

Availability, Accessibility and Use of Information Resources and Services among Information Seekers of Lafia Public Library in Nasarawa State

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Abstract

The sample population comprised of 114 users of Lafia Public Library. Summary of the study and findings were given. From the findings of the study information resources of Lafia public library are inadequate. It was revealed that information resources of Lafia public library are used mostly for solving assignment questions, this was because the major users of the library were the secondary school students. It was established that Lafia public library depends on direct purchase as the method of acquiring information resources to the library. The findings revealed that books are the major information resources in the library. Based on the findings of the study, conclusion and recommendation were drawn to help public libraries management to improve availability, accessibility and use of its information resources

Keywords: Information resources, Availability, Accessibility, Public Library, Indexing and Abstracting Services.

INTRODUCTION

The study investigates the availability, accessibility and use of information resources and services among information seekers of Lafia public library in Nasarawa state. The term availability must be distinguished from accessibility. Availability of information resources means ensuring their presence in the libraries for immediate use (Aguolu and Aguolu, 2002). Learning materials might be available i.e. the library has acquired them but inaccessible for use to those who need them for whatever reason (Un-cataloged, miscataloged, miss-shelved etc.). Accessibility means that users can identify and use the resources.

The library means different thing 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 it is meant to serve. To others, the library is an institution where books and other information resources are collected, processed, stored, retrieved and disseminated.

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. Such people include patients in the hospitals, prisons etc. they are generally managed, financed and supported by government, local communities and occasionally non-government organizations etc. some National Libraries in Africa develop, operate and maintain public libraries (Aina, 2004).

Availability of information resources

Information availability establishes a new standard for system and network that are always on for applications and data that are always available and for end users that are always connected. Availability of information resources also entails acquiring and also providing means by which users could get necessary information resources needed. It tries to ensure that every user gets document, which could satisfy his/her quest for information.

Indeed, availability of information resources could justify the existence of the library or information center. It is in line with this that the study set to assess the level at which information resources are made available and accessible by the users of Lafia public library. Perhaps a study such as this could give an insight into how the library is used and relevance services provided to the users.

Accessibility of information resources

Accessibility in general term is used to describe the degree to which a system is useable by a wide range of users as possible. In other words, it is the degree of ease with which it is possible to reach a certain location from other locations. Accessibility can also be viewed as the ability to access the functionality and possible benefit of some system or entity.

Accessibility is very important specifically as it focuses on people with disabilities and their access to entities, often through use of assertive devices such as screen reading, web browsers and catalogs through technological format. It is one thing for the resources to be available and it is another thing to be accessible. What so ever is available but not accessible is equally useless. Only what is accessible that is usable.

Garba, (2009) posit that information resources can be accessible through the use of telecommunication and information technology. It enables access to information and services by minimizing the barriers of distance and cost as well as the usability of interference. If the resources are in print format but the language, which it is written is not understood by the user, it means the resources are not accessible. The accessibility of information resources is not accessible. The accessibility of information resources depends on the ability of the inquirer to make use of the resources affectively

It is usually highlighted that information resources and their creators and users constitute an intellectual or manifold reciprocities influence. Libraries and information centers are not only repetitive of books and materials or organization of knowledge, they are vital and influential centers of such intellectual communities. Information therefore is ordinary recorded and stored only when it is judge to have continuing potentials influence. In other worlds intellectual access need to be accompanied by physical access if the facilities is at used, (Nwachukwu, 2008).

Ndagna (2000) in his opinion noted that the term access is used by different people in relation to quite bits and piece of the whole as in subject open access and knowledge access system. However, each refers to one or more aspects of providing means of access to information in a fuller sense, to knowledge.

Qamar (2002) defined accessibility of information sources as the increase and provision of information resources to clientele in other to increase their knowledge base. However, this increase in use and importance of information resources raises concern as to whether these resources are fully accessible to all people. The central significances of accessibility to all recorded knowledge and experience is underlined by the absence of any restriction of guidance as the nature of the contents of the library. The framework of information makes two values of assumption to the function of a library and the right accessibility to it or not. Library resources provide information on the user groups that benefit from information accessibility.

Information resources and services

Information resources are the equipment's and facilities, software and data, which are designed, built, operated and maintained to collect, record, process, store, retrieve, display and transmit information.

According to Olowu (2004), library and information resources include such materials as books, periodicals and audio visual materials that are provided for use by the people. These materials are usually housed in a building systematically arranged for easy retrieval. Libraries all over the world regardless of type, public, academic and special are considered to be store house of knowledge of published and unpublished information resources that are basic to continued survival, development and progress of mankind. Example of published information resources include books, journals, magazines and newspapers, while the unpublished materials include project, thesis, conference papers, workshop papers and seminar papers. There is hardly any possible development of knowledge in the field of human endeavor today without library books and various types of information materials, which exist in the libraries as information resources.

Use of information resources

Use of information resources refers to the extent to which users make use of the resources of a library to meet their information needs. However, the type and nature of information use among Lafia public library users is one of the focuses of this study, which is yet to be determined. Buckland (1975) identified 'use' as an activity which measures the worth of an item to a library or information system. Use is the single criterion, which could be used to determine the reason for retaining a document within the collection of a library; and use is essential in guiding the collection development effort of a library. The use of a library can be obtained from the demand of its items. The library tries to meet the needs of its users who may not be satisfied with the output they are getting from the system. The package or item provided to the user may not satisfy these needs. All these are problem that could possibly emanate from the use of a library with the aim to address them.

Public information centers should be designed to serve actual need as well as anticipation to meet these actual needs. Public libraries specialists must be technically and professional trained. Information therefore, is an important ingredient in all human endeavor and human survival in any society. Information today is a commodity, package and sold at obtainable price. It is regarded as vital source that must be made to achieve organization goals and management option in survival technique.

The objective of the Public library is to utilize and maximize the exposure of the user to the library resources. Ray (2004) remark that the library should be organized to utilize the effort required by users to access the needed information as soon as possible when the need arises. Public libraries should be involved in the provision of all kinds of information resources for the use of their client because they play a vital role in transmission of knowledge that could be impacted because it is a way of providing the users with a total information environment with the development of science and technology. The record of man's achievement come in a wide varieties of forms each equally varied, each capable of giving information in its own unique way and even complementing the other. Normally, it is information that the library client look for and not the library building.

Statement of problem

For a library to be functional, it has to meet its user's needs and ensuring that users make functional use of the information resources and services available at their disposal. In modern world, the progress and development of a country is determined by its educational and information development. All activities, resources and services of the library are geared towards helping the general public to achieve its information needs. There is no discrimination on the bases of education, sex, age, religion and social status. Lafia public library is one of the libraries established by Nasarawa State Library Board to provide resources and services, making them readily available for access at all times such that the users would have maximum satisfaction whenever they wants to utilize the library resources and services.

Lafia public library was established in 1995 in accordance with the Nasarawa State library Act. The Nasarawa state Government considered the library as one of the important media of mass education. It places more emphasis on attracting the young reader and fostering the reading habit at an early stage. The facilities provided by the library also help the adult population to conquer ignorance, superstition, disease and poverty. The library is situated at the heart of the capital. It has a total of 8,000 volumes of books.

The library has total staff strength of 10 and opens for service from 8:00 am to 6:00 pm from Monday to Friday. However, as important as this library was it has been observed that information resources are not readily available probably due to poor budgetary allocation from the state Government.

Another problem observed is that accessibility of the information resources seems difficult. This perhaps might be as a result of poor processing of the information resources. The problem with use of information resources as observed in the library is that users appear not to be aware of the information resources and services available in the library probably because they are illiterate or does not know the library setting/use. When library resources are not available they cannot be accessed it means that the library itself is not being utilized.

Availability of information resources

Availability of information resources refers to the presence of books and non-book materials in a library and information center.

Buckland (1975), assert 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 Lafia public library depends on the availability of the resources. Abdulsalami (2013) remarks that availability requires workable performance measure to back it up even if the ultimate benefit to the individual user and to the community is difficult to assess. The access to library resources of the library is also a factor of availability for without the physical presence of a document a user cannot access anything. This therefore, reveals that the effective use of any library is best measured in terms of access and demand of its resources and services.

Abdulsalami (2013) stated that "Book availability is an indicator of stock effectiveness". Libraries consider their task to be that of collecting, storing and measuring of books. Most libraries consider it also as their task to make these books available to their users. The intellectual access to available information has since properly been a major pre-occupation of libraries. Importance has been reflected in efforts devoted to the design and creation of bibliographies, catalog and classification scheme and other devices that help establish the existence of individual document and their relevance to specific inquiries.

However, intellectual access needs to be accompanied by physical access if e-document is to be used. Abdulsalami further stated that the provision and use of information resources have grown to be a political and social responsibility. It appears that this responsibility will continue to grow with increase in the production of information and the number of its users. The daily growth of information first brings about the problem of making easily available to potential user the right type of information at the right time.

Aguolu (2002), argue that availability should be viewed from both material and instructional levels. The attribute to lack of availability of information resources to the steady proliferation of universities: Federal, state and private, along with increase in students and faculties and the diversification of courses, academic and research programmed without adequate information source to meet the actual and information needs.

Dike (1992), conducted a research on scarcity of books in Nigeria and the threat to academic excellence. She was able to establish that non availability of information resources have led faculties and students not to use library services.

The problem of managing information resources in Lafia public library depends on the availability of these facilities, Buckland (2008) remarks that availability requires workable performance measures to back it up even if the community is difficult to access. Access to the facilities of the library is also a factor of availability for without the presence of the resources a user cannot access anything. Therefore, the effectiveness of any

library is best measure in terms of access and demand of its services. A study such as this will provide information on the availability, accessibility and utilization of the resources of the public library and use of the resource based on perceived need of the users.

The daily growth of information brings about problem of location, acquisition, organization and dissemination, the growth brought about problems of making available to users the right type of information at the right time. Robert (1998). Remarks that, immediate availability of information resources is important but limited concepts. As a standard of library services it is rather one dimension, since it reflects the library capacity to satisfy a demand at discreet moment in term, not as a continuous process. In that sense the concept of availability is misleading to its project image of a library as a mere warehouse in which information resources are either available on demand or not.

Buckland (2008) stated that, the effective use and application of library practices helps in performing their operations and services efficiently and effectively. Availability of resources in the public library has become inevitable on account of information explosion and widespread use of information, this study provides the current scenario of information in the public library. Defining availability in terms of immediacy, is useful as an indicator of library services. Since a perfect immediate availability rate is ideal. The applications of information availability have contributed greatly to the knowledge of library functions, the availability of library resources provide overall benefit for users to postulate or reflect the general objectives for which it is established to serve. The available resources include book and non-book materials such as: books, chats, maps, magazines, journals, symposium, graphic materials, computer systems, projectors, microfibre readers, and audio cassette, radio TV Devices, CD, Internet facilities etc.

Accessibility of Information Resources

Accessibility of information resources is very important recurring theme in the literature. According to Aguolu (2002), resources may be available in the library and identified bibliographically as relevant to ones subject of interest, but the user may not be able to lay hands on them. One may identify citations in indexes but may not have access to sources containing the relevant articles. The more accessible information sources are, the more likely they are to be used. Readers tend to use information sources that require the least effort to access.

Osudina (1984) in his studies, the relationship, accessibility and library use by undergraduate in Nigeria, notes that the problem of Nigerian students is not the question of the problem of wanting to use the library, but whether or not the library can provide for their needs and whether there is access to what is provided. Abdulsalami (2013), in his opinion noted that the term access is used by different people in relation to quite bits and pieces of the whole, as in "subject access, open access and knowledge access system". However, each refers to one or more aspects of providing means of access to information or in a fuller sense, to knowledge and understanding. All of the provision and use of library services as concerned with access to knowledge.

Abdulsalami (2013) further identified natural and artificial barriers to free access to information. The libraries poor reputation was attributed to lack of accessibility to information sources. Similarly, Iyoro (2004) examines the impact of social publications in the promotion of educational excellence among information professionals, receiving further training at the University of Ibadan. Social accessibility has contributed to students learning process. Serials were found to play a significant role in the acquisition of knowledge, because the serial collection was easily and conveniently accessible.

Aguolu (2002), reveal that efforts are being made worldwide to promote access to information in all formats. They lament the attendant features of underdevelopment such as power failure, machine breakdown, and lack of spare parts, and technicians which intermittently stall the performance of the modern gadgets of information storage and transfer in developing countries.

Information Resources

According to Flamingo (1990), libraries and information centers should be designed to serve actual needs as well as anticipated needs of its users. He also maintained 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 paper 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. Brown (1979), remarks that the library should be organized to minimize the effort required by the users to access the needed information materials as soon as possible when the need arises. Libraries should be involved in the provision of audiovisual information resources for the use of their clientele because the resources play a vital role in the transmission of information and knowledge. Media technology is the best way through which knowledge could be impacted because it is a way of providing the users with a total information environment with the

development of science and technology, the records of man achievements came in a wide varieties of forms each client looks for and not the formal libraries that exist to provide source of information to those who use the information resources.

According to Abdulsalami (2013) the use of media resources by library client stimulate and increase interests in learning. Information resources in a library whether in book or in non-book format are expected to be adequate and up to date.

Library collections and use among information seekers

The term 'use' is defined as analysis of the interaction between the user and the working collection of library presented by the circulation of books in the library. The public library in its effort to satisfy the needs of its users provide such material resources that will be useful in terms of solving the needs of the users.

The term 'use' could also be defined as an analysis of the interaction between the user and the staff of a library. The goals of the study has been the discovery and articulation, understanding, influencing and when appropriate the elimination of the obstacles that hinders the users from achieving its stated objectives. Information use could be found in the social, institutional, geographical and procedural shares and the use from the information that could best satisfy need.

Greens (2003) maintained that information use in the library is an elusive action which may means several thing e.g. information are useful in facilitating development programmes in many countries. These help in supporting economic and social developments. Also, Mansell (1998) note that 'diverse, current and historical data sets on sanitation and population growth and movement can be captured, the establishment of public library in rural communities can facilitate economic empowerment. Use of information is important in dealing with the problem of utilization in a library, especially when planned. Data obtain from use of resources could be used in decision making.

However, for the library to play its role effectively, it must support intellectualism and direct the growth of its services to the needs of the users. Vickery (2004) noted that once the services of a library have been established it needs to be properly managed in order to improve its use. Information use need to be employed in the library taking into consideration the uses of the resources and access to the users.

Morrison (1971) maintained that use in the library is one elusive action, which may mean several things. For instance, when counting circulation materials, stolen books or misplaced books could be considered as haven't been charged out from the library for house use. Use study is very important in dealing with the problem of utilization of the resources in a library, especially when planning to prune and evaluate library collections. Data obtained from study could be used in decision making regarding the collection.

For a library to play its role effectively, it must support intellectualism and direct the growth of its collections and services to the needs of its users. Vickery (2004) noted that once the collection of a library has been established it needs to be properly managed in order to improve its use. Collection management strategies needs to be employed in the library taking into consideration both the use of the resources and access to alternative sources of information to the users. To know the effectiveness of the use of library resources by patrons, it is important to know the opinion of cross section of the users. The more a library is able to meet patron's needs, the higher it must be rated, and a library that fails almost all the time to meet the needs of its users should be rated low. In likewise manner, the performance of the members of staff is rated good only when the users of the library have been satisfied. In doing so, the staff should not be made to know that he/she is being assessed.

Library and Information Services

Peter (1974) defined information as knowledge, which is transferred from a person to store knowledge to another person in such a way as to encourage action by the recipient. The information and means of communicating it in order to enhance social interactions has been a longstanding interest to man over several generations. It is through information that man is able to interact with one another as well as interact with his environment for economic and political survival.

Kumar (1982) said "building a story library is the major task of any library. The quality of services provided and the satisfaction of the users depends a great deal upon the collection made available". The importance and need for information services as a social function in communication is becoming more fundamental. The economics and social value of libraries and information centers and other information systems cannot be under estimated. In this regard, libraries and information systems should be strongly designed to serve actual needs as well as anticipated demand to its users. It should not be assumed that the users be trained to fit the system, rather a system be designed to fit and satisfy user's needs. A user is interested in a system that is accurate, dependable and above all, responsive to his needs. In order to render effective services to meet these actual needs. A librarian must be technically and professionally trained. If the concept of services is the pivot upon which librarianship and most importantly Lafia public library is built, it then stands to reason to regard the provision of services as one of the most important responsibility of the library.

It has been pointed out that the public library serves all categories of people in the community.

Morrison (1971) sees public library as a focal center, a universally accessible resort for educational, informational and other cultural need of the community. In fact the public library aims at serving every individual that exist within its community with diverse information interest and need. The parents, children, business people, scientists, peasants, politicians, technicians, dropouts, unemployed, students, the armed forces and every other citizen resort to the public library services for all kind of knowledge. Public library services are very important to any community seeking progress economically, educationally and even personally. Morrison further said that “library services to children have always been recognized as being of cardinal important”. Public libraries serve the educational needs of the young. About 70% of the public libraries users are students and dropouts who are reading for their general certificate of education. The public libraries are also engaged in the eradication of illiteracy in Nigeria. They assist in the adult education programmes in all the states. The public library has been recognized as best institution for adult education.

In the same vein, Davies (1974) brought it clearly; the public library plays the role of uplifting cultural institution as well as being instrument for educating and elevating the people. The public library also serves the interest of children. This is why in all public libraries there is usually children section.

Reader’s service is one important service rendered by Lafia public library to its teaming users. Other services rendered in Lafia public library includes:

- (a) **Indexing and abstracting services:** Akintola (1985) stated that in order to assist the user in getting the maximum benefit from the library bulletins, annotations or abstract from each item in the bulletin are included. This can be experience in house routine and most libraries resort to commercial abstracting service. The indexes are of immense help to the users in locating authorities to citations.
- (b) **References service:** The library also has among other information resources and services reference materials such as directories, encyclopedias, year book, almanac etc.
- (c) **Reserve collection;** There are collections of the library that consist of out print books, books which are single copies and books of popular demand with few copies available. In order for this collection to be given to everybody they are housed in a lock up cupboard. These books can only be borrowed and used within the library. Other information services in the library include:
 - Art and cultural services
 - Society services
 - Library and information services
 - Extension service

Public Libraries

The public library has been defined by many authors in different ways but all of them see it as a focal point of the community. UNESCO 1968 defined public library as “libraries which serve the population of a community or region free of charge or for nominal fee”. It is quite evident that public library serves every category of its community irrespective of social club, sex, age, interest, education, profession etc. The public library is an agency of continuing education for young and old. It assists in improving the social status of individuals in the community by supplying it with information need for the acquisition of knowledge. It is therefore, the responsibility of the library to provide variety of books in all fields and all levels for their readers. It is also responsibility to provide services and materials to enlarge the mind and eradicate ignorance in our society. The quickest and easiest access to the world’s best thought is through the public library.

According to Brown (1979), “The public library must offer to adults and children the opportunity to keep in touch with their times, to educate themselves continuously and keep abreast of progress in the sciences and art. Its content should be a living demonstration of the evolution of knowledge and culture, constantly reviewed, kept up-to-date and attractively presented. In this way it will help people from their own opinions, and develop their creative capacities and powers of appreciation. The public library is concerned with the communication of information and ideas whatever the form in which these may express.

Description of Area of Study

The study area is restricted to Lafia public library. It covers the availability and use of information resources and services among information seekers in the library. It basically seeks to focus on direct services to the users, library resources for users’ convenience and the functions of the library, which are geared towards achieving the aims and objectives of the library.

Objective of the Study and Methodology Used

From the problems enumerated in the research work, the following objectives are provided for the study: To find out the type of information services provided in Lafia public library, to investigate how information resources are accessed by the user, to find out the availability of information services provided in Lafia library, to assess how adequate these resources are to the clientele, to find out how information resources are used and to

identify the types of information resources available in the library.

The research methods adopted for this study is the survey methods. Osuala (1987) maintained that the survey method focuses on people, the vital facts about people and their beliefs, opinions, attitudes, innovation and behaviors, identifies the present condition and integrate data and point to implications and interrelationship. The survey method was adopted for this study because of its capacity of presenting realistic data for analysis towards achieving the objective of the study.

Population, sample and instrument for the study

The total estimated population for this study is one hundred and twenty (120). The population consist the users of Lafia public library and its staff. A total of one hundred and fourteen (114) was sample i.e. one hundred users and fourteen (14) staff randomly selected for the study to enable the researcher to have full idea of how the information resources are utilized in the library. Questionnaire was the instruments used for the collection of the data.

Data Analysis

The analyses of the data were made from the responses to questions prepared for users and staff of Lafia Public Library. The responses collected were therefore, presented and analyzed using frequency tables and simple percentage. One hundred and twenty (120) questionnaires were distributed; one hundred and fourteen (114) which represent 90.9% working population was retrieved for use.

Table I: How Information Resources are acquired in Lafia Public Library

Methods of acquisition	Respondents	Percentage (%)
Direct purchase	68	60%
Donor Agents	33	29%
Gift and Exchange	13	11%
Total	114	100%

Table I, above reveals that Lafia public library uses direct purchase as the major method of acquiring information resources in the library. This was indicated by 68 (60%) respondents. 33 (29%) stated that the library acquires its resources through donor agents, while 13 (11%) accept that the library acquires its information resources through gifts and exchange. This indicates that information resources are acquired through direct purchase to the library through the library vendors.

Table II: Types of Information Resources available in Lafia Public Library

Information Resources	Frequency	Percentage (%)
Books	44	39%
Journals	28	24%
Films and Audio records	24	21%
Directories	11	10%
Others	7	6%
Total	114	100%

Table II, above discuss the types of information resources available in Lafia public Library 44 (39%) express that books are available for use while 28 (24%) agreed that there are sufficient journals for use. 24 (21%) expressed that Films and audio records are not sufficient. 11(10%) responded that Directories is in limited quantity while 7 (6%) others believe that clients who visit the library get materials of interest to use.

Table III: Adequacy of Information Resources in Lafia Public Library

Adequacy of Resources	Respondents	Percentage (%)
Adequate	70	61%
Very adequate	24	21%
Not adequate	20	18%
Total	114	100%

From table III above the respondents who indicated adequacy of information resources in Lafia Public Library were 70 (61%). This was followed by very adequate 24 (21%) and not adequacy 20 (18%).

Table IV: Types of Information Services provided in Lafia Public Library

Information Services	Respondents	Percentage (%)
Lending service	20	17%
Information service	18	16%
Reference service	17	15%
Bibliography service	9	8%
Audio visual service	9	8%
Abstracting and indexing	7	6%
All of the above	34	30%
Total	114	100%

Table IV, above indicates the type of information services provided in Lafia public library. Lending services indicate 20 (17%), information services 18 (16%), Reference services 17 (15%), Bibliographic services indicate 9 (8%), Audio Visual 9 (8%), Abstracting and Indexing services 7 (6%) while all of the above 34 (30%). This simply indicated that information services needs improvement, based on the response.

Table V: Accessibility to Information Resources in Lafia Public Library

Access to information Resources	Respondents	Percentage (%)
Students	69	61%
Staff	45	39%
Total	114	100%

The table V indicates accessibilities of information resources in Lafia public Library 69 (61%) opine that they do have access while various staff from different works in Lafia public library agreed that there are access to information resources.

Table VI: Problems encountered when accessing Information Resources in Lafia Public Library

Difficulties faced	Respondents	Percentage (%)
Using catalogs	46	40%
Locating information resources	45	40%
Communicating with librarians	23	20%
Total	114	100%

In table VI above 46 (40%) posits that using the catalogue card is a problem to them, locating various information resources was also a problem 45 (40%) expressed it while 23 (20%) respondents expressed that getting the librarian on duty to put them through to getting the resources is another problem. This shows that the public library, librarian must wake up in their slumber and embrace the duty they are paid for.

Table VII: Assessment of the Services of Lafia Public Library

Adequacy of Resources	Respondents	Percentage (%)
Good	60	53%
Very good	21	18%
Fairly good	18	16%
Excellent	15	13%
Total	114	100%

Table VII above shows the assessment of Lafia public library services, 15 (13%) express that their services are excellent, 21 (18%) posit very good, majority 60 (53%) express satisfaction of the services while 18 (16%) believe the information services of Lafia public library are fairly good. This gives a generalization of a pass mark.

Table VIII: Suggested means of improvement on accessibility to Information resources in Lafia Public Library

Users suggestion	Respondents	Percentage (%)
Users be educated on how to use the library	34	30%
More fund should be allocated to the library	29	25%
No comments	19	17%
Catalog should be updated regularly	13	11%
Readers services should be extended to weekends	10	9%
Expansion of the serial section	9	8%
Total	114	100%

From the above table VIII 34 (30%) charge the librarians to teach and conduct proper orientation to her clientele on the use of the library, 29 (25%) expressed the needs for enough fund for the library, 19 (17%) made no comment, 13 (11%) suggested the updateness of the catalogue, 10 (9%) request readers services to be extended to weekends while 9 (8%) pray for expansion of serial section to accommodate the ever increasing clients of serial section.

Summary

The study was conducted to investigate the availability, accessibility and use of information resources and services among information needs of Lafia Public Library clienteles in Nasarawa State. Availability refers to the physical presence of information resources while accessibility refers to permission or opportunity to get close to and use information resources. The study revealed relevant literature on the conceptual and theoretical framework of the problem under study. This has been necessary in order to lay the foundation for the research. Users and staff of Lafia Public Library were used as the population of the study out of whom the sample was drawn. The instruments used for collecting data were questionnaire. The survey method was adopted for the study.

Findings:

1. The study revealed that books are the major information resources in Lafia Public Library. The result showed that 44 (39%) of the respondents indicated that books are the most available sources of information in the library.
2. It was also established that Lafia Public Library depends largely in direct purchase as the major method of acquiring information resources to the library from the investigation, 68 (60%) expressed direct purchase as a major method of information resources acquisition.
3. It was also found that users of Lafia Public Library use the library for doing their assignment (questions). This was notice in their library users list as they form the bulk of the users.
4. It was also established in the findings that information resources in Lafia Public Library are adequate. The respondents expressed that there are fairly adequate information resources in Lafia Public Library 70 (61%) expressed.

Conclusion

Based on the findings of the study, it could be expressed that information resources are available in the library but users cannot access them because they cannot use the catalogue and they cannot locate information resources on the shelves quickly. Therefore, the users need to be educated on how to use the catalogue to locate information. Accessibility is dependent on availability. If information resources are not available the users would not find anything to lay hands on. In order to improve accessibility to information resources in the library therefore, other retrieval devices should be developed to make it easier for users to locate the resources.

To use also depends on the information resources available and accessible in the library. When the information resources are accessible the users can now utilize it in solving their information needs. The effectiveness of any library depends on the resources availability, accessibility and use of its information resources by information seekers. Therefore, proper management of its information should be the focal point of the library in order to meet the demands of the users. Furthermore, it can be said that Lafia Public Library acquires its information resources through direct purchase. This is clear indication of the government's commitment in the provision of resources and services, making them readily available for access all times, such that the users would have maximum satisfaction whenever they are utilizing the library resources and services.

From the finding of the study, Public library should stocked books, journals, serial, periodicals, directories, dictionaries, encyclopedia, Gazette, manuscripts, audiovisual records and electronic information services. This is to enable the library to acquire enough resources and move toward the modern trends. Therefore, the level of satisfaction of the users could be assessed.

The effectiveness of any library depends on the full availability, accessibility and utilization of information by users. Therefore proper arrangement of available, accessibility and utilization of information

should be the vocal point of the public library staff in order to meet the demand of the users. This study has identified the availability, accessibility and initialization of information among information seekers in Lafia Public Library.

Summarily, it is hoped that the library management, will implements some of the recommendations stated below.

Recommendations

- (1) It's recommended that well-meaning individual and non-government agencies should also participate in equipping public libraries with information resources. Public libraries should also adopt other methods of acquiring information resources such as gift and exchange, grants etc.
- (2) Public libraries should organize orientation on the use of the library regularly. This can be done through workshops and seminars. The orientation should focus on library use and how to gain access to information resources in the libraries.
- (3) Comprehensive tools and retrieval devices should be provided in order to direct users to specific locations of information resources in the libraries.
- (4) The public libraries management boards should also provide libraries staff with training and retraining opportunities so that they would provide effective and efficient information services to the library users.
- (5) Public libraries should acquire more reference materials to supplement books and other information resources.
- (6) Public library should use various methods of acquisition such as solicitation, exchange, inter library loan to increase the equipment in the library and also be of assistance to the other library who are unable to afford enough information resources.
- (7) The librarian should encourage them to use more current services in order to be current and be up- to- date in the quest and research of knowledge. It was established that public library offered leading services on some materials.

Finally, the researcher recommends that the management of Lafia public libraries should make frantic efforts to publicize their libraries to the public by advertising on the media the relevance of public libraries and also educating them of other services that can be enjoyed in the libraries apart from using the library to solving school assignment questions.

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