University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)   Libraries at University of Nebraska-Lincoln

2013

AN ASSESSMENT OF INFORMATION NEEDS AND CHARACTERISTICS OF USERS OF OYO STATE PUBLIC LIBRARY, NIGERIA

Shuaib Agboola OLARONGBE
Department of Library and Information Science, University of Ilorin, Nigeria, shittashuaib@yahoo.com

Olusegun Samuel ADEPOJU Mr.
Ladoke Akintola University of Technology, Ogbomoso, Oyo State, Nigeria, kemseg2007@yahoo.com

Hawwa Bolanle AKANBI-ADEMOLAKE Mrs.
University of Ilorin, Ilorin, Nigeria, habajuly2008@yahoo.com

Taiye Austin PEDRO Mr.
National Commission for Museums and Monuments of Nigeria, taiped70@gmail.com

Follow this and additional works at: https://digitalcommons.unl.edu/libphilprac

🎯 Part of the Library and Information Science Commons

OLARONGBE, Shuaib Agboola; ADEPOJU, Olusegun Samuel Mr.; AKANBI-ADEMOLAKE, Hawwa Bolanle Mrs.; and PEDRO, Taiye Austin Mr., "AN ASSESSMENT OF INFORMATION NEEDS AND CHARACTERISTICS OF USERS OF OYO STATE PUBLIC LIBRARY, NIGERIA" (2013). *Library Philosophy and Practice (e-journal)*. 978.
https://digitalcommons.unl.edu/libphilprac/978

AN ASSESSMENT OF INFORMATION NEEDS AND CHARACTERISTICS OF USERS OF OYO STATE PUBLIC LIBRARY, NIGERIA

By
Shuaib Agboola Olarongbe
Lecturer
Department of Library and Information Science,
University Of Ilorin
shittashuaib@yahoo.com, olarongbe.sa@unilorin.edu.ng

Olusegun Samuel Adepoju
Librarian II
Olusegun Oke Library
Ladoke Akintola University of Technology, Ogbomoso, Oyo State, Nigeria
kemseg2007@yahoo.com

&
Hawwa Bolanle Akanbi-Ademolake
Lecturer
Department of Library and Information Science,
University Of Ilorin
habajuly2008@yahoo.com

Taye Austin Pedro
Librarian II
National Commission for Museums and Monuments of Nigeria
taiped70@gmail.com

ABSTRACT

Information is a resource that is naturally needed in all human endeavors. One can readily infer that information is indispensable in human life, hence a basic human need, which has an over-riding significance to all and sundry. Meanwhile, no country in the world can progress without providing free public library services to the citizens. However, this study is an examination of the information needs and characteristics of users of Oyo State Public Library, Nigeria. It investigates what constitutes the information needs of the library users, what services and resources are available in the library to meet their needs, what are the characteristics of the library users and what challenges do they face in meeting their needs. The population for the study comprises all the registered users of the library. From the total population of 1020 registered users, a sample of 180 (17.6%) was drawn and used for the study. Questionnaire was used in collecting data. Out of 180 copies of the questionnaire administered, 134 (74.4%) were completed and returned. Descriptive statistics was used to analyze data using frequency counts, tables and percentages. The findings showed that the majority of library users were students and they needed information that supports their education, which were sought mainly from their

personal textbooks. The majority of the users obtained their needed information from library and the internet. The major constraint to accessing needed information was inadequacy of relevant materials. Periodic users' studies and acquisition of current and relevant materials were suggested as possible solutions.

Keywords: Information Needs, Information Seeking Behavior, Public Library, Public Library Users, Oyo State Library Board.

INTRODUCTION

Public libraries are libraries funded by governments (either at local government level, state government level or federal government level) with the tax-payers' money and with the backing of a legislation. Thus, it is free and open to all without any discrimination in terms of age, sex, status or religion. Apotiade (2002) submitted that a public library is wholly designed for the purpose of rendering information services to the general public irrespective of status, occupation, sex, age, and these services are meant to be free or attract little fee. Nuhu (1994) posited that public libraries exist primarily to serve the entire members of its locality referred to as its general public. Atuti (2008) submitted that public libraries have long been viewed as knowledge institutions because they provide the public with spaces for information and learning and are accessible to all groups of society, regardless of gender, age and ethnic affiliation. Public libraries are significant institutions in the development of individual and society. In Nigeria, many users use a public library for the purpose of self improvement because they are concerned with information and education (Olowu, 2004).

According to Aina (2004) public library users require different services; hence libraries are expected to provide a variety of services to them. He reiterated that the services demanded by public library users are not static; as users' needs are dynamic requiring different services at different times. Kumar (2008) posited that information may be required by users about local history, local industries and local personalities. According to him, a layman might require information for his survival. This is why the public library has come to play a significant role as a repository of knowledge to serve the information needs of all groups of people in the community where it is located. Public libraries are expected to play a key role in their societies by providing users with access to information in an effective and timely manner. The fundamental aim of libraries according to Olowu (2004) is to provide timely, accurate, pertinent, and reliable information for their users. He wrote further that librarians are devoted to improving access to information, and satisfying the user is paramount. According to Thanuskodi (2009) the library is the most widely-used source of information available to literate societies. Librarians must be aware of the kind of information being sought and how it can be obtained. Because of the rapidly escalating cost of purchasing and archiving print journals and electronic media, the library has the duty to provide and maintain efficient services.

According to Abdulkarim (2010) the public libraries are expected to play an indispensable role in the life of the community they serve, some of which are: promotion of reading culture, provision of good information and reference centre for the masses, building of collection that

relates to local interest, and offering of different kinds of services to users such as; reference, extension, audiovisual and training services. Opara (2008) also stated that the public library staff must have the capacity, not only to deal with a diverse clientele, but also be able to access and assemble information materials from different subject areas in order to satisfy the information needs of users. This, no doubt, is the greatest challenge facing public libraries. The public library is thus 'special' and therefore deserves special consideration. It is the only library that has the widest reach.

According to Aguolu and Aguolu (2002) for public libraries to flourish in any society, the economy must be sufficiently bright to motivate the government to commit funds to library development. In the same vein, Kuhne (2000) argues that a country that has problems of hunger, education, economic and political freedom like Nigeria, cannot give priority to the right to information. Also, Kuhne contended that the right to information has no meaning for a person who is hungry, who does not have enough money, who is not educated and who does not have freedom. However, it is often not realized by both the leaders and the led that information is a power that can play a decisive role in solving these problems. Indeed, the problem is the lack of ideological inclination on the part of the leaders towards supporting the public library. This is partly because the public library is hardly perceived as a powerful instrument for the social, economic and political transformation of the community in which it is located (Kuhne, 2000).

Popoola (2008) noted that information availability does not mean accessibility and utilization. A lot of information and information resources are available in the libraries, some are good and others are not. Individual chooses those that he wants and rejects those that he does not want in line with his information needs. Aina (2004) posited that users of public libraries vary from highly educated and intelligent people to the stark illiterate, from the poorest to the wealthiest, from the inhabitants of most rural areas to those living in the urban areas and from the least disadvantaged to the most advantaged in the community. The implication of this is that public library is designed to cater for all sectors of the community and it is therefore pertinent to investigates the information needs and characteristics of public library users, what constitutes the information needs of the library users, what services and resources are available in the library to meet their needs and what challenges are the users faced with in meeting their needs.

BACKGROUND INFORMATION OF OYO STATE PUBLIC LIBRARY, NIGERIA

The Oyo State Library Board was formerly known as Western Regional Library when established in 1955 by then Western Region Government. The library became the Oyo State Library in 1976 when Oyo State was created. The present Oyo State Library Board was created with the enactment of edict 18 of August in 1988. It has its headquarters at Dugbe, Ibadan and has two branch libraries at Elekuro and also at the old Bodija estate and another two branch libraries at Oyo and Ogbomosho. The library board has been able to improve the reading culture of the populace through the provision of efficient and effective library services throughout the nooks and cranny of Oyo state. (http://www.oyostate.gov.ng/ministries-departments-and-agencies/departments-and-agencies/library-board/)

STATEMENT OF THE PROBLEM

The public library due to its nature is charged with the responsibility of catering for the diverse and ever-changing information needs of the entire members of its community in which it is situated. However, it is generally believed that public libraries suffer the most neglect in terms of funding. Meanwhile, provision of needed information at the right time and format to its users is central to its existence. However, since the creation of Oyo State Public Library, in 1976, no single research has been conducted on the information needs and characteristics of the users of the library. Thus, the situation calls for a research. This study, however, intends to find out the information needs and characteristics of users of Oyo State Public Library. It is against this backdrop, therefore, that this study investigates information needs and characteristics of users of Oyo State Public Library, what constitutes the information needs of the library users, what services and resources are available in the library for meeting these needs, how do the users meet such needs and what constraints are they faced with? These are the questions to which this study intends to answer.

OBJECTIVES OF THE STUDY

The objectives of this study are:
   i.   to identify the information needs of the users of Oyo State Public Library
   ii.   to identify how the library meet the information needs of their users and their preferred sources of information,
   iii. to identify the characteristics of the users of Oyo State Public Library
   iv.   to ascertain the adequacy and relevance of the library resources in meeting users' needs and
   v.   to establish the constraints militating against meeting these needs

RESEARCH QUESTIONS

The following are the questions to which the study will provide answers:
   i.   What are the information needs of the library users?
   ii.   What services and resources are available in the library for meeting these needs?
   iii. What are the characteristics of the users of the library?
   iv.   Do library users make use of library resources and how relevant are these resources to their needs?
   v.   How adequate are the library resources?
   vi.   What are the constraints faced with by the library users in meeting their needs?

REVIEW OF RELATED LITERATURE

According to Aina (2004) every individual whether literate or not, has information needs. He reiterated that the information could be for recreation, leisure or meeting tasks that are considered critical to survival or information that could meet day-to-day activities or even information that is necessary for the common good of the neighbourhood, community and the nation in general. Accordingly, public library users make use of a library for a variety of reasons.

Several studies have shown that there are many variables that generate need for information. According to Kumar (2008) information needs vary from function to function, from environment to environment, from discipline to discipline and even from age to age. Wilson (1994) noted that information needs vary in relation to the subject fields of users, their educational background, and years of experience or function performed.

Whittaker (1993) categorized public library users as general readers, subject readers, special readers and non-reading users. According to him, the general readers are those who do not have any specific subjects in mind when they visit the library, while the subject readers are those that use materials on a particular subject of interest. Special readers are those who have one form of disability or the other and they cannot use the library services as others, while the non-reading users are those who make use of materials in the library other than reading materials.

Andersen (2000) noted that research on information seeking and characteristics of information seekers has looked at how individuals go about finding the materials that they need in order to satisfy their information needs. It was therefore noted on this basis that a number of models had been developed in this respect like Ellis' 1993 model, Eisenberg and Berkowitz's 1992 model, and Kuhlthau's 1992 model. These models have been applied in a number of instances to follow up the patterns used in seeking information or to explain how information could be sought systematically. Information seeking behavior refers to the way people search for and utilize information (Fairer–Wessels, 1990).

Oyediran-Tiding (2004) reported that the justification for information seeking behaviour is tied to the need to understand what library users actually do when they are in need of and are searching for information. This is so important because it may be very different from what the librarians think the users do. According to Fiankor and Adam (2004) most individuals seek information from their friends, neighbours, colleagues, groups meetings, such as religious groups, cooperative societies, or associations According to him, when the information required by the user is so complex, he or she resorts to the libraries. Folorunsho and Haruna (2005) in their studies submitted that majority of information seekers seek for information through verbal discussion with their friends, colleagues or neighbors. This submission contradicts that of Serema (1999) who reported in his study that many of the users use library for their information needs. However, this contradiction could be attributed to environmental factors, facing the information seekers. For example, Serema study was conducted in Britain where information is accorded utmost importance. This was further buttressed by Ford (1993) who noted that one could hardly draw a line between individual and environment.

The efficacy of the principle of information utilization therefore is anchored on its ability to satisfy the needs of seekers. According to Ikoja-Odongo (2001) the principle of use is based on four broad premises: Goal, Availability, Process and User satisfaction. Rafiq and Ameen (2009) posited that demand for and utilization of information is a product of the following factors: research, job performance, examination, recreation, problem solving, awareness and education. Oyediran-Tiding (2004) noted that demand for and use of information may be made as a result of research activity being undertaken by an information user.

The nature of the job a person performs dictates the quality and volume of information he requires. According to Akinwumi (1996) job performance also enables a librarian to know and

understand the characteristics of information users, so that he or she will be in a better position to provide the seeker with relevant information sources to satisfy his information need. Demand for and utilization of information is therefore a product of job performed by an individual or corporate organization. According to Adedibu and Adio (1997) examination requirement also leads to the demand and use of information.

It is more difficult for the librarians of public libraries to know their users' needs but they must make efforts in conducting user studies in order to meet those needs. Oyediran-Tidings (2004) defined user studies as a scientific diagnose of the information needs of library users with the aim of effective service provision by libraries or officers. Mabawonku (2004) reported that there have been studies about the information needs of various interest groups and professionals portraying their peculiarities and sources consulted to meet the needs.

There are numerous challenges that hinder information provision by public libraries in Nigeria. Opara (2008) found that the bane of public libraries in Nigeria is poor funding. According to him, every other problem confronting them emanates from that. According to Ebiwolate (2010) the major problems facing public libraries in Nigeria are: inadequate funding, poor infrastructure and inadequate human resources. Nearly all library materials are purchased from outside Nigeria, mostly from Europe and America, and due to a shortage of foreign currency and a high exchange rate, acquisitions have dropped sharply and in some states completely stopped. According to Iwhiwhu (2008) the major problems inhibit the provision of efficient library services in Nigeria include lack of physical infrastructure, lack of information and communication technologies (ICT), illiteracy, language barriers and poverty.

METHODOLOGY

Research design
Survey design was adopted in this study because it was considered appropriate. It involves a systematic and comprehensive collection of information about the opinions, attitudes, feelings, beliefs, and behaviours of people. (Aina and Ajiferuke, 2002)

Population of the study
The population for the study comprises the registered users of Oyo State public library, Nigeria.

Sample and sampling procedure
A sample of 180 (17.6%) respondents was drawn and used for the study.

Instrument for data collection
Questionnaire was designed and used for data collection. It was designed based on the objectives of this study. The questionnaire was in two parts, the first part was designed to gather personal and demographic information of the respondents while the second part of the questionnaire was administered to collect information needs and characteristics of the library users, the adequacy of the library resources as well as the challenges faced by the library users in meeting their needs.

Reliability and validity of the instrument

A test retests method was used to measure the performance of the instrument and it provided a reliability coefficient of 0.80. The instrument was given to two experts whose research areas of interest include information seeking behavior, administration of public libraries, community-based library and information services, for scrutiny and expertise judgment. This was done to check the appropriateness of the instrument.

Data presentation and analysis

Out of 180 copies of the questionnaire administered, 134 (74.4%) were completed and returned. Data were presented for analysis using the descriptive statistics which include; frequency count, percentages and tables.

RESULTS

Demographic Information of Respondents

Table 1: Distribution of Respondents by Gender

Gender	Frequency	Percentage
Male	90	67.2
Female	44	33.8
Total	134	100

Table 1 reveals that 90 respondents were males, representing 67.2% of the sample population, while 44 respondents 33.8% were the female library users. This finding indicates that the females are not using the library as much as the males. The disparity in information literacy known to exist between adult male and female population in Nigeria is replicating itself again among the youths.

Table 2: Distribution of Respondents by Age

Age Range	Frequency	Percentage
10-15	20	15.0
16-20	84	62.5
21-30	12	9.0
31-50	10	7.5
Above 50	8	6.0
Total	134	100

Table 2 shows the age range of respondents. 116 respondents (86.5%) were between the ages 10 and 30 while 18 (13.5%) were 40 or above. This indicates that the majority of the people using the libraries are youths.

Table 3: Distribution of Respondents by Marital Status

Marital Status	Frequency	Percentage
Married	35	26.1
Single	90	67.2
Divorced	5	3.7
Widow	4	3.0
Total	134	100

Table 3 shows that the majority (67.2%) of the respondents were found unmarried, implying the predominance of the young singles as constituting majority of the library users. 35 (26.1%) of the respondents were found married while 5 (3.7%) and 4 (3.0%) were divorced and widow respectively.

Table 4: Distribution of Respondents by Occupation

Occupation	Frequency	Percentage
Civil servant	14	10.4
Private company employee	2	1.5
Trader	4	3.0
Artisan	8	6.0
Student	92	68.6
Farmer	2	1.5
Politician	2	1.5
Teacher/lecturer	8	6.0
Businessman	2	1.5
Total	134	100

Table 4 reveals that 68.6% of the respondents were students, who were in higher institutions of learning and secondary schools. Distantly followed this were civil servants, 10.4%. The other categories of users were found very few as indicated in the table above. Teachers and artisans were 6.0% each. 3.0% Traders, Private company employee, Farmers and Businessmen were each 1.5%. This indicates that the student category of users formed the majority of the library users. The predominance of students especially those in higher institution may be due to the fact that there are three universities and one polytechnic located in this city.

Table 5: Information needs of the respondents in the library

Information Needs	Frequency	Percentage
General information	35	26.1
Information concerning academics	116	86.6
Information on sports	12	9.0
Information on personal development	32	23.9
Information on health	9	6.7
Information on politics	13	9.7
Information on security	9	6.7

Information on agriculture	16	11.9
Information on government policies/programmes	17	12.7
Information on international politics	13	9.7
Information on provision of social amenities	21	15.7

Table 5 revealed that the information needs relating to respondents' academic programmes (86.6%), general information (26.1%) and personal development (23.9%) indicated their predominance among the respondents while information needs regarding social amenities (15.7%), government programmes (12.7%), agriculture (11.9%), politics (9.7%), sports (9.0%), health and security (6.7%) each.

This further indicates that the students who were the majority of the library users needed information to support their academic programmes and to pass their various examinations.

Table 6: Ways of Meeting Respondents' Information Needs

Sources	Frequency	Percentage
Library	97	72.4
Internet	98	73.1
Radio/Television broadcast	22	16.4
Friend	32	23.9
Colleague	22	16.4
Neighbour	20	14.9
Mosque	28	20.9
Church	20	14.9
Conference/seminar	3	2.2
Club and association	0	0

Table 6 revealed that Internet and library (73.1%) and (72.4%) respectively featured in the response prominently, indicating that the library was equally popular just like the internet as means of satisfying respondents' information needs. This was followed by friend and mosque (23.9%) and (20.9%). Radio/television and colleague (16.4%) each, then neighbour and church (14.9%) each also, as main sources of meeting their information needs. The low response rate for radio/television (16.4%) is however unexpected given the widely-held belief about its all-pervading popularity as a source of wider reach among majority of people in Nigeria. Club or association was not considered as an important source of meeting respondents' information needs as no respondent indicated using it.

Table 7: Factors Influencing the Choice of Respondents Information Sources

Factors	Frequency	Percentage
Proximity to the information source	12	8.9
Adequacy of information sources	56	41.8
Reliability of the information source	10	7.5
Affordability of the information source	8	6.0

Format of the information source	4	3.0
Timeliness and up-to-dateness	44	32.8
Total	134	100

Table 7 reveals that the majority of the respondents indicated adequacy of information sources 41.8% as the major factor influencing their choice of information source used in meeting their needs. Next to this were timeliness of the sources 32.8%, proximity to the information source 8.9%, reliability of the information source 7.5%, affordability of the information source 6.0% and format of the source 3.0%. This further indicates that the majority of the respondents who were students preferred adequate sources of information to meet their information needs.

Table 8: Frequent of Library Use by the Respondents

Use of Library by the Respondents	Frequency	Percentage
Daily	86	64.2
Once in two days	24	17.9
1-3 times a week	14	10.4
Occasionally	10	7.5
Total	134	100

Table 8 shows that for respondents to fulfill their varying information needs, 86 representing 64.2% of the respondents visit the library every day. This could be due to the fact that most of them were students and they needed to use the library to prepare for exams of different types. 24 (17.9%) visit the library once in two days, 14 (10.4%) visit the library about three times in a week and 10 (7.5%) visit the library occasionally. During such visits, certain sections of the library were of preference as shown in the table 9 below.

Table 9: Sections of the library visited by respondents

Section of the library visited	Frequency	Percentage
General reading section	75	56.0
Reference section	18	13.4
E-library section	10	7.5
Children section	7	5.2
Disabled section	0	0
Reserved section	9	6.7

Table 9 shows that the General Reading Section attracted most users (56.0%), followed distantly by the Reference Section (13.4%). The E-library (7.5%), Reserved Section (6.7%), Children Section (5.2%) and Handicapped Section (0.0%) were most unattractive to users on visit to the library. This could be as a result of poor library services to the disabled users' category. (11.2%) indicated other sections of the library such as photocopying center and serial section. Different activities undertaken by the respondents during the visit to these sections were presented in the table below.

Table 10: Activities undertaken by respondents in the library

Activities During Library Visit	Frequency	Percentage
Obtaining materials for private study	84	53.7
Studying using own resources (textbooks)	72	62.7
Reading for general knowledge acquisition	64	47.8
Hiding away from friends and distraction	54	40.3
Relaxation	17	12.7
Reading newspaper	12	9
Others	3	2.2

Respondents were asked to indicate the activities they undertake when visit the library. The analysis revealed that most respondents (62.7%), (53.7%), (47.8%) and (40.3%) visited the library to: study using own materials, obtain materials for private studies, reading for general knowledge acquisition and hiding away from distractions. This also indicated that most users heavily relied on owned materials (textbooks) while they visited the library. In this regard, the library provided a conducive environment for reading and studying more than providing for needed materials (information). This explains why majority of the respondents see library as reading centre. The various kinds of resources sought by the respondents were presented in table 11.

Table 11: Library resources often used

Library Resources Often Used	Frequency	Percentage
Newspapers/magazines	43	32.1
Electronic resources	38	28.4
Journals	18	13.4
Reference materials	38	28.4
Textbooks	117	87.3
Government publications	15	11.2
Databases	24	17.9
Audiovisuals	10	7.5
Government reports	28	20.9

Table 11 indicates that the most consulted resources in the library were textbooks (87.3%) agree with the fact that over (65%) users were students as revealed by demographic composition of respondents presented earlier. This was followed distantly by newspapers (32.1%), reference materials and electronic resources (28.4%) each. Several other kinds of resources were equally sought to meet respondent's information needs. Government reports (20.9%), databases (17.9%) and journals (13.4%) were indicated. Government publication (11.2%) and audiovisuals (7.5%) were the least consulted materials in the library. This further showed that other categories of users were very few in the library such as visually impaired, deaf, handicapped, specialists, farmers, neo-literates, etc who would have preferred other library resources rather than textbooks.

Table 12: Characteristics of the respondents

Information seeking method	Frequency	Percentage
Visit the library	34	45.6
Browsing the internet	40	53.6
Discussion with friends, colleagues, etc	22	29.5
Contact resource person	12	16.1
Listen to radio/TV broadcast	16	21.4
Read newspaper	10	13.4

Table 12 shows that the majority (53.6%) of the respondents sought for information through browsing the internet. This is expected because majority of the respondents were students and the first point of call while seeking information to them is the internet due to its easy access and quicker results. The table further showed that (45.6%) and (29.5%) of the respondents indicated visit to the library and discussion with friends respectively as their methods of seeking for information. (21.4%) indicated listen to radio/TV broadcast as their preferred method of seeking information. (16.1%), and (13.4%) indicated contacting the resource person and reading newspapers as methods they employed to seek for information.

Table 13: Adequacy of Library Resources

Adequacy of Materials	No. of Respondents	Percentage
Adequate	32	23.8
Inadequate	82	61.2
Indifferent	20	15.0
Total	134	100

Table 13 shows that 32 (23.8%) respondents found the information sources provided by the libraries adequate, 82 (61.2%) found them inadequate, and 20 (15%) remained indifferent in their opinions. This shows that the majority 61.2% of the users found the library resources inadequate for meeting their information needs. This could be due to negligence of the library by the State Government in terms of funding for the library to procure the needed materials.

Table 14: Relevance of Library Resources to the Respondents' Information Needs

Library Resources	Frequency	Percentage
Newspaper/magazine	16	11.9
Electronic resources	4	3.0
Journals	16	11.9
Reference materials	20	14.9
Textbooks	58	43.3
Government publications	10	7.5
Databases	6	4.5
Audiovisuals	2	1.5
Government reports	2	1.5
Total	134	100

Table 14 reveals that textbooks 43.3% were the prominent resources used by the majority of the respondents because of the relevancy to the respondents' information needs. 14.9% reference materials, 11.9% each for newspaper and journals, 7.5% government publications, 4.5% databases, 3.0% electronic resources, 1.5% for each of audiovisuals and government reports. The majority of the respondents who indicated textbooks could be as a result of students dominating the library users.

Table 15: Constraints to meeting respondents' information needs

Constraints	Frequency	Percentage
Lack of information retrieval tools in the library	49	36.6
Inadequate relevant materials	62	46.3
Inadequate time to seek needed information	28	20.9
Library proximity problem	22	16.4
Ignorance of where and how to obtain needed materials	11	8.3
Hardly conducive state of the library	94	3
Uncooperative attitude of the library staff	22	16.4

Table 15 indicates that the major constraints that hindered meeting users' information needs include inadequate relevant materials (46.3%) and lack of information retrieval tools in the library (36.6%). Whereas the former response may be explained against the backdrop of the general state of neglect of public libraries in Nigeria, the latter response may be connected with lack of knowledge of available retrieval tools in the library by respondents. Other constraints indicated were: Inadequate time to seek needed information (20.9%), Library proximity problem (16.4%), and Uncooperative attitude of the library staff (16.4%). Ignorance of where to obtain needed materials (8.3%) and Hardly conducive state of the library (3.0%). Under 'Others', specified constraints were: erratic power supply, lack of good seats and inadequate toilet facilities.

In order to ameliorate these constraints, most respondents suggested that the library should acquire more current and relevant materials (64.9%), improve Internet access (47%), conduct user studies (36.6%), provide information on newly acquired materials (24.6%), provide modern facility in reading rooms and improve access to information sources (18.7%).

Conclusion

Public libraries are expected to provide people-oriented services, aiming at satisfying the general public through the provision of appropriate information resources and services, such as advisory services, strategic leadership, and information on local content that incorporates indigenous knowledge system into it. However, the current state of Oyo State public library is far from what it should be. Having highlighted the situation of the library, there is need for both the state government to provide all the necessary funds required for the smooth operation and provision of necessary services to the users.

It may be concluded based on the study's findings therefore that the Oyo State public library, did not fit the description of contemporary public library as posited by Heron (2004) which is the

most economically efficient community resources for providing people of all ages and educational levels with ready access to information and knowledge. As at present, only the student category of the users of the library is being served adequately. The library must strive to serve all categories of users (urban and rural dwellers, literate and non-literate, children, adults) and the service provisions have to be rooted in the Nigerian oral culture, playing the role of disseminating and preserving this culture.

Recommendations

Based on conclusion drawn above, the following recommendations are hereby made:

1. The State Government Authorities must ensure that the minimum standard required for public libraries to provide effective and efficient services as recommended by IFLA/UNESCO, is adhered to. The recommendation cuts across staff, nature of collection, services, structure, equipments, policy and management.
2. The library must as a matter of policy periodically re-assess the information needs of their community. This is even more imperative now that the users have developed sophisticated needs which are constantly changing.
3. The State and Local Governments must be committed towards public library development. Adequate and timely release of funds is essential and necessary for the libraries to be comfortable in discharging their responsibilities to the society. Adequate budgetary allocation is needed to stock library building with current and relevant materials and for staff capacity building.
4. The Library Management should develop a good public relation and advocacy programmes in order to boost positive image of the library and to attract funds from sources other than government.
5. The Library Management should see lobbying and pressurizing as vital tools of attracting more funds into the library.

References

Abdulkarim, M. 2010. Improving public libraries in Nigeria. Retrieved 13th July,
2011, from www.dailytrust.com/weekly/index.php

Adedibu, L. & Adio, G. 1997. Information needs and information seeking patterns
of medical students at Lautech, Ogbomoso. *Aslib Proceedings* 49 (9): 238-242.

Aguolu, C. C. & Aguolu, I. E. 2002. *Libraries and information management in
Nigeria: seminal essays on themes and problems*. Maiduguri: Ed-Liform Services.

Aina, L .O. 2004 *Library and information science text for Africa.* Ibadan: Third
World Information services Limited.

Aina, L. O. and Ajiferuke, I. S. Y. 2002. *Research methodologies in information
Sciences.* In: L.O. Aina Ed. Research in information sciences: an African perspective.
Ibadan: Stirling-Horden.

Akinwumi, K. 1996 Information seeking behaviour of lecturers in Nigerian
colleges of education: a case study of Oyo and Ila-Orangun. *Nigerbiblios,* 11(4): 11-20.

Andersen, D. L. 2002. Communicating information across cultures: understanding
how others work. Retrieved 12th June, 2011, from
http://www.pantaneto.co.uk/issue9/andersen.htm

Atuti, R. M. 2008. The Role of Libraries in Nurturing Democracy. Paper
presented at the 2008 Goethe Institute Workshop, Nairobi, Kenya.

Ebbiwolate, Poshiga, B. 2010. Nigeria public library service to rural areas:
libraries in Niger Delta States. *Library Philosophy and Practice,* 12 (1): 1-3.

Eisenberg, M. B. and R. E. Berkowitz, 1992. Information problem solving: the big
six skills approach," *School Library Media Activities Monthly,* 8 (5): 27.

Ellis, D. and M. Haugan 1997. Modelling the information seeking patterns of
engineers and research scientists in an industrial environment. *Journal of Documentation,*
53 (1): 384-403.

Ellis, D. A. 1993. Modeling the information–seeking patterns of academic
researchers: a grounded theory approach," *Library Quarterly,* 63 (2): 469–486.

Fiankor, D. K and Adam, M. 2004. Information seeking behaviour and information
use by students of the Department of Information Studies, University of Ghana, Legon.
Ghana Library Journal, 16: 45-49.

Folorunsho, A. L. and Haruna Ibrahim 2005. A Survey of information needs and
seeking behaviour of Kwara State House of Assembly Legislators. *Middle Belt Journal of
Library and Information Science,* 5 (2): 52.

Ford, G. 1993. Research in User Behaviour in University Libraries. *Journal of
Documentation,* 29 (1): 12.

Hernon, P. and Schwartz, C. 2000. Survey research: a time for introspection.
Library and Information Science Research, 22 (2): 117-121.

Heron, Margie 2004. *The Public Library Building in the 21st century.* South
Carolina State Library Facilities Planning Resources.

IFLA. Public Library Section. 2000 *Standards for public libraries.* Verlag

Documentation, Pullach/Munation.

Ikoja-Odongo, Robert 2001. A study of the information needs and uses of the
 informal sector in Uganda: preliminary findings. *Library and Information
 Science Research,* 11 (1): 11.

Issak, Aissa 2000. *Public libraries in Africa: a report and annotated bibliography.*
 International Network for the Availability of Scientific Publications (INASP) p. 6.

Iwhiwhu, E. B. 2008. Information repackaging library services: a challenge to
 information professionals in Nigeria. *Library Philosophy and Practice*. Retrieved 12th
 May, 2011, from http://unllib.unl.edu/LPP/iwhiwhu3.htm

Kuhlthau, C. C. 1993. *Seeking meaning: a process approach to library and
 information services.* Norwood: Ablex Publishing.

Kuhlthau, C. C., Turock, B. J., George, M. W. and Belvin, R. J. 1990. Validating a
 model of the search process: a comparison of academic, public and school library users.
 Library and Information Science Research, 12 (1): 5-31.

Kuhne, Brigitte. 2000. *Public libraries and librarianship*. In: Maurice Line (Ed.)
 Librarianship and information work worldwide 2000. London: Bowker Saur.

Kumar, Krishan 2008. *Library organization.* New Delhi: Vikas Publishing.

Mabawonku, I. 2004. The information needs of artisans: a case study of artisan in
 Ibadan, Nigeria. *Lagos Journal of Library and Information Science*, 2 (2): 61-63.

Mahajan, P. 2009. Information-seeking behavior: a study of Panjab University,
 India. *Library Philosophy and Practice.* Retrieved 12th May, 2011, from
 http://unllib.unl.edu/LPP/mahajan4.htm

Olowu, K. 2004. Access to information: myths and reality. *Journal of the Nigerian
 Library Association*, 28 (1): 21.

Opara, Umunna N. 2008. The public library in contemporary Nigeria: challenges
 and the way forward. *IFLA Journal,* 34: 349. Retrieved 12th May, 2001, from
 ifla.sagepub.com

Oyediran-Tiding, S. O. 2004. The information needs and seeking behaviour of
 library users at Yaba College of Technology, Lagos, Nigeria. *Lagos journal   of
library and information science,* 2 (4): 77-78.

Oyegade, E. A., Nassarawa, S. A., and Mokogwu, W. O. 2002. 40 years of
 public library service to Nigeria: past, present and future. Paper delivered at the 40th
 Annual National Conference and AGM of the Nigerian Library Association held at Topo,
 Badagry in Lagos State, Nigeria from June 16–21, 2002.

Oyo State Government (2013) Historical Development of Oyo State Library. Retrieved 9th
 February, 2013 from http://www.oyostate.gov.ng/ministries-departments-and-
 agencies/departments-and-agencies/library-board/

Rafiq, M. and Ameen, K. 2009 Information seeking behavior and user satisfaction
 of University instructors: a case study. *Library Philosophy and Practice.* Retrieved 17th
 May 2011, from http://unllib.unl.edu/LPP/rafiq-ameen.htm

Savolainen, R. 1995. Everyday life information-seeking: approaching information-
seeking in the context of way of life. *Library and Information Science Research,* 17,
259–294.

Sereman, B. C. 1999. Information needs and information services in the house of
commons. *Library Management,* 20 (1): 12-13.

UNESCO. 1966/67 *Statistics on libraries.* Paris: UNESCO. p. 1.

Wildemuth, B. M., Marchionini, G., Wilkens, T., Yang, M., Geisler, G., and

Wilson, T. D. 1994. Information needs and uses: fifty years of progress, in: B. C.
Vickery, (Ed.), *Fifty years of information progress: Journal of Documentation Review.*
London: Aslib. Available at: http://informationr.net/tdw/publ/papers/1994FiftyYears.html

Wilson, T. D. 2000. Human Information Behaviour. *Journal of Informing Science,*
(special issue on information science research) 3 (1): 11.

Wilson, T. D. 1999. Models in information behaviour research. *Journal of
Documentation,* 55(3): 249-270.