patrons	3.25	1.26	Disagree
4	Satisfied with the provision of information materials ranging from print resources, electronic resources, audio visual resources, databases, to support teaching, learning and research by postgraduate students and lecturers	3.20	1.8	Disagree
5	The library meets the information, research, and curriculum needs of students, faculty members and staff	3.20	1.20	Disagree

The table above revealed that response on the level of satisfaction with the services rendered in the Departmental Libraries in Faculty of Social and Management Sciences. The table shows with a mean of 3.20 disagreed that Level of provisions of the Minimum Academic Standards document are attained, maintained and enhanced. Furthermore, the mean of 3.30 disagreed that satisfied with the stock of books and journals in hard and soft (electronic) copies to enrich the knowledge of the teachers/ researchers and learners, while the mean of 3.25 disagree that they are satisfied with resources and services which meet up the needs of their teaming patrons. The mean of 3.20 disagreed that they are satisfied with the provision of information materials ranging from print resources, electronic resources, audio visual resources, databases, to support teaching, learning and research by postgraduate students and lecturers. Also, the mean of 3.20 disagreed that the library meets the information, research, and curriculum needs of students, faculty members and staff.

Discussion of Findings

The study revealed that users were not satisfied with level of provisions of the Minimum Academic Standards document are attained, maintained and enhanced. They were not satisfied with the stock of books and journals in hard and soft (electronic) copies to enrich the knowledge of the teachers/researchers and learners and there are no resources and services which meet up the needs of their teaming patrons. They were also not satisfied with the provision of information materials ranging from print resources, electronic resources, audio visual resources, databases, to support teaching, learning and research by postgraduate students and lecturers. This is in line with Adeniran (2011) and David (2018), who identified the quality attributes applicable to library and information services as performance in meeting its most basic purpose, availability of service, conformance (service meeting agreed standards),



durability (service sustainability over a period of time), currency of information, serviceability (the level of help available to users), aesthetics (in terms of physical library), and web-based services, perceived quality (users' view of the service provided), and usability, particularly relevant to electronic services. He further stated that users were not satisfied with level of provisions of the Minimum Academic Standards document are attained, maintained and enhanced. They were not satisfied with the stock of books and journals in hard and soft (electronic) copies to enrich the knowledge of the teachers/ researchers and learners and there are no resources and services which meet up the needs of their teaming patrons. The study revealed that users were not satisfied with level of provisions of Library Information Resources. Also, library does not meet the information, research, and curriculum needs of students, faculty members and staff. This assertion contradicts the opinion of Aina, (2016) who observed, the extent and frequent of an individual student accessing and using relevant library resources parallels the extent to which an individual is being informed.

Conclusion

Academic Library is considered as nerve centre and heart of all educational system, it plays a key role in supporting the institution in achieving its mission and goals. Knowledge disseminating is one of its greatest functions. It has been observed that an increase in the student's population and academic staff in Modibbo Adama University, Yola is creating the need for establishment of Departmental libraries in the various schools/faculties. However, it has been noted that students in Faculty of Social and Management Sciences are unable to utilize the university main library and its resources. Probably because of inadequate Library Information Resources, and perhaps lack of user's education. The active use of library by users is anticipated to be the major objective of establishing libraries in higher institutions of learning.

Recommendations

Based on the findings of the study, the following are recommended:

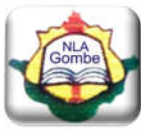
1. The university should endeavor to establish Departmental libraries that will serve the information and research needs of students and lecturers;
2. The university should establish departmental libraries with collections, which is organized specially to serve the needs of one or more academic disciplines;
3. The university should endeavor to provide more resources such as reference, Abstract, Geographical, Periodicals, Yearbook resources; Subject Encyclopedias, Index resources and Selective Dissemination of Information etc.

References

- Adeniran, P. (2011). User satisfaction with academic libraries services: Academic staff and students' perspective. *International Journal of Library and Information Science*, 3(10):209-216.
- Adeyemi, H. (2018). Staffing Needs and Requirements for Effective Library Services in Academic Libraries. In Quadri, R.F., & Gbadamosi, B.O. (eds.). *Issues in Library and Information Services*.
- Adeyemi, T (2019). The School Library and Students' Learning Outcomes in Secondary Schools in Ekiti State, Nigeria. *Asian Journal of Business Management volume*, 2(1): 1-8.



- Aina, L.O., & Ajiferuke, I.S.Y (2002). Research methodologies in Information science. In Aina, L.O. (Ed.) *Research in information sciences: An African perspective*. Stirling-Horden. Ibadan.
- Aina, S.A (2016). An empirical study of accessibility and use of library resources by undergraduates in a Nigerian State University of Technology". Retrieved on 27th September, 2016 from *Library Philosophy and Practice* <http://unllib.un.edu/LPP/>
- Atanda, L.A. & Uchendu, C. (2017). Reference services provision in the libraries of Nigeria. *International Journal of Library and Information Studies*, 7(3):27-35
- Bassey P. (2006) A study on the pattern of usage of library facilities at the Medical Library, University of Peradeniya". *Journal of the University Librarians Association of Sri Lanka*, 9,41-61.
- Bordoni, R. (2017). Polytechnic education, library resources and technological development in Nigeria. *Global Review of Library and Information Science*, 1(1), 9-18.
- Busha, C.H. & Harter, S.P. (1980) *Research Methods in Librarianship: Techniques and Interpretations*. Academic Press Inc., Orlando.
- David, A. (2018). *Functions and challenges of Academic Libraries in Nigeria*. Retrieved February 7, 2022 from <https://infoguidenigeria.com/fuctions-challenges-academic-libraries-nigeria/>
- Evans, G., & Schonfeld, R.C. (2020). *It's not what libraries hold; It's who libraries serve: Seeking a user-centered future for Academic Libraries*. Retrieved February 7, 2022 from <https://sr.ithaka.org/publications/its-not-what-libraries-hold-its-who-libraries-serve/>
- Fakomogbon, M., (2013). Assessment of School Library Resources in Public Secondary Schools in Ilorin Metropolis. *Interdisciplinary Journal of Contemporary Research in Business*.
- Halsey, R. S. *Library (institution)*. Microsoft Encarta (2009) [DVD]. Redmond WA: Microsoft Corporation, 2008.
- Islam, A, & Mezbah-ul-Islam, M (2010) Community information services through public libraries in Bangladesh: Problems and proposals. *Library Philosophy and Practice* Available at: <http://www.webpages.uidaho.edu/~mbolin/islam-mezbah.pdf>.
- Iyoro A.O. (2004). Serial's availability, accessibility for use: perception of in training information professionals in a Nigerian University. *The Nigerian Library Link* 11, (2): 66-72.
- Olayiwola, A.O. (2007). *Procedures in education research*: Kaduna, Hanijam publications.
- Opoku, N. (2011). Student's use of academic libraries in Nigeria: a case of Obafemi Awolowo University library, Ile Ife.



- Osawaru, K.E. & Krubu, D.E. (2011). The impact of Information and Communication Technology (ICT) in Nigerian University Libraries. *Library Philosophy and Practice (e-Journal)*, 583.
- Osuala, E.C. (2001) Introduction to Research Methodology. Africana-Fep Publishers Ltd., Onitsha.
- Oyewusi, F., O. & Oyeboade, S., A. (2009). An empirical study of accessibility and use of library resources by undergraduates in a Nigerian State University of Technology, *Library Philosophy and Practice 2009* (June).
- Serrat O. (2017) Disseminating Knowledge Products. In: Knowledge Solutions. Springer, Singapore. Available at: https://doi.org/10.1007/978-981-10-0983-9_97

Dr. Dauda Joshua has MLIS and PhD in Library and Information Science from the University of the Philippines and University of the Western Cape South Africa. He is the Head of Readers' Services Division of Ibrahim Babangida Library, Modibbo Adama University, Yola (MAU), Adamawa State, Nigeria. He is teaching GST107 (Use of Library, Study Skills and ICT) in the School of General Studies. He has published articles in both local and international Journals. He teaches LIS courses and supervise undergraduate projects at the Department of Library and Information Science, MAU, Yola. He is presently the Vice-President of Nigerian Library Association (NLA), Adamawa Chapter. His contact details are +234-8130580243, +234-8084219708 jopromy@gmail.com, daudajoshua@mautech.edu.ng