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Winter 5-19-2022

## Utilisation of Library information resources by Undergraduates of Public University in Ogun State

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Arowolo, Rahman Olorunleke; Ajiboye, B.A.; and Adio, Samuel Kolawole, "Utilisation of Library information resources by Undergraduates of Public University in Ogun State" (2022). *Library Philosophy and Practice (e-journal)*. 7451.

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Topic- Utilisation of Information Resources by Undergraduate Students of Public University in Ogun State

## **Introduction**

The university environment is made up of academic and non-academic staff, undergraduates and post-graduates who are the reasons for the establishment of a university library. Although, the university libraries is established to serve all members of the academic community, undergraduates constitute the highest percentage of library users. Globalisation has about a change in which information is been collected and also distributed, this brought about the existence of internet and also online search and utilisation for information resources.

Adeyoyin (2011) listed the objectives of a library to include selection and acquisition of information materials; organisation of information materials; preservation of information materials; dissemination of information materials and users' instruction and education. The purpose of a library is achieved in two folds by making information materials available to users, and by encouraging users to use the library. Since information is important for the acquisition of knowledge, knowing where to get the right information for the right purpose is also crucial. There are different types of libraries which provide information to different groups of users, these include academic, school, national, public, special, private and virtual libraries.

Academic libraries are attached to institutions of higher learning such as universities, polytechnics, colleges of education, and other tertiary institutions. A library supports academic activities of the parent institution which is anchored on teaching, learning, and research. Therefore, the primary goal of an academic library is to meet the information needs of the staff, students and the host community (Oseghale, 2008). Academic library is meant to support academic programme by providing relevant and timely information to users in an academic environment which consist of

the students and academic staff of the institution. Adamu (2017) asserted that the quality of a university library is measured by the services provided by the library because of its unique position in the over-all university system. University libraries are also saddled with the responsibility of providing instruction to students and staff (both new and old) in certain areas of knowledge; to conduct research and extend the frontiers of knowledge through collection, organisation, preservation and dissemination of research findings of academics to the world.

With a view to satisfy the goal of knowledge provision, libraries provide wide range of services to ensure that users get timely access to whatever kind of information that could meet their multifaceted wants.

Utilisation of information resources refers to the extent that users make use of the information resources in library to satisfy information wants. However, the type and nature of information used among academic library users is one of the focuses of this study, Nwachukwu Lucky and Salami (2014) explained utilisation as an activity that measures the value of an item to a library or data system. Utilisation could be used to determine the reason for retaining a document within the collection of a library. Understanding the factors and purpose that are associated with the selection of library resources by undergraduates is critical, some of which might be for research, for assignment and for individual development. Once these areas are known, libraries can introduce strategies to increase the library resources for the use of undergraduates, postgraduate students and staff. The utilisation of library resources can be achieved through the demand of its information resources, the demand can also determine the extent of usage of library resources by undergraduates thereby fulfilling the objective of the library to utilise and maximise the exposure of the user to the library resources. Academic libraries ought to be involved in the provision of information resources for the use of their clients because libraries play vital roles in increasing

knowledge. It is assumed that if information is accessible to the undergraduates in libraries, it promotes effective learning.

Accessibility of library resources creates an enabling environment for the utilisation of library resources. The main goal of the academic library is for users to gain access to its abundant wealth of information resources. Information sources are efficient if they relevant, reliable, helpful and accurate information that can help users solve their problems. Accessibility of library resources means the simplicity of locating and retrieving information from large numbers of information resources stored (Ntui and Udah, 2015).

University libraries should be located within university environment in order for both staff and students to be able to access the library easily. If the university library is not located at a point where users can access the library it might be frustrating and stressful, this might reduce the level of patronage by users. Furthermore, the awareness of library information resources might help to boost the utilisation of library resources, awareness helps library users to know the resources available in the library. Abubakar (2011) noted that there is global shift from traditional information environment to an e-environment where emphasis is placed more on acquisition of e-resources such as e-books, e-journals as well as on-line databases.

Some library users may prefer to access information in print format, while others may prefer electronic format, based on reasons best known to them, Irrespective of the format, users need easy and quick access to be granted for the usage of the library resources, in addition, information resources accessibility, preference, and use are important factors in knowledge acquisition, learning, and research. Every academic library is expected to have adequate information resources available for its community for reading, learning, and research in numerous formats. Aina (2011) explained that accessibility predict the speed at which an information output in any format is

obtained. Therefore, information resources should be received and retrieved to meet the desired need of users.

### **Statement of the problem**

The library might record little or no patronage of its information resources due to the users' inability to access information resources because of the lack of appropriate skills for accessing or retrieving available resources.

Despite the significant benefits of Library, it has been observed that, the level of utilisation is still low. However, interactions with some undergraduates revealed that they do not use library information resources. Majority feel information resources they need might not be in the library, some also seems to be satisfied with search engines and class notes. The decline of library patronage might be attributed to the non- availability of information resources in numerous alternative formats. This research therefore aims to explore the utilisation of library information resources by undergraduates of public university in Ogun State.

### **Research questions**

The study seeks to answer the following research questions:

1. What is the relevance of demographic characteristics on the utilisation of information resources by undergraduates in public universities in Ogun State, Nigeria?
2. What types of information resources are available to undergraduates in public universities in Ogun State, Nigeria?
3. How often do undergraduates of public universities in Ogun State Nigeria utilise their preferred library information resources?

4. What are the challenges to the utilisation of the information resources among undergraduates in public universities in Ogun State, Nigeria?

### **Objectives of the study**

The broad objective of the study was to examine the utilisation of library information resources by undergraduates in public universities in Ogun State, Nigeria. However, the specific objectives are to:

- i. identify the relevance of demographic characteristics in the utilisation of information resources by undergraduates of public universities in Ogun State, Nigeria;
- ii. examine types of information resources available to undergraduates in public universities in Ogun State, Nigeria;
- iii. determine how often undergraduates in public universities in Ogun State, Nigeria utilise their preferred library information resources;
- iv. identify the challenges to the utilisation of information resources among undergraduates in public universities in Ogun State, Nigeria;

### **Literature Review**

The utilisation of information resources is the major aim of a library information resources are not for beautification they are meant to be used by users for the purpose of knowledge increment. Electronic information has become a significant resource in every academic library in recent years. Onwukanjo and Men (2017) also studied the role of information resources availability and accessibility on user satisfaction. Results shown that there is insufficiency of information resources such as printing and photocopying services as well as information retrieval tools such as computers. The few available information resources were found to be outdated. Benard and Dulle (2014) explained in use of library information resources by students in Morogoro, that the findings

shows that the majority of the students use text books to satisfy their information needs and also textbooks that are relevant, reliable and accurate to academic needs. Orji (2012), explained the school library is been utilise for various reasons i.e.; to read for preparation of examination and also for serious academic work, and to see friend, among others.

Furthermore, Oyewusi and Oyeboade (2009) In the report the respondents were asked to indicate the reasons for using the library. In the Findings, it was found that 76.8% respondents use the library as a place where they can read and study, 7.9% used it for research, 4.3% visit the library, to loan the book, while 7.4% sleep and socialise in the library. Results shows that Nigerian students perceive library as a place where serious academic work can be done.

Adeoye and Popoola (2011) opined in the availability, accessibility and use of library and information resources in their study. They explained that, for effective learning process, users must have access to relevant information materials and resources. These resources might be in documented (i.e., printed resources) and non-documented (i.e., electronic resources) format. Reseachers examined that the more accessible information sources that require the least effort to access. User may experience five feasible types of inaccessibility problems i.e., conceptual, linguistic, critical, bibliographic, and physical.

Ezeala and Yusuff (2011) added the electronic resources as: working computers, photocopying machines, CDROM, microforms, fax machines, internet, local area network, radio messages, telephone, lighting and computer workstations for library clientele which must have to be measured periodically by librarians to protect that the resources and services of their libraries as a way of reflecting that they are meeting the set aims and objectives of the library. The rate of utilisation of e-resources in universities vary, with the huge investments in journal subscription (Bamidele, Omeluzor and Amadi, 2013). Panneerselvam.P (2010), the research discovered that

the Students, teachers, and research scholars opined that the usage of e-resources is time saving, easy to use and Informative. 91% of teachers, 87% of research scholars and 80% of the student environment feel that the e-resources are more expensive. The usage of e-resources is not up-to the worth if it's compared to investments made in the purchase of these resources; Furthermore infrastructure and training programme should also be revisited and improved. The availability of e-resources on the campus is enough for all the established courses but the infrastructure to use is not befitting and can hinder the ability to meet the requirements of users.

Ogunniyi, Akerele and Afolabi (2011) the researchers explained that 66.7% of the respondents used the serial section while 33.3% did not. Some of the respondents, 21 (70%) used the serial section for research motive while 1(3.3%) used it for relaxation and be familiar with current information. Bamidele et al., (2013) maintained that the use of print journals is decreasing among undergraduates in some higher institution of learning. Ugwu and Onyegiri (2013) noted that accessibility of these resources is re-defining the vision and mission of university libraries today while Ani, (2010), The researcher revealed that university libraries and computer centers had inadequate infrastructure, connectivity and unstable Internet services which gave outside commercial cyber cafes to gain patronage from student's within and outside the campuses. This showed that Internet services were still poor in university libraries which made students to patronize cyber cafes and commercial Internet services within and outside the campuses.

## **Methodology**

The research adopted a descriptive research design to extract the utilisation of library information resources by undergraduates of public universities in Ogun State. The study population comprise of undergraduates in public (state) universities in Ogun State, Nigeria. These are, undergraduates of Tai solarin University of Education (TASUED) Ijebu-ode, and Olabisi Onabanjo University



(OOU) Ago-iwoye. The choice of these universities was necessitated by the population of undergraduates in public (state) universities and the year of establishment. The total population of the study consist of 39,256 students, Twenty-eight thousand, five hundred and fourty-three (28,543) from Olabisi Onabanjo University and Tai Solarin University of Education with Ten thousand, seven hundred and thirteen (10,713) undergraduates.

Multistage sampling technique was employed in this study. The first stage involved the selection of institutions using a purposive sampling technique. At the second stage, the simple random sampling technique was used to select 380 students from the total population 39,256 of the undergraduates in the institutions. The sample size for the study was determined using Krejcie and Morgan (1970) table (confidence = 95% and margin error of 5.0%), (See Appendix III). The sample size is calculated below:

$n_x$  = sample size for school X

$N_x$  = population size for school X

$N_t$  = total population for all the schools

$K_m$  = suggested number from Krejcie and Morgan table -  $n = N_x/N_t * k_m$

**Olabisi Onabanjo University** =  $28543/39256 \times 380 = 276$

**Tai Solarin University of Education** =  $10713/39256 \times 380 = 104$

The sum of  $276 + 104 = 380$

**Table 1: Sample Size**

<b>S/N</b>	<b>INSTITUTION</b>	<b>POPULATION</b>	<b>SAMPLE SIZE</b>	<b>PERCENTAGE</b>
<b>1.</b>	Olabisi Onabanjo University (OOU)	28543	276	73%
<b>2.</b>	Tai Solarin University of Education(TASUED)	10713	104	27%
	<b>TOTAL</b>	<b>39256</b>	<b>380</b>	<b>100%</b>

Source: Krejcie and Morgan, 1970.

The primary instrument that was used to collect data was the questionnaire. A mixed method was used for the purpose of credibility of the findings, interview were conducted to obtain both quantitative and qualitative data that were collected for the study. While quantitative data was collected through the questionnaire, qualitative data was collected through interview. For the qualitative data the researcher interviewed the heads of automation units and reader services' units of the public universities.

### **Data Analysis**

**Research Objective:** Identify the relevance of demographic characteristics on the usage of library information resources by undergraduates of public universities in Ogun State, Nigeria

The demographic characteristics of the respondents in this study include, name of university, gender, age and level. The respondents used from the two public (state) universities: show that (73%) respondents were from Olabisi Onabanjo University, Ago Iwoye, and (27%) were from Tai

Solarin University of Education. The result on the gender of respondent's shows that (37.4%) respondents were male, and their female counterparts were (62.6%). The ages of respondents also shows that (25.1%) respondents were between 16-20 years of age, (61.2%) were between 21-25 years, (12.8%) were between 26-30 years, and (0.8%) were between 31-35 years. The educational level of the respondents shows that (6.0%) respondents were in 100 level, (18.9%) were in 200 level, (26.8%) were in 300 level, (40.2%) were in 400 level, and (8.2%) were in 500 level respectively. This shows that Olabisi Onabanjo University has the highest respondents. This may be attributed to the fact they have the largest population. Also female responded more to the Questionnaire distributed, however ages 21-25 years were the highest respondents, while undergraduates of 400 level responded more through the questionnaire.

These findings are in agreement with Cox and Jantti (2012) who observed in a study that there are gender differences in library electronic resource usage. They discovered that women used e-resources more than men. The results further confirmed the findings by Bamidele, Omeluzor & Amadi (2013) who carried out a study on Utilisation of Journal Publications by Undergraduate Students of Babcock University, Nigeria. This result indicates that there were more female respondents in this study than their male counterpart.

**Research Objective Two:** Examine types of information resources available to undergraduates in Public universities in Ogun State, Nigeria

This Question sought to know the types of information resources available to undergraduates in Public Universities in Ogun State, Nigeria. Respondents were asked to indicate the availability of information resources listed in the questionnaire, 8 items on types of information resources available. The finding is indicated in Table 2 which explains the types of information resources available to undergraduates of public universities in Ogun state, Nigeria.

It shows that Text books ( $\bar{x} = 2.84$ ) was ranked highest as the major print information resources available to undergraduate students and was followed by Newspapers/Magazines ( $\bar{x}=2.61$ ), Encyclopedia ( $\bar{x}=2.55$ ), Dictionaries ( $\bar{x}=2.55$ ), Journals ( $\bar{x}=2.53$ ), Dissertations/thesis ( $\bar{x}=2.51$ ), Abstract/Index ( $\bar{x}=2.46$ ), and lastly Novels ( $\bar{x}=2.39$ ) respectively. While under Non-Print Information resources Internet e.g. (website) ( $\bar{x}=2.65$ ) was ranked highest by the mean score as the major non-print information resources, and was followed by e-books ( $\bar{x}=2.60$ ), e-journals-database e.g. (Agora) ( $\bar{x}=2.53$ ), Multimedia e.g. YouTube ( $\bar{x}=2.50$ ), and lastly by Graphical, pictorial information resources ( $\bar{x}=2.48$ ) respectively.

With this analysis it indicates that all resources are available for the utilisation of undergraduate, this can be supported with interview conducted with the two (2) Public universities Automation and Reader service librarians who agreed that all the information resources on the Questionnaire are available to their Undergraduates, all indication shows that Textbook is the highest of print information resources while Internet is the highest of Non- print resources.

This agrees with Onye (2016) who observed the type of information resources available to the respondents in their study (100%) indicated that textbooks are available in the library while 314 (46.1%) agreed to the existence of internet. This is also in line with Adeniran (2013) who discovered in Redeemers University, Nigeria different types of electronic information resources available in the university library and also the student are aware, Moreover, libraries stock not only printed resources alone they also made electronic resources available both within and outside the university environment. These electronic resources comprise of digital repositories, e-journals, e-books, scholarly databases and e-library collections which are also alternative where print resources are under use. (Ferdinand, Ruth, & Paul, 2015).

**Table 2: Types of information resources available to undergraduate Students**

s/n	Resources available to undergraduates	HA	AA	NA	$\bar{x}$	S.D
<b>Print information resources (Weighted Mean =2.55)</b>						
1	Text books	86.3%	11.5%	2.2%	2.84	0.42
2	Journals	59.3%	34.4%	6.3%	2.53	0.61
3	Dissertations/thesis	60.7%	30.1%	9.3%	2.51	0.66
4	Dictionaries	63.4%	28.1%	8.5%	2.55	0.64
<b>Non-print information resources (Weighted Mean =2.55)</b>						
5	Internet e.g. (website)	71.0%	22.7%	6.3%	2.65	0.59
6	Multimedia e.g. YouTube	62.0%	26.0%	12.0%	2.50	0.70
7	E-books	64.5%	30.6%	4.9%	2.60	0.58
8	E-journals-database e.g. (Agora)	59.3%	34.4%	6.3%	2.53	0.61

**Key:** HA= Highly Available, AA= Averagely Available, NA= Not Available,

**Source:** Field study, 2020.

**Weighted Mean = 2.55**

**Research Objective Three:** Identify how often undergraduates in public universities in Ogun State, Nigeria use library information resources

For the purpose of understanding how often undergraduates in public Universities in Ogun State, Nigeria use their preferred format of information resources, the respondents were asked to indicate how frequent they use the information resources listed. Table 3 shows the frequency of usage of information resources by undergraduates of public universities in Ogun state, Nigeria. Text Book ( $\bar{x}$ =4.23) was rated highest as the most used print resources and was followed by Dictionaries ( $\bar{x}$  =3.85) and Journal ( $\bar{x}$ =3.82). However, the finding showed that (58.5%) respondents agreed to the use of text books daily which is the highest while (48.6%) respondents agreed to the use of Internet on a daily basis.

In an interview session it was explained that the print resources especially text books are well utilised by undergraduates. The interviewees also mentioned that it is only when the books have been loaned out that is when undergraduates consider utilising E-book because every copy of the book they have is also in the database. This is similar to the findings of Adeoye and Popoola (2011) who studied investigated the availability, accessibility and use of library and information resources in their study. They explained that, for effective learning process, users must have access to relevant information materials and resources. These resources might be in documented (i.e., printed resources) and non-documented (i.e., electronic resources) format.

Hence, it could be deduced that the frequency of use of information resources by undergraduates of public universities in Ogun state is on a daily basis. However, the findings of this study is not in agreement with Oluwatobi, Ehiogbae, Aluko-Arowolo and Onasote (2014) which explained that most frequently used library resources is online database and followed by Dictionaries, books, encyclopedia which are used daily while the least use materials is CD-ROM database.

**Table 3: Frequency of use of the information Resources**

s/n	Frequency of use	Daily	Twice a week	Weekly	Monthly	Never	$\bar{x}$	S.D	
	<b>Print Resources</b>								
1	Book	214 58.5%	56 15.3%	65 17.8%	28 7.7%	3 0.8%	4.23	1.04	
2	Journal	130 35.5%	107 29.2%	71 19.4%	49 13.4%	9 2.5%	3.82	1.13	
3	Dissertations/thesis	98 26.8%	92 25.1%	70 19.1%	54 14.8%	52 14.2%	3.36	1.38	
4	Dictionaries	150 41.0%	102 27.9%	53 14.5%	31 8.5%	30 8.2%	3.85	1.27	
	<b>Non-print Resources</b>								
5	E-journals-Database	114 31.1%	106 29.0%	58 15.8%	62 16.9%	26 7.1%	3.60	1.27	
6	Multimedia e.g. You Tube	149 40.7%	115 31.4%	40 10.9%	35 9.6%	27 7.4%	3.89	1.24	
7	Internet-website	178 48.6%	85 23.2%	56 15.3%	30 8.2%	17 4.6%	4.03	1.17	
8	E-book	159 43.4%	76 20.8%	64 17.5%	44 12.0%	23 6.3%	3.83	1.27	

**Source:** Field study, 2020.

**Research Objective Four:** identify the challenges to the use of information resources among undergraduates in public universities in Ogun State, Nigeria;

In order to identify the challenges to the use of information resources among the undergraduates of public universities in Ogun state, Nigeria. Respondents were asked to indicate the level of agreement or disagreement with 10 items on challenges to the use of preferred format by students in using information resources. The result in table 12 shows that lack of relevant e-journals ( $\bar{x}$  =2.54) was ranked highest as the major challenge faced and was followed by Slow internet services ( $\bar{x}$ =2.51), Power outage makes it uneasy to access electronic resources ( $\bar{x}$ =2.45) and Inadequate skill in using the electronic format ( $\bar{x}$ =2.41), Computer phobia ( $\bar{x}$ =2.09), and Unconducive environment ( $\bar{x}$ =2.09) were the least challenges ranked by respondents.

During an interview session on the challenge faced, it was gathered that people don't use the electronic resources the way they were supposed to use it, It is not necessary for users to come to library, they can access this database on the phones or system once it is connected to internet. What user needs to access the database outside school is the password to the database. The interviewees also make emphasised on the expense used in subscribing to the data base and how the utilisation is still below average. This findings is not in agreement with Dafioghor (2012) who researched on problems and prospects of electronic resources usage in Nigerian academic libraries, the findings showed that 57% of students respondents could not use a computer, that the use of database was poor, due to lack of awareness, also the findings of this study disagrees with that of Velmurugan (2013) who discovered in his study that the major problem faced by the users of electronic resources is slow internet access, which is regarded as not reliable.



**Table 4: Challenges for the Utilisation of Information Resources**

s/n	Challenges	SA	A	D	SD	$\bar{x}$	S.D
1	Lack of relevant e-journals	102 27.9%	101 27.6%	57 15.6%	106 29.0%	2.54	1.17
2	Slow internet services	94 25.7%	99 27.0%	72 19.7%	101 27.6%	2.51	1.14
3	Power outage makes it uneasy to access electronic resources	88 24.0%	99 27.0%	67 18.3%	112 30.6%	2.45	1.15
4	Inadequate skill in using the electronic format	74 20.2%	113 30.9%	67 18.3%	112 30.6%	2.41	1.12
5	Lack of awareness of the availability of the library resources	83 22.7%	94 25.7%	59 16.1%	130 35.5%	2.36	1.18
6	Lack of relevant books	76 20.8%	77 21.0%	73 19.9%	140 38.3%	2.24	1.17
7	Library policy makes it uneasy to access information resources	57 15.6%	91 24.9%	82 22.4%	136 37.2%	2.19	1.10
8	Inadequate knowledge of how to use the library resources	61 16.7%	85 23.2%	81 22.1%	139 38.0%	2.19	1.11
9	Computer phobia	60 16.4%	75 20.5%	69 18.9%	162 44.3%	2.09	1.14
10	Unconducive environment	59 16.1%	79 21.6%	65 17.8%	163 44.5%	2.09	1.14

**Weighted mean = 2.31**

**Key: SA = Strongly Agree, A = Agree, D = Disagree, SD = Strongly Disagree**

**Source:** Field study, 2020.

## **Summary of Findings**

The following findings were made from the study:

- I. The most available information resources to undergraduates are the text book, Internet, newspapers/ Magazines and E-books.
- II. The most utilised library information resources by undergraduates includes: Text books was ranked highest followed by Journal, Internet-website, and E-book.
- III. There is a high level of utilisation of information resources among undergraduates
- IV. Lack of relevant journals is one of the challenges confronting undergraduates, slow internet, Power outage, inadequate skill, and Lack of awareness were also included.

## **Conclusion**

The study revealed that the preferred information resources by undergraduates examined in the order of descending order of percentages were Textbooks, Internet, newspaper/Magazines and E-books. In addition, the level of utilisation was also high. Lack of relevant journals is posed the major confronting challenge to the undergraduates as well as slow internet, power outage, inadequate skill, and lack of awareness.

## **Recommendations**

Based on the findings of the study, the following recommendations were put forward:

- (i) Library personnel should make effort to increase awareness on information resources available not just to the undergraduates but to all users.
- (ii) More attention should be paid to the utilisation of library information resources among undergraduate as the frequency of daily use can increase to 100%.
- (iii) Libraries should organise workshop annually or quarterly for library users to constantly remind them and train them on information resources available.
- (iv) University management should support the library to enable them provide equipment that will enhances undergraduate effective utilisation.

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