AN ASSESSMENT OF THE AVAILABILITY AND USERS' SATISFACTION OF INFORMATION RESOURCES EFFICACY IN PUBLIC LIBRARIES IN KATSINA STATE

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ABSTRACT

This study is on the assessment of the availability and users' satisfaction of information resources efficacy in public libraries in Katsina state. Six research questions and one hypothesis were formulated and tested with Survey research method was adopted for this study. A total of 120 respondents made up the population of this study. Which comprise staffs and users of this study Questionnaire was used to collect data. Cluster random sampling technique was use to select a sample size of 23 functional branches from the three senatorial zone of the state. For fair representation, two library branches from each senatorial zone were chosen using simple random sampling. The data collected were presented and analyzed using frequency table and percentages. The hypothesis was tested using Chi Square test of independence. The study found among other things all the six Public Libraries namely Katsina State Library Board, Public Library Kaita, Public Library Daura, Public Library Mashi, Public Library Funtua and Public Library Malumfashi has poor state of information resources. The study pointed out that the majority of library users visit the libraries to read news papers and note books during the examinations period. It was also revealed that users were not satisfied with the library services as all the services were not functioning in any of the libraries under the study. It was discovered that some of the challenges facing the libraries include, lack of current and sufficient information resources, poor funding, lack of constant power supply and shortage of man power. Lastly, the study recommended among other things that Public libraries should be stocked with up-to-date information resources to encourage users to consult relevant books on shelves and outdated obsolete resources should be weeded out regularly

KEYWORDS: Assessment, Utilization, Public Libraries, Information Resources

1. INTRODUCTION

The central mission of any library is to identify, collect, organize, preserve, provide access and disseminate information. Therefore, in fulfilling this mission libraries select and preserve and process different information resources which could be inform of print, non print, electronic and digital. Using these information resources people gain information about personal interest and those essential to learning, progress and recreation. To serve the diverse information need of people different types of libraries exist. For instance public libraries to serve all members of the public, school libraries to serve pupils and students in primary and secondary schools, academic libraries assist students and faculty in higher education, research libraries take care of the advance scholars

and special libraries are found in various organizations, industries, and government agencies. Each type of library develop it mission statement, collections, services and facilities to satisfy the need of its particular clientele, [12].

The concept of library means different things to different people and institutions. To some, it is a place where books and non-book materials are preserved for the purpose of dissemination of information and knowledge and for the benefit of the society. The library is an institution where books and other information resources are collected, processed, stored, retrieved and disseminated. [6] emphasizes that a library is concerned with the collection, processing, storage and dissemination of recorded information for the purpose of reading, study and consultation. He stressed that for any library to attain this goal; many activities are performed by the library that translates to library and information services. Public libraries are libraries established and maintained by public funds. They are meant to provide the informational, educational and recreational needs of the people in the community regardless of nationality, age, sex, religion, language, status, political inclination and educational attainment.

The public library unlike other types of libraries is not restricted to any group of users. It is more or less a universal library. It is expected to serve all kinds of people including young children and people with disabilities and even people who for one reason or the other are incapacitated.

In this regard, the International Federation of Library Association [14] sets the minimum standards for information resources, facilities and services to be provided by public libraries. The information resources include fiction and non-fiction books, textbooks, newspaper/magazines, pictures and posters, records and tapes, audio and video, toys, CD-ROM and Braille materials. Facilities to be provided include reading tables, sitting chairs, book shelves, library space, fans, lighting, ventilation, flooring, restaurant, location of exit point, notice board/bulletin, photocopiers, vehicle parking space, computers, carrels, periodical racks, circulation desks and other facilities that would make users comfortable for reading [14].

However, in recent years, there has been a falling standard in public libraries in Nigeria [9] conducted a study on the roles and effectiveness of public library in nation – building in Nigeria and found that Nigeria public libraries are performing poorly in most aspects due to appalling resources. Library must not only provide the resources but also ensure effective use of the resources by its clienteles/community. Public libraries information resources must always be readily available in order to satisfy the library users.'

Availability of information resources means ensuring their presence in the libraries for immediate use [5]. Learning materials might be available i.e. the library has acquired them and also made them

available for use to those who need them for whatever reason. The accuracy of completeness, precision and relevance of the information materials obtained from public libraries by a user measures a product performance.

Users' satisfaction of the information resources by public libraries relates to effective use of the services and resources provided by the library. The satisfaction derived by users greatly influences the utilization of the services rendered by the library. Therefore, to justify the existence of any public library, provision of effective services and resources is necessary to attract potential users. Therefore, integration of ICT will bring about availability, information resource utilization and user satisfaction in our public libraries.

In this regard, general public is expected to make effective and efficient use of public libraries in order to satisfy their informational and research needs.

The availability and users' satisfaction of information resources efficacy in public libraries in Katsina State are not known because there has not been any major study to that effect. Therefore, the study was designed to bridge that gap.

STATEMENT OF THE PROBLEM

The public library is a social institution which is tied to the political and social realities of the communities where it is situated. Public Library as an institution is set up by the government through enabling law, funded and maintained to meet the educational, informational and recreational needs of its community. [4] [2] carried out a study on the current situation of public libraries services in Nigeria. The result shows that public libraries services have declined drastically over the past years due to the economic and political situation of the country. Financial crises have affected the structures and maintenance of buildings, the size and the content of collections and the overall provision of services. So therefore, the main activity of public libraries now is just to serve the as reading and study rooms for students, who in the majority of cases use their own materials and do not consult the library collections.

However, public libraries in Katsina state despite efforts made by the state government to improve their services in the state from the observation conducted by the researchers to some public libraries in the state are not different from other public libraries in Nigeria. They are also facing a tremendous problem since the creation of the state especially in the provision of effective service to users. It was also observed by the researchers that public library patronage has reduced drastically as a result of poor information resources and services rendered by the library staff, couple with their poor attitude to work. This unsatisfactory level of users has some implication for the library and users. The poor stocking of information resources and poor quality of services make it difficult for librarians to

achieve the purpose for establishing the library. This observation was earlier reported by Ogunrobi, [20]: [4]. Have reported that the Nigerian public libraries are yearning for improvement as their services suffered one form of neglect or the other due to lack of fund, inadequate infrastructure, information resources and qualified manpower. It is against this background this study was designed to assess the availability and users' satisfaction of information resources efficacy in public libraries in Katsina state.

OBJECTIVES OF THE STUDY

The aim of this study is to assess the availability and users' satisfaction of information resources in public libraries in Katsina State. In order to achieve this aim, the following objectives were identified:

1. To identify the types of information resources available in public libraries in Katsina State
2. To determine the extent to which public libraries users' are satisfied with information resource available.
3. To find out the challenges associated with the use of information resources by the library users under the study.

LITERATTURE REVIEW

An investigative study by [15], over a long period of time human beings have been able to record their memories, ideas and discoveries into forms that are classifiable such that information organizers have been able to produce certain categories of information resources. He asserts that information can be classified by content matter or by the physical format through which information is kept. The information resources classified by physical format include: written sources, databases, technical reports, grey literature and electronic resources, among others. A study by [17] reveals that traditional libraries store different types of information resources in different formats in buildings. Various tools and guides to locate these resources were available only when a patron physically visited the library. The situation has now changed and access to these guides has become paramount. He assert that with the advent of computers and telecommunication technologies, libraries and information services can provide access to these resources through work-stations like PCs and terminals that are in patron's offices, as well as in the Library.

[11] in his study emphasizes that the library of the future will have the daunting mission of helping scholars discover what relevant information exists anywhere in the world and in a variety of formats and media. Understanding how students investigate this maze of resources is important in helping the librarians to develop and assess pedagogy designed to instruct students in library use.

[13] observe libraries and information centers should be designed to serve actual needs as well as anticipated of its users. He also maintains that in order to render effective services to meet these

actual needs, libraries specialists must be technically and professionally trained. Information therefore, is an important ingredient in all human endeavors and for human survival in any society. Information today is a commodity packaged and sold at obtainable price. It is regarded as vital resources that must be managed to achieve organizational goals and management option in survival technique in which there cannot be effective research without proper information. The non-book materials in the library include the projectors, microfilm reader, cassette, microfiche reader, audio cassette, radio, TV, CD ROMs, computer, etc. There is the need for libraries to have relevant information resources that can solve the information needs of its users. The objective of the library is to maximize the exposure of the users to resources.

Availability of information resources refers to the presence of book and non-book materials in a library and information center [8], asserts that "the logical problem of making books physically available in the library when wanted by information seekers is central to librarianship'. The central rule of library stock control is that both the information resources and the policy should be related to the level of demand for items. Acquisition policy should help a library to decide on what to buy where and when in order to increase access, ability to needed information resources. Managing the physical resources of public libraries depends on the availability of the resources.

[21] In his study "Public libraries in Nigeria resources and services for the young people, notes that public libraries information resources can only be available when they satisfy the need of library users.

User satisfaction is a concept that includes how good users' feels after visiting and using the public library, their likeness to return back to that library when next information is needed by them. [18] Sees "user satisfaction" as the extent to which a library user information needs are fulfilled with the available service and information resources of a given library.

[16] Stress that satisfying the requests of users implies providing the actual information or services that will meet the needs of an information seeker.

[18] Observes that the use of library by users and indeed their satisfaction with library services depend on availability of suitable learning materials, accommodation and competent staff in the library. He further comments that the main objective of any library is to support the parent institution, an objective which is achieved through systematic acquisition and organization of all forms of recorded and undocumented information in all fields and making such information available for use.

[7] Shows that users are satisfied with the furniture's, space, fans and air conditions, lightings and

ventilations. Users are also satisfied with the flooring, catalogue and the restaurant facilities in the library. However, the study also revealed that users are not satisfied with the photocopier facility, computers, carrels and which indicated that users are satisfied with the facilities at the library.

However, it is important to note that the poor state of photocopiers and other ICT facilities in the library have serious implications on the effective performance of the library system. Photocopier facilitates easy access to copies of information resources while computers could assist or enhance easy location and retrieval of information resources especially when the information resources are entered into a database system in the computer.

Satisfaction is the state that results after a user has favorably or positively experienced a service or product. It can be quantified and basically represents the degree to which a library has met a user's needs and expectations. The essence of utilizing available public library information resources is to derive satisfaction from the use of such materials.

[10] Identified challenges associated with the provision of library and information services to Nigerians in the 21st Century, to include the nature of professional practice described as passive, reactive, and assertive.

[22] In their study identify two major challenges w in the utilization of public library services thus: lack of obtaining a thorough understanding of the nature of the environment which borders majorly on information accessibility and utilization and the development of a policy framework that clarifies the institutional goals and brings coherence to diverse and sometimes conflicting policy demands.

Research method adopted for the study
A survey design was adopted for this study. This is because it was convenient to use in the study of large and small population without sacrificing efficiency, time, cost and accuracy. The population of this study comprises of the six (6) Public Libraries in Katsina State out of twenty three (23) Public Libraries branches in various Local Government Branches. Therefore, this study used questionnaire as a primary instrument of data collection from the six (6) sampled public libraries in Katsina State Senatorial State. Where by 240 copies of questionnaire was distributed from the sample public libraries. . However, out of that number only two hundred and twenty three 223 (93%) questionnaires were returned and found usable for the study.

Findings and discussion of result
240 questionnaires were distributed to the respondent but 223 copies were returned duly completed and found usable for this study. Also, the data collected from the research questions raised were presented and analyzed using frequency table and simple percentages as presented below:

The first objective of this study was to identify the types of information resources available in katsina state public libraries.

Research question 1. What types of information resources are available in Katsina State Public Libraries? Respondents are to tick as many types of information resources as possible?

Table 1 Types of information resources available in Public Libraries in Katsina State

Information resources	Public libraries											
	Library Board Katsina		Public Library Kaita		Public Library Daura		Public Library Mashi		Public Library Funtua		Public Library Malumfashi	
	F	%	F	%	F	%	F	%	F	%	F	%
Books	32	86.5	17	50	29	78.4	4	10.5	23	59	21	55.2
Journals	12	32.2	3	8.8	5	13.5	-	-	8	20.5	-	-
Films & audios	8	21.6	-	-	2	5.4	-	-	2	5.1	-	-
Directories	8	21.6	-	-	-	-	-	-	-	-	-	-
Newspapers	35	94.6	7	20.6	12	32.4	-	-	21	53.8	3	8
Magazines	32	86.5	5	14.7	5	13.5	-	-	6	15.4	4	10.5
Braille	23	62.2	-	-	-	-	-	-	6	15.4	-	-
E-Books	-	-	-	-	-	-	-	-	-	-	-	-
Dictionaries	12	32.2	7	20.6	2	5.4	-	-	23	58.9	5	13.4
Others	-	-	-	-	-	-	-	-	-	-	-	-

Table 4.4.1 Shows that at Katsina Library Board when respondents were ask to indicate the types of information resources available in the library a very high number of them indicated News Papers representing 35 (94.6%) followed by Books and Journals with 32 (86.5%) each, Braille 23 (62.2%), Dictionary and Journals 12 (32.2%), Films and Audios 8 (21.6%) E-books 0 (0.0%) are not found in the library. It might be so perhaps the E-books may not have been available in the library. So therefore, the library needs to have E-books for users satisfaction.

 It was discovered that at Public Library Kaita books were found to be made available with 17 (50%), Newspapers and Dictionary 7 (20.6%), Magazines 5 (14.7%), Journals 3 (8.8%) was found not available. This might be perhaps due to the poor structure of the library. As such library management should have to do more in providing adequate information resources in the library.

Also, at Public Library Daura, it was discovered that books were much more available in the library with 29 (78.4%), newspapers 7 (32.4%), journals and magazines 5 (13.5%) respectively, a further observation of the table shows that films and audios, dictionaries has 2 (5.4%) were not available. This might be due to the poor ICT facilities in the library. Thus, government should provide adequate ICT facilities in the library.

It discovered that at public library Mashi only books are available with 4 (10.5%) this might be due to the poor situation of the library building. Therefore, government should endeavor to renovate the library and make it to modest.

From the above analysis, it is evident that the available information resources in the selected libraries under the study are books, newspapers, magazines, journals, dictionaries and Braille. While, Audio visuals and E-books are considered not available in the libraries. Thus, public libraries in Katsina State need to be stock with relevant information material in order to meet up with users want.

As follow up to this research question one, research question further identified how adequate information resources are in the libraries. To do this effectively a list of different types of information resources was provided for the respondents to tick.

The second objective of this study was to find out users' satisfaction associated with information resources available in public libraries in katsina State.

Table 2 Library users' response rate on the level of satisfaction of information resources and services in the selected libraries.

Items	Very satisfied	Satisfied	Not satisfied
Books	12 (5.4%)	37 (16.6%)	174 (70%)
Journals	7 (3.1%)	26 (11.7%)	190 (85.2%)
Films & Audio	7 (3.1%)	19 (8.5%)	197 (88.3%)
Directories	3 (1.3%)	11 (4.9%)	209 (93.7%)
News papers	14 (6.3%)	34 (15.4%)	175 (78.5%)
Magazines	8 (3.6%)	15 (6.7%)	200 (89.7%)
Braille	6 (2.7%)	8 (3.6%)	209 (93.7%)
E – Books	0	0	223 (100%)
Lending services	0	0	223 (100%)
Current awareness services	7 (3.1%)	16 (7.2%)	200 (89.7%)
Reference services	0	0	223 (100%)

Bibliographic services	0	0	223 (100%)
Audio visual services	0	0	223 (100%)
Indexing & Abstracting services	0	0	223 (100%)
Photocopying services	0	0	223 (100%)

The data of this study revealed that 12 (5.4%) respondents of this study rated books in the libraries as very satisfy, satisfied was scored by 37 (16.6%) of the respondents while 174 (70%) of the respondents indicated not satisfy with the books in the libraries. Journals very satisfied 7 (3.1%), satisfied 26 (11.7%), not satisfied 190 (85.2%). Films and audio very satisfied 7 (3.1%), satisfied 19 (8.5%), not satisfied 197 (88.3%). Directories very satisfied 3 (1.3%), satisfied 11 (4.9%), not satisfied 209 (93.7%). Newspapers very satisfy 14 (6.3%), satisfied 34 (15.4%), not satisfied 175 (78.5%). Magazines very satisfy 8 (3.6%), satisfied 15 (6.7%), not satisfied 200 (89.7%). Braille very satisfied 6 (2.7%), satisfied 8 (3.6%), not satisfied 209 (93.7%). Current awareness services very satisfied 7 (3.1%), satisfied 16 (7.2%), not satisfied 200 (89.7%). E-books, lending services, reference services, bibliographic services, audio visual services, indexing and abstracting services as well as photocopying services 223 (100%) of the respondents are not satisfied with the mentioned information resources and services in the libraries.

The above analysis shows that all the mention information resources and services provided to the selected public libraries are not satisfying users need. This was observed where by majority of the respondent indicated not satisfied with high score of the response rate.

Therefore, base on the findings of this study it is recommended that there should be a collective effort to all public libraries to create awareness and also supply relevant information resources that will satisfy users want. Also, ongoing information literacy skills should be encourage so that library users can update their knowledge.

The third objective of this study was to find out challenges associated with the use of information resources by the library users.

Research question 5; what are the challenges associated with the information resources by the library users' under the study? The research question went further to find out challenges associated with the information resources by the library users' under the study

Table 3 library users' response on the challenges associated with the use of information resources by the library users under the study

Challenges	Public libraries											
	Library board katsina		Public library kaita		Public library Daura		Public library Mashi		Public library Funtua		Public library Malumfashi	
	F	%	F	%	F	%	F	%	F	%	F	%
Lack of current materials in the library	32	86.5	29	85.3	21	56.8	36	94.7	23	59	32	84.2
Lack of awareness	11	29.7	21	62	18	48.6	28	73.7	22	56.4	29	76.3
Lack of literacy skills	3	8.1	13	38.2	15	40.5	23	60.5	19	48.7	20	52.6
Non – chalet attitude of library staff	5	13.5	4	11.8	4	10.8	3	7.9	3	7.7	3	7.9
Library building not conducive	23	62.2	27	79.7	15	40.5	37	97.3	28	71.8	23	60.5
Library location is too far from my area	16	43.2	12	35.3	34	91.9	23	60.5	13	33.3	17	44.7
All of the above	23	62.2	17	50	12	32.4	36	94.7	17	43.6	13	34.2

Table 4.4.12 indicated that at library board katsina, challenges associated with the use of information resources by the library users under the study were found lack of current materials in the library 32 (86.5%), lack of awareness 11 (29.7%), lack of literacy skills 3 (8.1%), non – chalet attitude of library staff 5 (13.5%), library building not conducive 23 (62.2%), library location is too far from my area 16 (43.2%) while all of the above 23 (62.2%).

Also at kaita public library it was discovered that challenges associated with the use of information resources by the library users under the study were found lack of current materials in the library 29 (85.3%), lack of awareness 21 (62%), lack of literacy skills 13 (38.2%), non – chalet attitude of

library staff 4 (11.8%), library building not conducive 27 (79.7%), library location is too far from my area 12 (35.3%) while all of the above 17 (50%).

In public library Daura it was found out that lack of current materials in the library 21 (56.8%), lack of awareness 18 (48.6%), lack of literacy skills 15 (40.5%), non – chalet attitude of library staff 4 (10.8%), library building not conducive 15 (40.5%), library location is too far from my area 34 (91.9%) while all of the above 12 (32.4%).

In the public library Mashi, it was also discovered that lack of current materials in the library 36 (94.7%), lack of awareness 28 (73.7%), lack of literacy skills 23 (60.5%), non – chalet attitude of library staff 3 (7.9%), library building not conducive 37 (97.3%), library location is too far from my area 23 (60.5%) while all of the above 36 (94.7%).

It was indicated that at public library Funtua, lack of current materials in the library 23 (59%), lack of awareness 22 (56.4%), lack of literacy skills 19 (48.7%), non – chalet attitude of library staff 3 (7.7%), library building not conducive 28 (71.8%), library location is too far from my area 13 (33.3%) while all of the above 17 (43.6%).

At public library Malumfashi shows that lack of current materials in the library 32 (84.2%), lack of awareness 29 (76.3%), lack of literacy skills 20 (52.6%), non – chalet attitude of library staff 3 (7.9%), library building not conducive 23 (60.5%), library location is too far from my area 17 (44.7%) while all of the above 13 (34.2%).

The findings of the above table shows that users of the selected libraries are facing a tremendous problems associated with the use of information resources, where by majority of respondents indicated lack of materials, library building not conducive, others indicated all of the above. These problems if they are not properly address will lead to a total failure in achieving the target goals of public libraries.

As such the study recommend that Public Library authority and other stake holders should address the issues of the scarcity of information resources in public libraries and making the libraries buildings more attractive for reading, teaching and research in order to promote future direction of the public library development.

HYPOTHESIS
Users' satisfaction does not depend on the availability of information resources in public libraries in katsina state.

The table five below shows that user satisfaction on information resources in Katsina State PUBLIC libraries at (P<0.005) level of significance. The observed T-Value of 222.375 is greater than T-Critical value of 3.00 at the same degree of freedom. The observed level of significance is 0.000. This revealed that the null hypothesis which says users' satisfaction does not depend on the availability of information resources in Public Libraries in Katsina State should not be retain but rejected. However, Chi Square test of independence of the selected libraries is presented in table 5 below.

Table 5: Chi square test of independence was used to test the formulated hypotheses by the selected Public Libraries.

Source of variance	Mean	DF	STD Error	T-Value	T-Critical	P
Between Groups Within	1.5344.421	2	0.222	222.375	3.00	0.00
Groups	5002.675	145				

The Chi Square Table 5 above revealed that the responses of the selected public libraries users' on users' satisfaction does not depend on the availability of information resources. The table indicated that user satisfaction is significantly defended on the availability of information resources in the selected libraries under the study.

Summary of findings

1. All the six selected public libraries in katsina State has poor state of information resources and the available resources in the libraries are grossly inadequate.

2. Also the study found out that the majority of library users are not frequently utilizing the library materials, they only visit the library once a while.

3. Study revealed that majority of the library users visit the libraries to read news papers and also students among them come with their note books during the examinations period to read.

4. It was also evident from the investigations that public libraries information services mostly use by users' is current awareness services as other services are not available in the respective public libraries under the study.

5. Library users' are not adequately satisfy with the provision of information resources and services in the libraries as most of those information resources in the libraries are obsolete and outdated, in which they don't satisfy users want.

6. Some of the challenges facing the libraries include, lack of current and sufficient information resources, poor funding, lack of constant power supply and shortage of staff.

7. Library users' were also advice that government at all level and other stake holders of public libraries in the state should joint hand in providing adequate information resources and services that will go in line with the principles guiding public library services.

CONCLUSION

Based on the findings of this study, it could be concluded that public libraries in katsina state were poorly manage with dilapidated structures and insufficient information resources and services.

However, despite the importance of public libraries in the development of society the libraries does not meet with the goals and objectives in which the libraries are establish for the provision of effective information delivery to the users.

RECOMMENDATIONS

From the findings of this study, it is therefore recommended that

1. Public libraries should be stocked with up-to-date information resources to encourage users to consult relevant books on shelves and outdated/obsolete resources should be weeded regularly.
2. Government at all level and other donor agencies should provide adequate libraries materials that will promote users to utilize information resources in the libraries.
3. Public Libraries in the state should provide up to date library resources such internet facilities in the e-library section and provide more e- resources for users that will go in long way by satisfaction users want.
4. Provision of adequate power supply and other alternative sources of generating power in the libraries for lightening and utilization E-Library Services to Users'.
5. Adequate fund should be provided by government for the smooth running of the libraries.

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