Barriers to Effective Use of Library Resources Available at Fatiu Adenola Akesode Library Lagos State University, Nigeria

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Abstract

Libraries in Nigeria have a lot of resources for their clientele especially university libraries which are funded by the government. Many of these resources are not well utilized due to some impediments or barriers. This research proposed to proffer solutions to discovered barriers. Two Hundred (200) undergraduate students across the faculties and departments in Fatiu Adenola Akesode Library formerly known as Lagos State University Library (LASU) were involved in the research. Survey research design was used while data collection was done by means of questionnaire administration. The findings revealed frequent power outage, none allowance to use flash drives to copy from the library's computers, short duration of borrowing period, among others as the main barriers to effective undergraduate students' library usage at Lagos State University. The study concluded that the undergraduate students in Lagos State University have very little interest in library use due to a number of challenges ranging from frequent power outage, inadequate internet facility and poor computer networks. Among the recommendations made were that there should be an alternative place where students would print documents selected from the internet and increased internet accessibility by increasing the university's broadband.

Keywords: Library use, Library resources, Resource availability, Barriers.

Introduction

Information resources availability, accessibility and use are important factors in knowledge acquisition, learning and research. Indeed, every academic library, regardless of size, is expected to have adequate information resources available for its community for reading, learning and research. Chambers English Dictionary described the term `available' to mean the state of being physically present, within easy reach of users. In this research, information availability is regarded as the information resources that are in the library which are within the reach of users.

Information accessibility on the other hand refers to resources being effectively and independently reached and utilized. When users of the library are informed of the available materials, it is expected that those resources would be well organized for easy access.

The Lagos State University Library now Fatiu Adenola Akesode Library was established under the Lagos State University Law. The Library thereafter became operational at the assumption of the University Librarian on 7th May, 1984. The Library had an initial 2,281 volumes of books in 1984 and had about 60,000 volumes in the year 2006. As at 2015, the university library had 89,000 volumes of books .Similarly, the academic journal subscription rose from 741 to 3,000 in 2006 and over 5 000 in 2015.

It is one thing to have resources available and it is another to make effective use of those available resources. This paper looked at the hindrances to the use of the available resources in Lagos State University Library, otherwise known as Fatiu Adenola Akesode Library. The study centered on the students' perception of library holdings, frequency of library use among undergraduate students and the motive behind students' use of library. The output of this research will contribute to existing literature in information resources management field. It is hoped that the findings of this study will go a long way to reveal the actual state of information resources availability and use in Lagos State University Library and highlight the barriers to effective information use in the library.

Academic libraries acquire, organize, store and disseminate information with a view to improve information availability, accessibility and use. However there has been a decline in the level of library utilization in many Nigerian academic libraries due to access from remote places using the Internet. This study sought to investigate the hindrances to effective library use among undergraduate students using Lagos State University as a pilot study.

Objectives of the study

The purpose of the study is to find out the hindrances to effective library use among undergraduate students in Lagos State University (LASU). This was achieved by means of the following specific objectives which were to:

1. ascertain the frequency of use of different library collections among undergraduate students of Lagos State University;
2. determine the undergraduates' purpose for using the library; and
3. determine the barriers to effective use of library resources by undergraduate students, in Lagos State University.

Overview of Libraries

One of the main objectives of establishing a university is to promote scholarship research and learning in the various fields of learning. National Policy on Education opines that one of the goals of university education is to acquire both physical and intellectual skills which will enable individuals to become self-reliant and useful members of the society (FME, 2004). Behind the

mission and vision of the university education is the academic library which serves the community (Eze & Uzoigwe , 2013).

Libraries are seen as repositories of human experiences and knowledge. Although, libraries have changed significantly over time, their cultural roles have remained essentially the same. Libraries are still responsible for acquiring and providing access to books, periodicals, and other media that meet the educational, recreational and information needs of their users. In order to effectively sustain their cultural roles, libraries have been categorizes into different types to render effective service delivery and to satisfy the information needs of several users.

Momodu (2015) observed that academic libraries were the efforts of several transformation advancements that began many years ago outside of the country. 'Yesterday it was merely houses that accommodate books for the purpose of protecting them. While today it is a physical building that provides knowledge and information to researchers and students of its home institution, tomorrow it is expected to be an intellectual and national bounties'.

According to Ugwanyi (2004) and Akporhonor (2005) an academic library is a library that takes care of the people engaged in academic and research work in the institution of higher learning. Such institutions include the libraries found in universities, colleges of education, colleges of technologies and polytechnics. It is a meeting point for different people requiring the service through effective communication and services delivery as cited by Ifidion, et al, (2008). Sing and Kaur (2009) stressed that preservation and access to knowledge and information is the main mandate of academic libraries alongside supporting the mission of their parent institutions which is teaching and research.

Oyegunle (2013) posited that academic libraries are the only education centers established in support of the mission of their parent institution, generate knowledge and to equip people with knowledge in order to serve the society and advance the well-being of mankind. Hence, academic library is very significant if tertiary institutions are to meet its purpose. Agboola and Bamigboye (2011) also maintained that the quality and strength of any educational programme depends on the library and not the magnificent building but the use of it. Supporting this view, Nwozeh and Shabi (2011) projected library as a potential educational force in the university community of staff and students of different levels.

The emergence of information and communication technologies has affected the role and services of academic libraries. Etim ((2004) noted that, the rapid pace of development of networked information services have prompted comprehensive review of the library and information science profession. There is a clear paradigm shift from manual ways of carrying out information services controlled by analog data to electronic ways of accessing and retrieving information controlled by electronic gadgets. ICT according to Abubakar (2011) is being introduced and included into all aspects of library services for the university libraries to be where their users are and they have to fully recognize the fact that the world is living in virtual realities as was indicated by Omekwu and Echezona (2008). Users of academic library are now expecting to be given what they need, where they need it and from which ever location they may by (Ajogboye , 2010). Thus, university libraries are expected to provide to users a range of ICT and

e-resources necessary for retrieving information quickly from both immediate and remote databases, as well as creating a need for library cooperation and consortium initiatives in the opinion of Eze and Uzoigwe (2013).

A good numbers of factors had been identified as hindrances to the adequate provisions of library and information services and resources by academic library. According to Ifijeh (2011) one of the major factors is the low budgetary allocation for education. Similarly, Akin and Ajayi (2005) also noted that the Nigerian education sector and in particular Nigerian university libraries are yet to recover from the economic down turn of the 1980s and the subsequent impact of this is the underfunding of the university libraries. To this end, Nwezeh and Shabi (2011) recommended that in order to serve the patron better the university libraries should re-address the issue of library orientation for new students, aggressive and large scale user's education, provision of functional library building and making library environment comfortable and pleasant among others. Besides, Ifidon and Okoli (2002) noted that the nature of library staff is a factor that inhibits effective library services. They further stressed that most of the staff went through the traditional form of training in which some of them just refused to adjust to the new situation, but want the status quo to remain.

Researchers like Oyesiku and Oduwele (2004); Oluwadare (2006); Yusuf and Iwu (2010), assert that even though libraries are being used, they are reduced to seasonal places of reading as most students make use of the library when preparing for examinations. In situations where libraries were seen to have recorded high patronage, evidence abound that users face a variety of challenges including, but not limited to, difficulty in catalogue use, obsolete materials and poor shelving (Okere and Onuoha, 2008; Amkpa, 2000). In the face of all these Frascotti, Levenseler, Weingarten, and Wiegand, (2007) argue that libraries are trying to re-invent themselves to be more appealing. No wonder then, that many libraries within an outside Nigeria now go beyond the provision of print information resources to the provision of electronic information sources as well as employing ICT use in different areas of services.

Methodology

This study adopted survey research design that involved the collection of data using self-administered questionnaire. The study population was the undergraduate students of LASU. As at the 2014/2015 academic session, the university had a student population of 21,000 of full-time undergraduate students (LASU Registry). Araoye (2004) submitted that 50 respondents is a minimum number to be used for a research sampling. In this research 200 students were randomly selected being one and half percent of the total population. It is considered adequate because it is more than the minimum number required to make a generalization. Questionnaire was the instrument used for data collection. The research questionnaire was self-constructed. Three Research Assistants were adequately trained to administer and retrieve the questionnaires. Validity and reliability tests were carried out using the professionals in the field and Cronbach's alpha analysis for validity test.

Table 1: Cronbach' Alpha test result

Parameters	Cronbach's Alpha	Cronbach's Alpha Result	No. of Items
frequency of library use	.941	.941	7
Purpose for using the library	.953	.954	12
barriers to effective use of library resources	.917	.918	31

Data collected were analyzed using a Statistical Package for Social Sciences (SPSS) version 20. Both descriptive and inferential statistics such as simple percentage, mean and standard deviation were used in analysis.

Data Presentation, Analysis and Discussion of Findings
This section presents the analysis, results, and interpretation of findings.

Table 2: Respondents Socio-demographic Characteristics

Parameters	Classification	Frequency	Percentage
Age	15-18	54	27.0
	19-22	109	54.5
	23-26	32	16.0
	27-30	5	2.5
	Total	200	100.0
Gender	Male	95	47.5
	Female	105	52.5
	Total	200	100.0
Level	100 level	101	50.5
	200 level	83	41.5
	300 level	2	1.0
	400 level	13	6.5
	500 level	1	.5
	Total	200	100.0

Table 2 showed the demographic representation of the respondents. As undergraduates, majority of the respondents (54.5%) were in the ages of 19-22 years followed by 15-18 years accounting for 27%. Majority of the respondents 52.5% were females. Half of the respondents were 100 level students. They were readily available to fill the questionnaire.

Research Questions 1: What is the frequency of use of different library collections by the students of LASU?

Table 3: Students' frequency of library use

Library Resources	Daily	Weekly	Monthly	Occasionally	Never use the library
Special Collections	19(9.5)	34(17.0)	26(13.0)	60(30.0	61(30.5)
Students Long Essays (Projects)	23(11.5)	38(19.0)	31(15.5)	55(27.5)	53(26.5)
Journals	19(9.5)	60(30.0)	13(6.5)	55(27.5)	52(26.0)
Magazines	40(20.0)	36(18.0)	27(13.5)	51(25.5)	44(22.0)
Electronic Online Resources	57(28.5)	31(15.5)	14(7.9)	48(24.0)	50(25.0)
Newspapers	75(37.5)	27(13.5)	13(6.5)	41(20.5)	44(22.0)
Text Books	77(38.5)	43(21.5)	6(3.0)	39(19.5)	35(17.5)

Table 3: showed that the most consulted items in the library, counting on the combination of daily and weekly uses, were textbooks 60%, newspapers 51%, electronic online resources 44%; while the least used resources were special collections and students' long essays. These findings indicated that the undergraduates were not yet aware of the importance of students' long essays as samples of what they will do in near future of their stay at the university. They are used to textbooks and they continued to have affinity with them.

Research Questions 2: Why do undergraduate students use the library?
Table 4: Students' purpose for using the library

Purposes	SA	A	D	SD
To watch movie/listen to music	44(22.0)	70(35.0)	60(30.0)	26(13.0)
To check my e-mails	68(34.0)	73(36.5)	33(16.5)	26(13.0)
To use social media	38(19.0)	52(26.0)	65(32.5)	45(22.5)
To read newspapers	45(22.5)	71(35.5)	66(33.0)	18(9.0)
To use e-journals	81(40.5)	55(27.5)	42(21.0)	22(11.0)
To consult journals	58(29.0)	72(36.0)	63(31.5)	7(3.5)
To prepare for practical classes	26(13.0)	27(13.5)	77(38.5)	79(35.0)
To use e-books	41(20.5)	44(22.0)	60(30.0)	55(27.5)
To consult projects	96(48.0)	71(35.5)	17(8.5)	16(8.0)
To read for examination	131(65.5)	41(20.5)	23(11.5)	5(2.5)
To do assignment	128(64.0)	66(33.0)	6(3.0)	0(0.0)
To consult reference materials	151(75.5)	45(22.0)	4(2.0)	0(0.0)

Table 4 shows that the main purpose of visiting the library by majority of the undergraduate students was to consult reference materials (97.5%) and to do assignments (97%). Closely

following these two was to prepare for examination followed by consulting projects. Using the library for social media and e-books were the least reasons for visiting the library.

Research Questions 3: What are the barriers to effective use of library resources by the students of Lagos State University?

Table 5: Barriers to effective use of library resources by the undergraduate students

Barriers	SA (%)	A (%)	D (%)	SD	Mean	SD
Poor organization of the materials on the shelves	25(12.5)	47(23.5)	80(40.0)	48(24.0)	2.8	1.0
Lack of organization in the library	26(13.0)	41(20.5)	85(42.0)	48(24.0)	2.8	1.0
The library has little or no resources in my course of study	28(14.0)	43(21.5)	66(33.0)	63(31.5)	2.8	1.0
The library is usually dark and this discourage reading	28(14.0)	45(22.5)	64(32.0)	63(31.5)	2.8	1.0
Users are not educated on how to use the library	20(10.0)	52(26.0)	74(37.0)	54(27.0)	2.8	0.9
The library has no guide to direct users to appropriate sections of the library	31(15.5)	40(20.0)	70(35.0)	59(29.0)	2.8	1.0
Late arrival of newspapers	27(13.5)	56(28.0)	66(33.0)	50(25.0)	2.7	1.0
Ineffectiveness of the library catalogue	37(18.5)	42(21.0)	75(37.5)	46(23.0))	2.7	1.0
Collections are inadequate	31(15.5)	46(23.0)	78(39.0)	45(22.5)	2.7	1.0
Collections are not relevant	31(15.5)	43(21.5)	72(36.0)	54(27.0)	2.7	1.0
The library environment is not conducive/friendly for reading and learning	40(20.0)	36(18.0)	66(33.0)	58(29.0)	2.7	1.1
The library staff are not friendly and therefore scare users away from the library	28(14.0)	67(33.3)	64(32.0)	41(20.0)	2.6	1.0
Inadequate current textbooks	43(21.5)	53(26.5)	61(30.0)	42(21.0)	2.5	1.1
Unfriendly attitude of Library staff	46(23.0)	54(27.0)	64(32.0)	36(18.0)	2.5	1.0
Closing hour is short	43(21.5)	57(28.5)	64(32.0)	36(18.0)	2.5	1.0
Not allowed to use flash drive to copy	36(18.0)	65(32.5)	69(34.5)	30(15.5)	2.5	1.0
Ringing of phones	47(23.5)	47(23.5)	66(33.0)	40(15.0)	2.5	1.1
Inadequate current journals	36(18.0)	56(28.0)	78(39.0)	30(15.0)	2.5	1.0
Duration of borrowing is Short	37(18.5)	64(32.0)	63(31.5)	36(18.0)	2.5	1.0
Lack of adequate assistance from the library staff	35(17.5)	68(34.0)	70(35.0)	27(13.5)	2.4	0.9
The library is deficient in electronic library services	47(23.5)	55(27.5)	61(30.5)	37(18.5)	2.4	1.0
Poor Internet connectivity	40(20.0)	69(34.5)	62(31.0)	29(14.5)	2.4	1.0
Frequent power outage	83(41.5)	59(29.5)	26(13.0)	32(16.0)	2.0	1.1

The analysis in Table 6 was done on a 2-way scale of Agree and Disagree by merging Strongly Agree with Agree and Disagree with Strongly Disagree. This gave a clearer understanding of the barriers and would give a different interpretation. So, Table 6 is the same result arranged in a descending order for clarity before its interpretation.

Table 6: Barriers to effective use of library resources by the undergraduate students arranged in descending order

S/N	Barriers	A (%)	D (%)
1	Frequent power outage	142(71)	58(29)
2	Not allow to use flash drive to copy	111(55.5)	89(44.5)
3	Duration of borrowing is Short	111 (55.5)	99 (44.5)
4	Poor Internet connectivity	109(54.5)	91(45.5)
5	Lack of adequate assistance from the library staff	103(51.5)	97(48.5)
6	The library is deficient in electronic library services	102(51)	98(49)
7	Closing hour is short	100(50)	100(50)
8	Inadequate current textbooks	96(48)	104(52)
9	The library staff are not friendly and therefore scare users away from the library	95(47.3)	105(52.7)
10	Ringing of phones	94(47)	106(53)
11	Inadequate current journals	92(46)	108(54)
12	Unfriendly attitude of Library staff	87(43.5)	113(56.5)
13	Late arrival of newspapers	83(41.5)	116(58.5)
14	Ineffectiveness of the library catalogue	79(39.5)	121 (60.5)
15	Collections are inadequate	77(38.5)	123(61.5)
16	The library environment is not conducive/friendly for reading and learning	76(38)	124(62)
17	The library is usually dark and this discourage reading	73(36.5)	127(63.5)
18	Users are not educated on how to use the library	72(36)	128(64)
19	Collections are not relevant	72 (36)	128 (64)
20	Poor organization of the materials on the shelves	72 (36)	128(64)
21	The library has little or no resources in my course of study	71(35.5)	129(64.5)
22	The library has no guide to direct users to appropriate sections of the library	71(35.5)	129(64.5)
23	Lack of organization in the library	67(33.5)	133(66.5)

Freque nt power outage is the greatest proble m observ ed · by the respon dents with 71% agree ment. This was follow ed by non allowa nce of users · to copy inform ation with their flash drive and duration period of borrowing which they complained was too short (55.5% each). Lack of resources in students' course of study (71%), no guide to direct students

to resources (71%) and lack of library materials' organization (67%) were the least that constitute barriers to students' effective use of the library.

Except item one, frequent power outage that is clear from the respondents as posing a high barrier, all other items were in dispute. Where half agreed and half disagreed it means that there was no clear cut decision to be made. Even though all the statements were barriers, majority of the students do not see them as barriers. Out of the 23 items listed, only on 6 of them were merely above half of the respondents agreeing on the items being barriers to their use of the library. In all of the other 17 items the respondents (library users or students) disagreed that they constituted barriers. It was only on closing hours being short that there was a split draw 50-50.

Discussion of the findings

The key findings from this study revealed that the most frequently used library information sources by the Lagos State University undergraduate students were special collections, long essays otherwise known as projects, that is, past students' projects submitted to the library, and journals and magazine, textbooks were the least reason why they always visit the library. The main purpose for LASU students' use of the library was to watch movie, check e-mail, and use social media. While barriers to the use of library were listed as frequent power outage, not allowing the students to copy with their flash drives, short duration of borrowing period, poor internet connectivity, lack of adequate assistance from library staff, and deficiency in electronic library service. This is in support of a study by Agyekum and Filson (2012) on the use of libraries resources by student in Ghana schools found that most of the students use library resources and services to supplement their class notes, assignments and helped them in examination preparations. Similarly, a study by Clabo (2012) sounded the same with his findings that students use library information resources for recreational readings and for reference purposes.

In addition, several scholars have addressed the problem facing students' use of library. for example, a study by Adeyemi (2009) in Nigeria found out that poor quality of library resources, scarcity of current reading and research materials were the challenges facing students in using libraries. Arua (2011) observed that poor library accommodations, poor library orientation and restricted library hours were major factors militating against the use of school libraries. Furthermore, a study by World Bank (2008) penned down the under listed problems facing libraries in sub- Saharan African countries as critically inadequate funding; lack of sufficient library premises; lack of money to undertake regular maintenances; collections are generally old and often irrelevant to current curricula and poor library management among others.

Finally, Iwhiwhu and Okorodudu (2012) stated that satisfaction is the function of three main sources: quality of the information resources, the information system and the services that make the information product available. Therefore there is need to improve libraries by providing quality and quantity materials in order to meet the increasing information needs of users

Conclusion

The study concluded that the undergraduate students in Lagos State University have very little interest in library use due to a number of challenges ranging from constant power failure, inadequate internet facility and poor computer networks. The study also concluded that the students have preference for electronic resources than the print resources in the library. Though the focus of the study was not on purpose for using the library yet it is pertinent to observe that students of LASU use the library mainly to consult reference materials (97.5%), to do assignments (97%), to prepare for examination (86%), and to consult students' projects. Watching movies and social media sites were the least reasons for visiting the library. They often visit the library to read journals and magazines and to check students long essays or projects.

Recommendations

The following recommendations are suggested based on the findings of the study:
High surveillance should be mounted on the students' projects to check for plagiarism since many students frequent the library just for that. The librarians should ensure that the undergraduates use the library for studies. With the unstable power supply of Nigeria, libraries are encouraged to have a standby generator to supplement government power supply. There is need for increase in the university's internet accessibility. The university authorities should ensure that the service they paid for is actually received. It is pertinent that the broadband be increased. Alternatively, students should have a station where they can send selected documents from the library websites for printing at a minimal cost since they are not authorized to use flash drives on the library computers.

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