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UNIVERSITY STUDENTS UTILIZATION OF ACADEMIC LIBRARY: A CASE STUDY OF JOSEPH AYO BABALOLA UNIVERSITY IKEJI-ARAKEJI, OSUN STATE NIGERIA

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Abstract

This study examines the utilization of the university library collections and services among students of Joseph Ayo Babalola University, Ikeji- Arakeji, Nigeria. The specific objectives of the study are to find out among the students the frequency of the use of the library collections and services, the purposes of using library collections and services, find out the availability and adequacy of the library collections and services, know the methods of accessing the library collections, determine the students' level of satisfaction with the library collections and services, unveil the problems confronted in the use of the library collections and services and suggest means of solving the problems to improve the overall library efficiency . The study adopted the use of social survey research method. The main instruments for gathering data for the study are questionnaire and the Students' Attendance Register at the Porters' Lodge in the Library. The researchers also conducted personal observations to complement and support the information provided by the students. The findings showed that students use the library mostly during examination and a general poor patronage of the library, adequate book and journal collections, inadequate government publications, rudimentary method of accessing the library collections and a general satisfaction of the library services. The problems confronting use of the library were identified as lack of awareness of library resources, inadequate provision of photocopying services, deficient manual catalogue and inaccessible Online Public Access Catalogue (OPAC), Suggestions were recommended for the improvement of library services.

Keywords: University Students, Utilization of Academic Library, Joseph Ayo Babalola University, Ikeji-Arakeji

Introduction

One of the cardinal objectives of establishing university is to foster and promote scholarship through research in all facets of learning and human endeavor. One of the major infrastructures for the realization of this objective is a library, which contains rich, current and balanced collection of information resources. However, the effectiveness of a library as an instrument of scholarship and for achieving this objective depends greatly on the success of the library in meeting users information needs with current, rich, up to date and relevant material without time wastage. This obligation can best be fulfilled and achieved by regular knowledge of the evaluation of facts of users use and changing need requirements. This occasioned this study to look into the uses of the library among the students of Joseph Ayo Babalola University, Ikeji-Arakeji. The university library is the hub around which all academic activities revolve. University library is an indispensable facility for scholarship development. An adequately stocked university library is a powerhouse of information and rec ords of human experiences which users refer to for consultation, study and references. University libraries over the centuries have played a critical dimension in supporting teaching and research in all endeavor in their host institutions. The major objective of university library as indicated by Aina (2004), is to support the mission of the university in all areas of learning, teaching, research and services. Oyesiku and Oduwole (2004) posit that in an academic environment, libraries are indispensable. The use of library promotes active learning and contributes significantly to students faculty to reason deeply and to work independently well. The value of services provided in a un9versiuty library is mostly determijne by the users of the library. In the view of Behling and Cudd (1967) library users are the most logical source to find out if the library is positively discharging its functions satisfactorily or otherwise. Perera (2005) posits that users' satisfaction is paramount to library management. The management of a library should know the varying needs of users from time to time. Therefore undertaking regular survey on clients use and users' needs provides an invaluable guide in focasting the future directions of library development. Popoola (2001) in his own submission observes that the availability of information materials does not signify the accessibility and usage of the information sources. He argues that library should stimulate awareness of these material and its services. The study on the use of academic library is a component of the planning process that provides feedback for improving its overall effectiveness

to its users. Prytherch (1988) stresses in his study that the essence of establishing a library is use. He goes further to argue that proper use of library is the justification for the cost of establishing and managing library. Several other studies have been carried out on the use of university libraries by students in Nigeria. Emerole & Ogugua (2007) in their study, discovered low patronage of library services as a result of many students not realizing the potentials of the library in this age of information revolution. According to the findings of Idiodi and Igbinosa (2003) library patronage was low among students as only 20% of them use the library as expected and about 5.36% do not use library resources at all. These findings agreed with the study conducted by Bello (2002) and Amkpa (200) which reported low use of library. In the study of Oyesiku and Oduwole (2004) on the use of Olabisi Onabanjo University Library the male were discovered to be using the library more than the female students. Ugah (2001) discovered that textbooks are the most consulted materials in the library while Don (2006) find out that the use of the internet and the e-library is the most utilized facility. It should be noted that several studies have been carried out on the use of library in various universities in Nigeria. This paper therefore, aims at discovering the use of the library among the students of Joseph Ayo Babalola University, Ikeji-Arakeji, Nigeria

Brief history of Joseph Ayo Babalola University, Ikeji –Arakeji

Joseph Ayo Babalola University is a Christian faith based and the first Entrepreneurial University in Nigeria. The university is located in a serene environment naturally conducive for study, recreation, relaxation and meditation for the development of a total man in Ikeji Arakeji, along the Ilesa-Akure highway, on a land mass of 240 hectares of land. The university was approved on 8th February, 2006 by the Federal Executive Council and licensed on 6th March, 2006. It was opened to the foundation students during the 2006/2007 academic session on the 25th October, 2006.   The University operates the collegiate system under the direction of Deans. The Colleges are; College of Humanities, College of Environmental Sciences, College of Management Sciences, College of Social Sciences, College of Law, College of Health Sciences, College of Agricultural Sciences and College of Natural Sciences. The university is a creation of a visionary revelation through inspiration imparted to the then President of the Christ Apostolic Church (CAC, Worldwide), Late Pastor E.H.L. Olusheye. The name of the University was divinely ordained to immortalize and as a befitting memorial to the outstanding and epochal

ministry of the legendary Late Apostle Ayo Babalola. The owners of the University are the authorities and members of the CAC (Worldwide). The pioneer Vice-Chancellor of the University was Professor C.O. Oshun. He was succeeded by Professor Sola Fajana. The current Vice Chancellor is Professor Kola Sonaike. Also at various times when the position of the Vice Chancellor was vacant, Professor T.O. Olowokure served as acting Vice-Chancellor. The mission of the University is to provide teaching, research and service that will encourage learning and stimulate academic exchange at both national and international circles. Its vision is to be a private University of global standard, which will be renowned for its vibrant and excellent focus, as well as specialized programmes. The University differentiates itself within the Nigerian University community for intellectual break-through and relevance in national development. The university noting the high rate of unemployment of university graduates in the country, its philosophy gives all its graduates the aptitude for self-employment, thus making them self-reliant and self-sustaining in addition to turning them into an effective army of human capital for the nation and frontline in the war against societal ills. The university imparts knowledge and also develops the students intellect and enquiring minds for meaningful research accomplishments in all facets of knowledge, general, economic, political, scientific and technological, so as to help Nigeria out of the scourge of under-development and place her within the community of advanced countries. The university encourages cooperation with other universities within and outside the country, particularly with its counterparts in advance countries of the world, through student and staff exchange programmes. The university also exploits the benefit of globalization, especially in the area of information communication technology, in keeping abreast of the latest developments in science and technology in order to break the shackle of under development.

Statement of the Problem

The proprietors of Joseph Ayo Babalola University, Ikeji Arakeji, the Christ Apostolic Church (Worldwide) has invested huge amount of funds on the procurement of books, journals, online databases, offline databases, staffing and other infrastructural facilities for the library. These resources are of no significance, value and gross wastage if they are not adequately used. It is not sufficient enough that these sumptuous facilities are benchmark for passing the National University Commission of Nigeria (NUC) accreditation exercises alone without adequate and

proper use of them by the students. It is in the light of this that this study investigates the use of library resources and services among the students of the university. The findings of the study will enable the university management to appreciate the value and the cost of the university investment on the library. The study may also be useful in the consideration of the university's future plans for the improvement of library resources and services.

Objective of the Study

The purpose of this study is to scrutinize the use of the university library collections and services among students of Joseph Ayo Babalola University, Ikeji - Arakeji, Nigeria. Specifically the objectives are:

a.   To find out the frequency of the use of the library collections and services by students in Joseph Ayo Babalola University, Ikeji-Arakeji

b.   To find out the purpose of using library collections and services among the students

c.   To find out the availability and adequacy of the library collections and services

d.   To know the methods of accessing the library collections?

e.   Determine the students' level of satisfaction with the library collections and services

f.   To unveil the problems being confronted in the use of the library collections and services

g..   Suggest means of solving the problems to improve the overall library efficiency

Research Questions

The under listed research questions guided this study:

a.   How frequent do the students of Joseph Ayo Babalola   University, Ikeji Arakeji use the library collections and the services?

b.   What are the purposes of using library collections and services among the students?

c.   To what extent are the library collections and services available and adequate for use among the students?

d.   What are the methods of accessing the library collections?

e.   To what extent are the students satisfied with the collections and services of the University library?

f..   What are the problems confronting effective use of library collections and services by the students of the University?

g.   What ways can the use of the library be improved among the students of the University?

Review of Literature on the Use of Library by Students in Universities

The academic performances, vibrancies and robustness of universities are directly dependent on the quantitative and qualitative variables of the information materials available for teaching and research in universities. Therefore, the position of the library as the intellectual powerhouse and custodian of these resources cannot be underrated. Obiozor and Ogbonna (2007) posit that the whole of the human and material resources and facilities in a library are provided at a huge financial cost for the single and total purpose of providing excellent services to the library users. Therefore adequate and effective library services should be entrenched, foster and treasured among the students to achieve and maintain enviable and international standard in their intellectual undertakings. According to Hayden (2003), the regular and persistence use of the library has a positive multiplier effect on the academic performance and self-development of users. Productivity and advancement in the academic pursuits depend largely on the conduct of research, which is driven critically on the use of suitable library amenities. Afebende and Ebaye (2008) observed that library effectiveness depends not merely on its collections, human resources and other facilities, but also on the degree and success on the uses and exploitation of the information resources in the library. Consequently, librarians and information professionals, apart from their functions of building the library collection, through collection development, processing, cataloguing/classification and preservation, should be concerned with the responsibility of creating awareness of the library information materials to enable users to utilize fully the acquired resources. The philosophy of librarianship profession is built on the concept of service in the provision of relevant information to users. To this extent therefore the value of library as instrument of scholarship is strongly determined by the degree and success of which library satisfactorily meets the information needs and requirements of its users. In their study, Pandey and Singh (2014) found that the majority of library users were satisfied with the library resources and services, books were the most frequently used resource and the most preferred service used by users was the lending service. Suresha (2016) in his study on Users' satisfaction with library resources and services among the faculty members and students of St. Claret Degree College, Bangalore found that a large number of respondents were satisfied with library resources and services. He also found out that the books are the most widely used by the users and circulation services was considered as the most preferred service in the library. Fidzani (1998) noted that the assistance of library staff is very important in the use of library services and

resources that help to meet the information needs of students. Kaur and Verma (2006) conducted a study to investigate the fact that the purpose of library use varies from person to person. Most users go to the library to borrow/return books, then to borrow journals/periodicals and many others to make copies of their work. Norliya (2009) conducted a study which shows that university libraries need to undertake significant design guidelines in terms of creating and providing services based on user satisfaction and found that the average respondent is quite satisfied with the library infrastructure, space, facilities and collection of library services. Larson and Owusu (2012) conducted a study using sampling method by distributing questionnaires to users. The results of the study revealed that most of the users were satisfied with the library services and believed that the budget of the library should be increased. The findings also suggested that users should expand the opening hours of the library and provide photocopiers for users. According to Poll (2008), there are some important aspects related to the overall quality of library services such as accuracy and reliability, speed and accuracy of services, accessibility, capacity, and effective and efficient assistance of library staff. In order to be effective, library staff must not only be competent and willing to assist users, but also ensure that the services provided are accurate and reliable. Saika and Chandel (2012) investigated user satisfaction with library resources, services, and information seeking behavior of students and researchers at Tezpur University. They discovered that when librarians guide users and provide resources in both print and electronic formats they will better meet their users information needs. Sohail et al. (2012) in a study on the use of library resources by students of Kalyani University, the authors found that guidance on the use of library resources and services is necessary to help students meet their information needs. They also found that journals, textbooks, and lecture notes were the most preferred sources of information for students. They recommend adding the latest editions of textbooks and reference materials to the library collection and educating users on how to use the library's resources. Major constraints to the use of electronic resources by students according to Ebijuwa (2018) were; lack of knowledge of search techniques to retrieve information effectively, insufficient user training, lack of awareness, delay in downloading, and constant power failure. Similarly, Mozeh and Ubwa (2017) in their study on challenges of utilising academic library resources, revealed that textbooks are rated high with 82.72% and dissertation with 99%. In the same study challenges identified were lack of orientation, poor state of library, poor reading environment, and inadequate function of ICT among others. In the same

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manner, Nwezeh and Shabi (2011) stressed that normal library orientation for freshmen should be revolutionised to allow learners comprehend the use of library and it resources, inadequate information resources and suggested the need to evaluate the library resources, facilities and services regularly to meet changing needs of the users. Akin & Ajayi (2008) while studying the use of Federal University of Technology Library in Nigeria found out that out of 475 students, only 82 use the library on daily basis. A similar study by Oyesiku & Oduwele (2004) revealed that students use the library mostly during examinations to study and to do class assignments. The study further revealed that the library collections were inadequate to meet users' demands. Okiy (2000) went further to assesses students and faculty use of academic libraries in Nigeria with particular reference to Delta State University, Abraka. Although students constituted the majority of the users, most respondents were found to use the library 2-3 times a week or daily. The study further revealed that textbooks are the most frequently used materials with 98 (63.6%), followed by reference materials at 25(16.2%). Yusuf & Iwu (2010) established in their statistical study in Covenant University that students utilise the online public access catalogue more than the manual catalogue. In related studies, Onuoha, Ikonne, & Madukoma (2013) while studying library use and research productivity of postgraduate students, concluded that postgraduate students place more importance on books (print) followed closely by internet provision and electronic journals. Udo-Anyanwu, Jeff-Okafor & Mbagwu (2012) compared the use of library resources between students at Imo State University and Alvan Ikoku Federal College of Education. They grouped library materials into three broad categories namely: oral information; printed information and digitised information. The study established that in both libraries, students utilised printed information more than digitised information and oral information was never used in any of the libraries. The study also identified insufficient library space as the greatest problem facing the use of both libraries. In the study conducted by Mani, Vijayalakshmi, Thirumagal, and Priyadharshini (2019) on the usage of e-resources among the students of Manonmaniam Sundaranar University (MSU), Tirunelveli, the result of the study shows that 78.3% of the respondents are aware and utilised e -resources, 63% are using e-resources in the frequency of 2-3 times in a week, 53% are using e -resources for research purpose, 59% are accessing e-resources in the library, 17.3% are using e-resources to improve professional competence, 39% of the respondents felt that lack of training as a key constraint for the effective use of e-resources and 35% of the respondents are highly satisfied with the present e-collection

of the library. They concluded in their study that library plays important role in the usage of e-resources by its users and suggested that library should facilitate e-resources by giving training for the effective usage of e-resources by the users. According to Veena and Kotari (2016) their findings shows that 59% of respondents have the habit to visit to the library daily, majority 86.7% of respondents are highly satisfied with the collection of general books, and 70.0% are highly satisfied with collection of text books and 53.3% respondents considered circulation services as excellent. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs

Methodology

Research Methodology

The subjects of this empirical investigation are the students of Joseph Ayo Babalola University, Ikeji – Arakeji. The study adopted the use of social survey research method. The main instruments for gathering data for the study are questionnaire and the Students' Attendance Register at the Porters' Lodge in the Library. The researchers also conducted personal observations to complement and support the information provided by the students.

Presentation of Data Analysis

Table 1: Demographical information of respondents

S/No.	Course Level	Male		Female		Total frequency course level	Percentage
		Frequency	Percentage	Frequency	Percentage		
1.	100	44	7.97%	66	11.96%	110	19.93%
2.	200	60	10.87%	94	17.03%	154	27.9%
3.	300	66	11.96%	78	14.13%	144	26.09%
4.	400	74	13.40%	70	12.68%	144	26.09%
	Total	244	44.2%	308	55.8%	552	100%

Table 1: This shows the demographical information of the respondents by gender and course level. The total number of the male respondents is 244 (44.2%). The female respondents are 308 (55.8%). This indicates that the female respondents are higher with 64 (11.6%) above the male respondents. Total number of respondents in 100 level is 110 (19.93%), the respondents in 200 level is 154 (27.9%), while the number of respondents in 300 & 400 level is 144 (26.09%) each. The results show an equal usage of the library facilities among the 300 & 400 level students of

the university and fair improvement in their use of the library as they progress in their course of study.

Table 2: Distribution of respondents by Colleges

S/No	Colleges	Frequency	Percentage	Rank
1.	College of Law	145	26.27%	1st
2.	College of Health Science	99	17.93%	3rd
3.	College of Agricultural Sciences	25	4.53%	
4.	College of Environmental Sciences	44	7.97%	5th
5.	College of Management & Social Sciences	120	21.74%	2nd
6.	College of Natural Sciences	97	17.57%	4th
7.	College of Humanities	22	3.99%	6th

Table 2: Shows the distribution of the respondents according to Colleges. The College of Law has the highest respondents with 145 (26.27%), followed by respondents from the College of Management & Social Sciences 120 (21.74%), College of Health Sciences 99 (17.93%), College of Natural Sciences 97(17.57%), College of Environmental Sciences 44(7.97%), College of Agricultural Sciences 25(4.53%) and College of Humanities 22 (3.99%)

Answers to research questions

Research question one: How frequent do the students of Joseph Ayo Babalola University, Ikeji Arakeji use the library collections and the services?

Table 3: Respondents' response on frequency of the use of library

S/No	Frequency of use	Total	Percentage
1.	Daily	78	14.1%
2.	Weekly	172	31.1%
3.	Monthly	142	25.8%
4.	During examination period	160	29.00%
	Total	552	100%

Table 3 shows the frequency of the use of library by students of the university. The result revealed a daily frequency of 78 (14.1%), Weekly 172(31.1%), Monthly 142(25.8 %) and 160 (29.0%) during examination session. This shows that majority of the students use the library more during examination period in preparation for their examinations,

Research question two: What are the purposes of using the library and its services among the students?

Table 4: Respondents' responses on purposes of using the library

S/No	Purpose	Agreed		Disagreed		Rank
		Frequency	Percentage	Frequency	Percentage	
1.	Preparing assignments	305	55.25%	247	44.74%	5th
2.	Reading for examination	495	89.67%	57	10.32%	1st
3.	Borrowing of book(s)	425	76.99%	127	23.00%	3rd
4.	Reading for leisure & recreation	58	10.50%	494	89.49%	11th
5.	Consulting reference materials	342	61.95%	210	38.04%	4th
6.	For research purposes	124	22.46%	428	77.53%	8th
7.	To use the e-library	478	86.59%	74	13.41%	2nd
8.	Reading of self book & lecture/course materials	289	52.35%	263	47.64%	6th
9.	Reading of newspapers	115	20.83%	437	79.16%	9th
10.	Consulting journals	252	45.65%	300	54.34%	7th
11.	Consulting librarians for assistance	115	20.83%	437	79,16%	9th

Table 4 presented results on the respondents' purposes of using the library. The table shows that most of the respondents agreed to using the library for preparing for examination 495(89.67%) against 57(10.32%) who disagreed. This is not far from the truth that students mostly read to pass examinations. This is followed by the use of the e- library 478(86.59%) with a negative response of 74(13.41%). Borrowing of books 425(76.99%) against 127(23%), Consulting reference materials 342 (61.95%) against 210 (38.04%) and for preparing class assignments 305 (55.25%) against negative response of 247(44.77%)

Research question three: To what extent are the library collections adequate for use among the students?

Table 5: Respondents' responses on adequacy of library collections

S/No	Types of Collections	Very Adequate		Adequate		Fairly Adequate		Not Adequate	
		Freq	%	Freq	%	Freq	%	Freq	%
1.	Textbooks	271	49.10%	231	41.85%	12	2.17%	38	6.88%
2.	Journals	261	47.28%	195	35.33%	62	11.23%	34	6.16%
3.	Reference Materials	260	47.10%	152	27.54%	98	17.75%	42	7.61%

4.	Electronic Resources	407	73.73%	125	22.64%	17	3.08%	3	0.54%
5.	Government Publications	25	4.53%	10	1.81%	5	0.91%	512	92.75%
6.	Newspapers including local & international	75	13.59%	105	19.02%	278	50.36%	94	17.03%
7.	Students projects	181	32.78%	92	16.67%	48	8.70%	231	41.85%

The above table 5 shows the extent of the adequacy of the library collections for use among the students. The analysis shows that the adequacy of textbooks in the library is 271 (49.10%) very adequate, 231 (41.85%) adequate, 12 (2.17%) fairly adequate and 38 (6.88%) not adequate. This result shows that the collection of textbooks in the university library is largely sufficient for the students use. The journal collection is 261 (47.28%) very adequate, 195 (35.33%) adequate, 62 (11.23%) fairly adequate and 34 (6.16%) not adequate. This finding also verifies that the journal collection in the university library is sufficient in meeting the needs of the students. The adequacy of reference materials in the library is 260 (47.10%) very adequate, 152 (27.54%) adequate, 98 (17.75%) fairly adequate and 42 97.61%) not adequate. This indicates an enough sources of reference materials in the library. The rating on the adequacy of electronic resources is 407 (73.73%) very adequate, 125 (22.64%) adequate. 17 (3.08%) fairly adequate and 3 (0.54%) not adequate. Electronic Resources is therefore rated sufficient in the library. The result on the collection of Government Publications in the inventory of the university library is 25 (4.53%) very adequate, 10 (1.81%) adequate, 5 (0.91%) fairly adequate and 512 (92.75%) not adequate. The result on the grading of adequacy of newspapers (local & international) shows 75 (13.59%) very adequate, 105 (19.02% adequate, 278 (50.36%) fairly adequate and 94 (17.03%) not adequate. Lastly, the result on past students projects shows a grading of 181 (32.78%) very adequate, 92 (16.67%) adequate, 48 (8.70%) fairly adequate and 231 (41.85%) not adequate

Research question four: What is the level of the use of library collections and services?

Table 6: Respondents' responses on the level of the use of library collections and services

S/No	Library services	Level of usage		Level of non-usage	
		Freq	%	Freq	%
1.	Book lending service	428	77.54%	124	22.46%
2.	Bindery service	552	100%	0	0%
3.	Reference service	15	2.72%	537	97.28%
4.	Inter-library lending and document delivery service	10	1.81%	542	98.19%
5.	Translation service	0	0%	552	100%
6.	Referral Service	10	1.81%	542	98.19%
7.	Current awareness service	0	0%	552	100%
8.	Reservation service	2	0.36%	550	99.64%

9.	Study carrels service	0	0%	552	100%
10.	Exhibition and displays service	0	0%	552	100%
11	Users education service	552	100%	0	0%
12.	Information literacy programme	552	100%	0	0%
13.	Selective dissemination of information service	0	0%	552	100%
14.	Photocopying/reprographic service	17	3.08%	535	96.92%

Table 6 above shows the grading of the respondents' responses on the level of the library services usage. The result shows that the use of the bindery service especially for binding projects and other assignments among the students is 552(100%). The book lending service of the circulation section follows this, with 428 (77.54%) level of usage and 124(22.45%) non-usage. The level of the patronage of the reference service is 15 (2.72%), with a level of non-patronage of 537(97.28%). The services of interlibrary lending/document delivery and referral service show a level of 10(1, 81%) usage against 542(98.19%) non- usage respectively for both services. The level of the uses of translation service, current awareness service, provision of study carrels, exhibition and displays and selective dissemination of information is zero (0%) respectively. Users education service and information literacy programme has a total count of 552 (100%) level of usage, while the use of reprographic/photocopying service shows a level of 17 (3.08%) usage against 535 (96.92%) non -usage

Research question five: What are the methods of accessing the library collections?

Table 7: **Respondents' responses on methods of accessing the library collections**

S/No	Response	Freq	Percentage%	Ranking
1.	Browsing through shelves	469	84.96%	1st
2.	Using manual catalogue	Nil	0%	5th
3.	Using the OPAC	21	3.80%	4th
4.	Use of index, abstract & bibliographies	Nil	0%	5th
5.	Assistance from library staff	28	5.07%	3rd
6.	Assistance from friend	34	6.16%	2nd
	Total	552	100%	

Table 8 presents the results on method of accessing the library collections. The table shows that most of the respondents 469 (84.96%) access the library collections by physically browsing through the shelves. The result shows a Nil (0%) for accessing the library collections through the manual catalogue and use of index, abstracts & bibliographies, while accessing the collection through assistance from library staff and users' friends constitutes 28 (5.07%) and 34 (6.16%) respectively. While 21(3.80%) accesses the library collection through searches from the OPAC

Research question six: To what extent are the students satisfied with the collections and services of the university library

Table 8: Respondents responses on extent of satisfaction with library collections and services

S/No	Extent of Satisfaction	Frequency	Percentage
1.	Very satisfied	241	43.66%
2.	Satisfied	289	52.36%
3.	Fairly satisfied	22	3.98%
4.	Not satisfied	Nil	0%
	Total	552	100%

Table 9 shows the extent of respondents' satisfaction with their use of library collections and services. A total of 241(43.66%) of the respondents are very satisfied with the library provisions and its services; 289(52.36%) are satisfied; 22(3.98%) fairly satisfied and a Nil (0%) not satisfied

Research question 7: What are the problems confronting effective use of library collections and services by the students of the University?

Table 9: Respondents response on problems encountered in using the library   collections & services

S/No	Problems	Agreed		Disagreed	
		Frequency	Percentage	Frequency	Percentage
1.	Inadequate reading space	344	62.32%	208	37.68%
2.	Little or no assistance from library staff	105	19.02%	447	80.98%
3.	Ineffectiveness of the library manual catalogue	524	94.93%	28	5.07%
4.	Library collections not adequate	98	17.75%	454	82.25%
5.	Library has no guide to direct users to appropriate section of the library	104	18.84%	448	81.16%
6.	Power outage	450	81.52%	102	18.48%

7.	Collections not relevant	27	4.89%	525	95.11%
8.	Inadequate users education	481	87.14%	71	12.86%
9.	Lack of awareness of library resources	409	74.09%	143	25.91%
10.	Inadequate photocopying services	497	90.04%	55	9.96%
11.	Low speed of the internet	488	88.41%	64	11.59%
12.	Inadequate knowledge of ICTs use	304	55.07%	248	44.93%
13	Ineffectiveness of the OPAC	501	90.76%	.51	9.24%

Table 8 presents respondents response on problems encountered in using the library collections and services. A total number of 344(62.32%) agreed that inadequate reading space is one of the problems facing the library, while 208(37.68%) disagreed to this. The problem of little or no assistance from the library staff is agreed to by 105 (19.02%) and 447(80.98%) in disagreement. Ineffectiveness of the manual catalogue in the library is affirmed to by 524(94.93%) as a problem, while only 28(5.07%) disagreed to it. The absence of provision of library guides to direct users to appropriate sections of the library is considered a problem among 104(18.84%) of the respondents while 448(81.16%) disagreed. On the problem of library collections not adequate, only 98(17.75%) of the respondents agreed that library collections are not adequate against 454(82.25%) that disagreed to library collections not adequate. A total of 450 (81.52%) respondents agreed that electricity power outage is a contributing problem to effective use of the library. On the aspect of the relevance of the library collections, 525(95.11%) of the students accepted the collections to be relevant to their courses and other needs, while only 27(4.89%) disagreed. 481(87.14) of the students were of the opinion that inadequate users education was an hindrance to their effective use of the library against 71(12.86%) who did not support the assumption. Lack of awareness to library resources among the students was affirmed to as another problem by 409(74.09%) while 143(25.91%) dis-affirmed. On the adequacy of photocopying and reprographic services, 497(90.04%) of the students agreed that this service is inadequate against 55(9.96%) students who do not support the supposition. On the assumptions of low speed of the internet, inadequate knowledge of ICTs use and ineffectiveness of the Online Public Access Catalogue (OPAC), majority of the students acknowledged these as part of the deterring problems to their effective use of the library.

Discussion and Interpretation of findings

This study appraised the use of the university library resources and services by students of Joseph Ayo Babalola University, Ikeji-Arakeji. The findings revealed that the use of the library

by the students daily is low 78(14.1%). The highest number 160(29%) of the respondent use the library during examination periods. This is followed by 172(31.1%) who use the library on weekly basis, and 142(25.8%) monthly. This shows a general poor patronage of the library. This is parallel to the findings of Akin & Ajayi (2008) in their study on the use of Federal University of Technology Library in Nigeria which found out that out of 475 students, only 82 use the library on daily basis and a similar study by Oyesiku & Oduwale (2004) that revealed that students use the library mostly during examinations to study and to do class assignments. The librarians are therefore implored to motivate, encourage and endeavor to educate the students on the necessity to use the Library frequently so as to do better in their academics and profit from the teaching, learning and research objectives of the university library.

On the availability and adequacy of the library collections and services the respondents specified above 89% adequacy of the library collection in textbooks, journals reference materials and electronic resources. Nevertheless, other resources like government publications and newspapers especially foreign newspaper are fairly inadequate as the score in these categories fell below 40% adequate. The library should therefore subscribe to government agencies and parastatal for their publications and buy foreign newspapers to expand these collections.

On the level of the use of library collections and services, the book lending service and the bindery service ranked highest among the services offered by the library. This is so because physical textbooks are the most consulted and preferred item in the library. This supports the claim of Pandey and Singh (2014) that majority of library users were satisfied with the library resources and services, books were the most frequently used resource and the most preferred service used by users was the lending service. Similarly, Suresha (2016) in his study on Users' satisfaction with library resources and services among the faculty members and students of St. Claret Degree College, Bangalore found that a large number of respondents were satisfied with library resources and services. He also found out that the books are the most widely used by the users and circulation services was considered as the most preferred service in the library.

On the extent of users' satisfaction with collections and services provided by the library, the students confirmed that they are satisfied with the collections and services provided by the Library, as 530(96.02%) among the respondent students indicated that they are very satisfied or satisfied while only 22(3.98%) and 0% indicated as fairly satisfied and not satisfied respectively. This finding is supported by the outcome of Gunasekera (2010) study on Students Usage of an

academic Library, where the study showed that the undergraduate students are satisfied with the library resources, services and facilities, but library resources and services are not being fully used.

On the statements posed on likely problems encountered in using the library collections and services by the students, the respondents' scores fall between 55.07% and 94.93% in the 9 items statement indicating their agreement to them. These items include inadequate reading space 344(62.32%); ineffectiveness of the library manual catalogue 524(94.93%); power failure 450(81.52%); inadequate users education 481(87.14%); lack of awareness of library resources 409(74.09%); low speed of the internet 488(88.41%); inadequate photocopying services 497(90.04%); inadequate knowledge of ICTs use 304(55.07%) and ineffectiveness of the OPAC 501(90.76%).

On methods of searching and accessing the library collections, the respondent students indicated that arbitrary browsing through shelves as their main approach to searching and accessing the library collections with a responding score of 469(84.96%) while searching through the use of the manual catalogue is Nil(0%); through the use of the Online Public Access Catalogue (OPAC) 21(3.80%); through use of index, abstract & bibliographies Nil (0%); searching through assistance of library staff 28 (5.07%) and through assistance of friend 34(6.16%). This shows that the library catalogues both manual, and the OPAC are deficient, and the library collections are not well accessible to students. The provision of access to library contents is a basic core and a creed in library profession. The library should therefore ensure that the catalogues are well updated.

On the purposes of using the library and its services among the students, the respondent students responded their agreement against their disagreement as follows: for preparing assignments 305(52.25%) against 247(44.74%) that disagreed; reading for examination 495(89.67%) against 57(10.32%); borrowing of book(s) 425(76.99%) against 127(23.00%); reading for leisure & recreation 58(10.50%) against 494(89.49%); consulting reference materials 342(61.95%) against 210(38.04%); for research purposes 124 (22.46%) against 428(77.53%); to use the e-library 478(86.59%) against 74(13.41%); reading of self-books & lecture/course materials 289(52.35%)against 263(47.63%); reading of newspapers 115 (20.83%) against 437(79.16%) ; consulting journals 252(45.65%) against 300(54.34%); consulting librarians for assistance 115 (20.83%) against 437(79,16%). This result revealed that the major purposes of using the library

are for reading for examination, for borrowing of books and to use the e –library. This agrees with the findings of Onuoha, Ikonne, & Madukoma (2013) in their study on library use and research productivity of postgraduate students that students dwell more value on printed books, internet services and electronic based journals and books.

Conclusion and Recommendations

The University library is both a social and educational institution responsible for the identification, selection, acquisition, organization and preservation of information materials in all formats that effectively support learning, teaching, research and recreational undertakings of the University. The library is generally referred to as the nerve centre and the core unit for all academic undertakings in a university. The entire university activities spin around the resources provided and used by the University community as all academic and administrative activities in the university will suffer if library resources are not fully exploited. Similarly the library will be said to have failed if the university community is not able to access and use available resources in carrying out its functions. The main goal of academic libraries and their staff is to meet the needs of their users. In order to provide and maintain high quality library and information services to users, librarians must strive to ensure that information resources are available to the user community at all cost as availability, accessibility and use of information resources are the foundation of library services. The researchers therefore suggest the following options for improving library services in the university.

➢ Inculcating the use of the library among the students.
➢ Reactivation of the manual catalogue and upgrading the Online Public Access Catalogue (OPAC).
➢ Improve the supply of electricity to enhance lighting in the library.
➢ Provision of reprographic equipment and   photocopiers for the library.
➢ Improve the internet bandwidth.
➢ Improve the collection on Government Publications.

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Appendix A

Questionnaire

USE OF THE UNIVERSITY LIBRARY BY STUDENTS OF JOSEPH AYO BABALOLA UNIVERSITY IKEJI-ARAKEJI, OSUN STATE NIGERIA

Part 1 Demographical information of respondents'

Please tick as appropriate

Name of your College:

- ➢ **College of Law**
- ➢ **College of Health Science**
- ➢ **College of Agricultural Sciences**
- ➢ **College of Environmental Sciences**
- ➢ **College of Management & Social Sciences**
- ➢ **College of Natural Sciences**
- ➢ **College of Humanities**

What is your course level?

- ➢ **100 Level**
- ➢ **200 Level**

> ➢ **300 Level**
> ➢ **400 Level**
> ➢ **500 Level**

Sex:

> ➢ **Male**
> ➢ **Female**

Part II

Research Questions

a.   How frequent do you visit the library?

> ➢ **Daily**
> ➢ **Weekly**
> ➢ **Monthly**
> ➢ **During examination period**

b.   What are the purposes for using the library and its services?

> ➢ **Preparing assignments**
> ➢ **Reading for examination**
> ➢ **Borrowing of book(s)**
> ➢ **Reading for leisure & recreation**
> ➢ **Consulting reference materials**
> ➢ **For research purposes**
> ➢ **To use the e-library**
> ➢ **Reading of self book & lecture/course materials**
> ➢ **Reading of newspapers**
> ➢ **Consulting journals**
> ➢ **Consulting librarians for assistance**

c.   Degree of library collections & services adequacy for use?

Item	Very Adequate	Adequate	Fairly Adequate	Not Adequate
Textbooks				
Journals				
Reference Materials				
Electronic Resources				
Government Publications				

Newspapers including local & international				
Students projects				

d.   Indicate the library collections and services you use?

Collection/services	Used	Not used
Book lending service		
Bindery service		
Reference service		
Inter-library lending and document delivery service		
Translation service		
Referral Service		
Current awareness service		
Reservation service		
Study carrels service		
Exhibition and displays service		
Users education service		
Information literacy programme		
Selective dissemination of information service		
Photocopying/reprographic service		

What method do you use in accessing the library collections

➢ **Browsing through shelves**
➢ **Using manual catalogue**
➢ **Using the OPAC**
➢ **Use of index, abstract & bibliographies**
➢ **Assistance from library staff**
➢ **Assistance from friend**

What is the level of your satisfaction with library collections & Services? Please Tick)

➢ **Very satisfied**
➢ **Satisfied**
➢ **Fairly satisfied**

What are the problems you encounter in using the library? (Please tick)

➢ **Inadequate reading space**
➢ **Little or no assistance from library staff**

- **Ineffectiveness of the library manual catalogue**
- **Library collections not adequate**
- **Library has no guide to direct users to appropriate section of the library**
- **Power outage**
- **Collections not relevant**
- **Inadequate users education**
- **Lack of awareness of library resources**
- **Inadequate photocopying services**
- **Low speed of the internet**
- **Inadequate knowledge of ICTs use**
- **Ineffectiveness of the OPAC**