

Resuscitating Users' interest in patronizing Library resources in Ibrahim Babangida Library, MAU Yola, Adamawa State

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Abstract

Academic libraries have been evolving over the years. They have become an integral part of academic institutions in delivering information resources and services. This research was conducted on the "resuscitation of users' interest in patronizing library resources in Ibrahim Babangida Library". The research applied descriptive survey research design to examine the phenomenon. The population comprised 1,880 students in Faculty of Social and Management sciences, which included Department of Library and Information Science, Economics, Accounting, Information Technology, Banking and Finance and Business Administration. Krejcie and Morgan (1970) Table was used to arrive at the sample size of 319 respondents. A validated questionnaire was administered to the respondents. The data collected from the respondents were presented in table, pie-chart, and analyzed using descriptive statistical tool via the use of Statistical Package for Social Science (SPSS) software. The results showed that majority of the users were underutilizing library and its resources which was not satisfactory as the existence of library should be known to students through every means (marketing and advertising library resources, orientations, email subscription services, and awareness of library services etc.). Also, many of the users were aware of only textbooks in the library. They were not aware of other library information resources such as e-journals, e-databases, e-magazines and e-newspapers. These denotes that there are factors affecting interest of users in patronizing the library resources in MAU Yola. However, it was examined that if library users would have information retrieval skills, it will ultimately influence and encourage their access to I.B. Library. Also, findings of this research have accentuated that students should be given orientations, retrieval skills and training to enable them properly utilize Library Information Resources of I.B. Library, MAU Yola.

Keywords: Library, Academic Library, Library patronage, Library users, Ibrahim Babangida Library, Patronizing.

Introduction

The word 'library' comes from 'liber' the Latin word for "book". Library has the collection of books and other informational materials made available to students for reading, studying and references (Akpan, 2018, p.33). The establishment of university libraries is the guarantee for meeting diverse information needs of the academic community which comprises of students, lecturers, administrators, and staff. The library can thus be regarded as an organized collection of published and unpublished information materials with staff that are able to provide such materials when needed (Ogbebor 2011). Library is a necessity at some point in everyone's life be it for leisure, work or research purposes (Targetstudy 2018). The necessity for good libraries in higher institutions of learning cannot be overstressed, as the quality of any education relies on the library, and the extent of its use. A library is a collection of resources in a variety of formats that is organized by information professionals or other experts who provide convenient physical, digital, bibliographic, or intellectual access and offer targeted services and programs with the mission of educating, informing, or entertaining a variety of audiences and the goal of stimulating individual learning and advancing society as a whole (Eberhart, 2010 Chicago: ALA).



Academic libraries are the ones established and maintained by higher institutions of learning such as universities, polytechnics, research institutes and colleges of education, this is in line with the definition given by (Adegoke 2015, p.5) that Academic libraries are libraries attached to higher institutions of learning above the secondary level, which are responsible for providing information resources and Services to support teaching, learning and research needs of students, staff and other clientele of their institutions. The Researcher further stated that to a large extent, the library is often regarded as the heart of the intellectual system of the university or better still the nerve center of the University. The following are the services provided by an academic library: Circulation of materials, shelf management, user education programs, provision of information services, and operation of the Online Public Access Catalogue (OPAC), exhibitions and displays, reader's enquiry services, Selective Dissemination of Information (SDI), trainings and Internet services, bibliographic services, Indexing services, abstracting services, access to electronic resources and document delivery services.

Brief Historical Background of Ibrahim Babangida Library

Modibbo Adama University, (MAU) Yola was one of the seven University of Technology established in 1981 by the civilian administration of Alh. Shehu Usman Aliyu Shagari, the then president of Federal Republic of Nigeria. The Federal University of Technology Yola, now Modibbo Adama University, (MAU) Yola was established by the law in 1981 as one of the seven Federal Universities of technology which were brought by the change in education policy towards technological self-reliance. The Ibrahim Babangida Library began in the temporary building up to 3rd October, 1990 when the first permanent building was completed and commissioned by the President Ibrahim Badamasi Babangida, the Nigeria Military President (1985-1993) after whom also the Library was named. The University library began rendering services to the university community at its temporary building around 1983, when the university was merged with the University of Maiduguri in 1984. It is also equipped with modern technology and high-class library equipment.

The library has 7 divisions namely; Administrative, Collection Development, Technical Services, Readers Services, Serial Services, Media/Online and Bindery Services Divisions. The library suffered from the lack of early appointment of a University Librarian until the first University Librarian, late Dr. (Mrs.) Victoria W. Udoh assumed duty in February 1992. The second substantive University Librarian, Prof. Benki S. H. Womboh assumed duty on 1st September, 2002. Presently, Dr. Abba Tukur is the University Librarian. At the moment, the library occupies an edifice build by the Central Bank of Nigeria (CBN), commissioned on 14th August 2015 by President Muhammadu Buhari, represented by the Executive Secretary, National Universities Commission (NUC) Prof. Julius Okokie, during the joint 18th, and 19th and 20th convocation ceremony of the institution. The Library currently has a stock of over 40,000 volumes of books 2,731 journals and subscribes to 70 titles of foreign and local journals (Library User's Guide 2016).

Statement of the Problem

Libraries are established to provide information resources and services to meet users' information needs. Academic libraries are attached to tertiary institutions to support the curriculum, assist students in carrying out research works, assignments and projects and provide services to library users. However, the purpose of a library is defeated if its users are not able to have access to library information resources satisfactorily. Their interest in patronizing library resources and services is very pivotal. Researches have shown the rate at which users are interested and patronized academic library on daily, weekly, monthly and yearly basis. It is on this ground the researchers want to study the users' interest in patronizing library resources in Ibrahim Babangida Library (I.B.L), MAU Yola.



Objectives of the Study

1. The utilization of resources provided by Ibrahim Babangida Library (I.B.L) by students of Faculty of Social and Management Sciences.
2. Factors affecting the students interests in patronizing library resources of Faculty of Social and Management Sciences in Ibrahim Babangida Library.
3. Factors affecting students' interest in resuscitating patronage of library resources in Ibrahim Babangida Library.

Significance and scope of the study

FACULTY LIBRARIES: The study will help faculty libraries in MAU Yola. It would help to ascertain the conditions of their libraries. And ultimately, it would help to improve their services, especially in assisting students/users' interest in researches and other engagements in arousing their interest.

LECTURERS AND STUDENTS: It is hoped that results and recommendations of this study would help to address the concerns of faculties, researchers, students/users and the general public, there by establishing firmly the importance of library users' interest and patronage in accessing library resources.

The scope of this study is Ibrahim Babangida Library, Modibbo Adama University, Yola, Adamawa State.

Related Literature Review:

In this study, literatures relevant to the study will be reviewed and discussed under the following headings:

- Library patronage by users
- Utilization of library information resources
- Factors affecting the utilization of library information resources

Library Patronage by Users

According to Olajide and Adio (2017), the major aim of any university library is to support teaching, learning and research activities of its parent institution. The library today is a busy information centre, where information is packaged in various formats, not only on the quantity of information sources but on the effective ways and means of providing and interpreting them to users. Few students visit libraries regularly except during examination periods when they need to read their personal notes for the benefit of passing their examinations. Considering the role of academic libraries as libraries attached to higher institutions of learning above the secondary level, which is responsible for providing information resources and services to support teaching, learning and research needs of students, staff and other clientele of their institutions. Academic libraries serve complementary purposes including supporting the research of the university, faculties and students. The support of teaching requires materials for learning and research and of what use are the library resources if their clientele do not effectively utilize them

In their study, Omotosho and Okiki (2015, p.40) investigated the frequency of library use by students and staff at four private universities in Southwest Nigeria. Data was gathered using a self-constructed questionnaire. 245 copies of the questionnaire were distributed to both staff and students of four private universities in Southwest 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 Adedokun (2018, p.60) 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. Onwudinjo (2015, p.12) determined the extent of use of the Faculty of Law library at the Nnamdi Azikiwe University, Awka, most of the students used the library three times in a week, while few of them use the library occasionally. The main purposes of library use by the students are for examination preparations, report cases, to form supplementary lecture notes, complete homework and photocopying of materials.

Saibakumo, Lawrence and Nwose (2019) on the other hand, examine 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 center, an interactive dynamic and remote access to library repository.

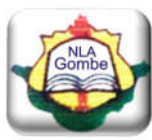
Utilization of library information resources

Kingma and McClure (2015), states that many libraries feel pressured to show their relevance to their user groups as well as parent organisations. These institutions are confronted by increasing operation costs, budget cuts, and more noteworthy pressure to exhibit their success.

Hawwau (2015, p.60) conducted a study in Nigeria; the study revealed that academic libraries were not utilized effectively by students due to inadequate resources, poor funding and lack of adequate personnel for academic library development. Onwudinjo (2015) determined the extent of use of the Faculty of Law library at the Nnamdi Azikiwe University, Awka, Nigeria. Utilization of library resources is based on information skills and competencies users have. Library resources in this study means all the learning as well as teaching materials which have been printed or in electronic formats like textbooks, books, journals, articles magazines, government publication, reports, e-resources, audio- visual, website, Internet, computers and microforms, photocopy machine. A study in Nigeria by Onifade, Oguiyi and Omeluzo, (2013, p.289) showed that students in postgraduate studies were visiting the library most of the times in order to access materials for their research. In such a library it implies that it was fully equipped with what students taking undergraduate studies demanded for their research; these include Internet access.

Factors affecting the utilization of library information resources

Familiarity with library and information resources is necessary for students since it enables them focus their information enquiries. Familiarity is affected through induction programs. Induction refers to the initial librarian-students contact session and does not include information skills training. Webster Dictionary defines the term 'induction' as an initial experience that introduces one to something previously mysterious or unknown. As the definition implies, the key task in library induction is to demystify. The purpose of induction is to provide students with the basic introductory information they need to start using the library



and its services confidently and efficiently. The challenge to librarians is to ensure that induction is done in a way which is stimulating, engaging and enjoyable for both students and the library staff.

Users of the library were affected by shortage of the materials to be accessed. In such libraries the materials are not sufficient for all needs of the library users. Furthermore, their study found that access to the internet was a great problem in the sense that the library users could not access internet services in the library. A study by Akporhonor and Akpojotor (2016, p.13) also found that Internet access was a problem to users of the library. The internet was very slow in such a way that access to materials online was not possible. Another challenge was power supply; there was no regular power supply which led to inability of users to have access to resources on the internet. Without internet access and strong or sufficient power supply, the library use becomes very difficult to many users of the library. Another problem is that some of the users of the internet do not have good knowledge on how to access materials online.

Methodology of the Study

Survey research design was used for this study. According to Check and Schutt (2012, p. 160) Survey research is "the collection of information from a sample of individuals through their responses to questions". This type of study allows for a variety of methods to recruit participants, collect data, and utilize various methods of instrumentation. The research employed a descriptive survey design to illustrate the study under examination. The survey design is one of the best for the research because it describes a current situation with its subject. It involves collecting data in order to answer questions concerning conditions that exist, practices that prevail, beliefs, points of views or attitudes that are held, processes that are going on, effects that have been felt or trends that are developing and reports the way things are.

The population of the study comprises of Library users in the six departments in the Faculty of Social and Management sciences, in Modibbo Adama University, Yola. With the assistance of exam officers of each department, the researchers were availed of the complete list of registered students for the academic session with a total of 1880 undergraduate students.

Table 1

S/N	Department	Population	Sample size
1	Accounting	72	
2	Economics	53	
3	Banking and Finance	64	
4	Library and information science	132	
5	Information management technology	708	
6	Business Administration	851	
	Total	1880	319

Source: Departmental Exam Officer, 2022

Sample and Sampling Technique(s)

The population of the study comprises of 1,880 students in Faculty of Social and Management Sciences. Since the population happened to be large according to Krejcie and Morgan (1970) the ever reason for representative statistic sample in empirical research has created the demand for an effective method of determining the sample size. To address the existing gap, he came up with a table for determining the sample size for easy referencing. Population of 1800-1900, a sample size of 319 questionnaires was administered to the students/users in Faculty of Social



and Management Sciences considering their interest in patronizing library resources of I.B. Library, MAU Yola.

Instruments for data collection

The instrument for data collection was self-developed questionnaire by the researchers. The questionnaire was structured into sections as follows:

- A. Library patronage by users in Ibrahim Babangida Library (I.B.L).
- B. Utilization of resources provided by Ibrahim Babangida Library (I.B.L).
- C. Factors affecting utilization provided by Ibrahim Babangida Library (I.B.L).

Data analysis

The collected questionnaires were analyzed using the frequency distribution table and percentage with the help of Statistical Package for Social Science version (IBM SPSS version 22).

Results:

Introduction

The analysis and data collected from sampled respondents. In all, Three Hundred and Seventeen (319) questionnaires were administered to both male and female students/users of Faculty of Social and Management Sciences Modibbo Adama University, Yola, and three hundred (300) questionnaires were returned. The analysis was done based on items in the questionnaire and organized in line with the research objectives stated and they are presented in the form of frequency distribution tables and pie chart to give better explanations and also make the analysis easier. These modes of data presentations were generated from survey data with the aid of Statistical Package for Social Science (SPSS) version 22.

Year of Study

The respondents were asked to indicate their year of study as either 100, 200, 300, 400, 500 levels. The responses were as shown in the table 2 below:

Table 2: Year of Study of Respondents

Response	Frequency	Percent
100 Level	60	20
200 Level	80	26.67
300 Level	40	13.33
400 Level	20	6.67
500 Level	100	33.33
Total	300	100.0

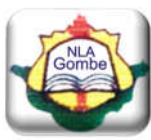
Source: Fieldwork, January 2022

Year of Study of Respondents

Table 2 shows the level of the respondents. Clearly, it can be seen from the table that 100 level respondents (60) dominate the study representing 20%, 200 level dominate (80) of the study representing 26.67%, 300 level dominate (40) of the study representing 13.33%, 400 level dominate (20) of the study representing 6.67% while 100 respondents making 33.33% were 500 level.

Student patronage

Here we sought to determine the rate of student patronage, purpose of patronage and resources they patronized.



Rate at which student patronizes the I.B library

This study sought to find out the rate at which student patronizes the library. The responses were as shown in table 3.

Table 3: How will you rate the extent at which you patronize the I. B library

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very often	48	16	16	16
Often	116	38.67	38.67	54.67
Occasionally	112	37.33	37.33	92
Never	24	8	8	100.0
Total	300	100.0	100.0	

Sources: Fieldwork, January 2022

Results from Table 3 shows that 48 (16%) declared very often patronage the IB library whereas 116 (38.67%) strongly declare that they often patronize the library, 112(37.33%) occasionally patronize, while few respondents representing 24 (8%) say that they never patronize the IB library. This depicts that often patronize the library.

Utilization of Information Resources

Here we sought to determine the utilization of library resources by Faculty of Social and Management Science Students.

Types of Resources in the I.B Library for Faculty of Social and Management Science Students

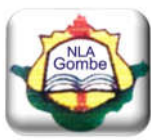
This study sought to find out the types of resources available for faculty of social and management science students. The responses were as shown in table 4.

Types of Resources in the I.B Library for FSM students

Items	Frequency	mean
Textbook	300	140
Journal	300	64
Audio-visual resources	300	16
Internet	300	24
Encyclopedia	300	24
Computer	300	4
Newspaper	300	24
Atlas and maps	300	12
Directories	300	12
Handbooks	300	20
Report	300	12

Sources: SPSS version 25

As shown in the Table 4 above majority of the 140 respondents of the 300 respondents having a mean value of 0.46 indicate that they Know of textbooks in the library, and 64 respondents having an average value of 0.21 indicate that Journals in the Library are available, and 16 respondents having average value of 0.05 indicate that Audio-visual resources are available, and 20 respondents having an average value of 0.07 indicate that handbooks are available, also 4 respondents having an average value of 0.01 indicate the presence of computer system while 24 respondents having a mean value of 0.08 indicate the presence of internet access,



encyclopedia, newspaper clips respectively. The Remaining respondents indicate that there are Atlas and maps, directories, reports etc. in the Library. Generally, we conclude that the textbooks are more available to students than others in the library.

Resources used by Students

This study sought to find out the types of resources available for students. The responses were as shown in table 5.

Table 5: Resources used by Students

Items		Sum	Mean
Textbooks	300	148	0.49
Journals	300	68	0.23
Audio-visuals resources	300	20	0.07
Internet access	300	32	0.11
Encyclopedias	300	24	0.08
Computer system	300	8	0.03
Newspaper clips	300	24	0.08
Atlas and maps	300	8	0.03
Directories	300	8	0.03
Handbooks	300	20	0.07
Reports	300	8	0.03

As shown in the Table 5 above majority of respondent i.e. 148 out of the 300 respondents having a mean value of 0.49 indicate that they go to the library to read textbooks and 68 respondents having an average value of 0.23 indicate that Journals is what they use in the Library, and 32 respondents having average value of 0.11 indicate that internet is what they use in the Library, and 20 respondents having average value of 0.07 indicate that Audio-visual resources and handbooks is what they use in the Library, while 24 of the respondents having a mean value of 0.08 indicate that they go there for Encyclopedia and Newspaper. The Remaining respondents indicate that they use Directories, Atlas and maps, Computer, Report etc. in the Library. Generally, we conclude that the textbooks are the most used resources by students in the library.

Assessing factors affecting students Patronage

Here we sought to asses if there are factors and those that affect student’s patronage.

Assessing if there are factors affecting the students Patronage of I.B Library

This study sought to find out if student’s patronage is affected by some factors. The responses were as shown in table 6.

Table 6: Are there factors affecting your patronage to I.B library?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	210	70.0	70.0	70.0
	No	90	30.0	30.0	100.0
	Total	300	100.0	100.0	

Sources: Fieldwork, January 2022

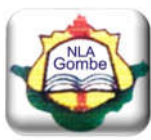


Table 6 demonstrates clearly that 210(70%) said that there are factors affecting their patronage, while 90(30%) says no factors are affecting their patronage for the library. The results show that majority of the respondents have some factors affecting their patronage.

Factors affecting the student’s patronage of I.B Library

This study sought to find out the types of resources available for students. The responses were as shown in table 7.

Table 7: Factors affecting the student’s patronage of I.B Library

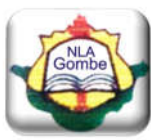
The respondents in table 7 above indicated that the factors militating against student’s patronage for the I.B library are Lack of adequate resources on patrons’ field of study, Inadequate personnel in the library to assist in getting needed information, Noise from fellow Students, Lack of information retrieval skills, Lack of internet facilities, Lack of up-to-date resources and Inadequate power supply in the Library. The students also indicate that inadequate enough sitting facilities is not a factor affecting their patronage to the library.

S/N	Item response	Agree		Dis-agree		Total		Remark
		Freq	%	Freq	%	Freq	%	
1	Lack of adequate resources on patrons’ field of study	168	56	132	44	300	100	Agreed
2	Inadequate personnel in the library to assist in getting needed information	192	64	108	36	300	100	Agreed
3	Noise from fellow students	175	58.3	125	41.7	300	100	Agreed
4	Lack of information retrieval skills	207	69	93	31	300	100	Agreed
5	Inadequate sitting facilities	137	45.7	163	54.3	300	100	Disagreed
6	Lack of internet facilities	234	78	66	22	300	100	Agreed
7	Lack of up-to-date facilities	199	66.3	101	33.7	300	100	Agreed
8	Inadequate power supply in the library	192	64	108	36	300	100	Agreed

Sources: Fieldwork, January 2022

Summary of Findings

- 1) As shown in the analysis and discourse, respondents indicate there are directories, reports and atlas and maps in the library. Generally, we conclude that textbooks are more available to students than other information resources in the library.
- 2) Respondents utilized computer system, atlas and maps, directories and reports. From the results, it can be deduced that textbooks are mostly utilized.
- 3) Findings revealed factors militating against Faculty of Social Science and Management (FSM) student’s patronage for the I.B library are: Lack of adequate resources on patrons’ field of study, Inadequate personnel in the library to assist in getting needed information, Noise from fellow Students, Lack of information retrieval skills, Inadequate Internet facilities, Lack of up-to-date resources and Inadequate power supply in the library. This indicate that inadequate sitting facilities are not a factor affecting students patronage to the library information resources.



Discussion of Findings

On the resources mostly utilize by students, textbooks and journals enjoys greater usage compare to computer system, atlas and maps, reports, directories etc. This result complemented the findings of Akwang (2013), who found out that print resources are materials that contain information in printed formats. They form the oldest of the modern information resources and still remain the most common and user-friendly formats for storing and accessing information. Print materials are library resources printed on papers. Also, these findings corroborate with the study conducted by Bitagi and Garba (2014) which stated that more of information resources in print format were provided at the expense of those in non-print, conventional services such as loan of books and photocopying, were adequately provided.

The research findings revealed that there are factors that hinder respondents from effectively and efficiently patronage of Ibrahim Babangida library resources. One of these factors is lack of internets facilities which goes in line with study conducted by Akporhonor and Akpojotor (2016) who in their studies, found out that internet access was a problem to the users of the library. The internet was very slow in such a way that access to materials online was not possible. Lack of adequate resources and lack of up-to-date resources are another factor deterring student's patronage.

This study also provides some solution that can be adopted to improve interest and patronage in the library. Adequate promotion/marketing of resources in their field of study is one of the major ways as identified by the respondents this goes in line with the study conducted by Joshua and Michael (2020); Olorunfemi and Ipadeola (2018) that Marketing in case of libraries is necessary to offer benefits to users' want, reduce barriers to use and access, persuade and inform the users, and carefully plan to satisfy users' needs effectively. Others include: availability of professional staff in the library, adequate power supply, availability of functional ICT facilities, availability of updated/up-to-date resources and adequate sitting facilities.

Conclusion

Based on the findings it was concluded that there are factors militating against Faculty of Social Science and Management (FSM) student's patronage for the I.B library.

Recommendations

Based on the research, the following cogent and salient points are recommended:

1. Library orientations and seminars should be organized by librarians and other library staff in the university library.
2. Library users needs to be taught the simplest retrieval skills which will help them to locate any resources they need.
3. The library is to ensure proper functioning of ICT facilities and adequate promotion/marketing of its resources.

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