

KNOWLEDGE OF INFORMATION RESOURCE FORMATS AND THE SATISFACTION OF POSTGRADUATE STUDENTS IN LIBRARY USAGE IN SOUTH-SOUTH FEDERAL UNIVERSITIES NIGERIA



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Abstract

The study's main objective was to examine knowledge of information resource formats and the satisfaction of Postgraduate students in library usage in South-South Federal Universities Nigeria. The correlation survey design was adopted for the study. The stratified random sampling technique was adopted for this study. The population of the study was 2097 postgraduate students in Federal Universities in South-South Nigeria. Sample size of the study was 353 postgraduate students who were proportionately selected from the four Federal Universities in South-South Nigeria. The instrument used for the study was questionnaire that sought respondents' opinion on the research questions. Mean and standard deviation were used to analyze the gathered data and linear regression analysis was used to test the hypothesis at 0.05 level of significance. Findings of the study established that postgraduate students possess inadequate knowledge of accessing and utilization of information resources formats in the university library. The tested hypothesis showed that that knowledge of information resources formats is significantly related to Postgraduate Students' Satisfaction in library usage. That is, increase in the knowledge of information resources formats will also lead to satisfaction of postgraduate students with the university library and vice-versa. The study recommended that Library orientation programmes should be organized for postgraduate students gearing them towards the effective utilization of the library so as to facilitate their efficiency in their various research works.

Keywords: Information, Resources, Formats, Satisfaction, Libraries

University education in Nigeria is facing a critical challenge in meeting new demand of 21st Century with its ever increasing population growth, inadequate library facilities and resources. In order to meet the pressing needs, there is need for adequate library resources and services at the appropriate level to support intellectual, cultural, and technical development of students enrolled in Nigerian universities. The university library is regarded as the most essential unit that supports the functions of teaching, learning and research. Therefore, the guarantee of efficient of delivery of tertiary education is dependent on the presence of well-equipped library. It can also be said that Universities with functional library and capable librarians are well assured of availability of updated information in any field of study.

The major functioning tool of any university is the availability of Library with updated information for teaching, learning and research purposes. It is often believed that information is power, so library could be tagged the powerhouse of any academic institution. According to Iwara (2015) library is one of the essential facilities in the university that enhance research activities by providing up-to-date and readily available information for effective research. The library supports the university by acquiring information resources in print and non-print formats, processes, organises, preserves and disseminates them to solve information needs of students at all levels. Library services with which the information resources are disseminated are usually provided by qualified librarians, para-professionals and library assistants, geared towards satisfaction of students who are the predominant users.

Information resources are the various means by which information is recorded for use by an individual or an organization. Although there are diverse information resources in the library holdings and they are made available and accessible in two main formats which are print and non-print formats. Information in print format include: all printed books, journal articles, theses and dissertations periodicals, maps, bibliographies, indexes and abstracts, photographs, Government agencies documents (annual reports, policies and treaties), technical and survey reports among others. In addition to printed materials, information is also produced in other formats (non-print). The non-print formats of information resources include audio, audio-visual, multimedia, microform and electronic books, electronic journals, images, texts/records from the internet among others. These information resources are organized in the library based on the formats in which they exists. However, despite the information needs of library users, not all possess adequate knowledge on how to access the different formats of information resources.

Quadri, Adetimirin and Idowu (2014) stated that the postgraduate students of universities need information to satisfy their social and psychological needs to promote and enhance their academic pursuit during their course of study in the university. The

print information resources like journals, textbooks, magazines, newspapers and reference materials and non-print like CD-ROM, audio-visual materials, micro film, micro fiches, databases, and other e-resources are to support assignments, projects work, term papers and seminar presentations by providing relevant information and services for effective and efficient achievement of academic excellent. Ugah (2008) also opined that the more accessible information resource formats are, the more likely they would be used considering the fact that the readers tend to use resources that require the minimum effort to access. Ochogwu (2007) noted that failure of our library professionals to provide complete access to those information resources is due to poor indexing, abstracting and bibliographic work.

In the library, the satisfaction of postgraduate library users is based on the availability and accessibility to needed information for research purposes. Bassey (2006) posited that satisfying the request of postgraduate students implies providing the actual information or services that will meet their needs. Despite this need, majority of the postgraduate library users tends to have mild knowledge of how to source for needed materials for their academic purposes. According Ogbuiyi and Okpe (2013) majority of library users only utilize books in the shelves but possess poor knowledge on the accessibility of other information resources, especially printed formats such as maps, periodicals, newspaper, reference materials among others and non-print formats such as audio-visuals, research materials among others.

The inadequate knowledge of information resources formats in University libraries limits the utilisation of information. Use of University Libraries become limited when students become ignorant of library's information resources more especially when library users become unaware of the quality and variety of information resources available. The limited knowledge of information resources formats promotes students' dissatisfaction with the use of university libraries. The knowledge of print and non-print formats of information resources as noted by Abubakar and Salamatu (2014) offered students the opportunity to control their learning and help them to have interactions with information pertaining to their needs. The performance of university libraries towards students' satisfaction depends on the provision of information resources in print and non-print formats. The expectations of library users are high when sourcing and retrieving information and when such information needs are not met, frustration usually set in and this may drive the users away from the library (Akinade, 2003). The knowledge of accessing needed information in the library tends to end the frustration which could lead to discouragement in using the library (Ntiu&Udah, 2015).The utilization of library resources is most important to the librarians, as this will enable them know how best they can serve their users. Users' study is thus regarded as a veritable tool for the assessment of libraries and their services (Tsafe, 2004).

Statement of the Problem

University libraries are concerned with increasing user satisfaction; effective strategies are being put in place to achieve such goal. It is the main duty of University librarians to acquire, and disseminate current, adequate and relevant information resources formats in such a way that it will ensure availability and easy accessibility for maximum postgraduates' students' satisfaction. However, scholars have shown that most library users are devoid of knowledge on the extent the university library can help them achieve their academic goals. Many of the users are unaware of the various information resources that university libraries can provide them in order to enhance their research activities talk less of knowing how to access them. Hence, the study tends to examine knowledge of information resources formats and satisfaction of Postgraduate students in library usage in South-South Federal Universities Nigeria

Objective of the Study

The objective of the study was to examine the knowledge of information resources formats and the satisfaction of Post Graduate Students in library usage in South-South Federal Universities Nigeria. In specific terms, the study sought to:

- i. Ascertain the level of knowledge of postgraduate library users in accessing information resource formats in the library.
- ii. Determine the extent postgraduate library users are satisfied with printed formats of information resources in South-South Federal Universities Nigeria
- iii. Examine the extent postgraduate library users are satisfied with electronic formats of information resources in South-South Federal Universities Nigeria

Research Question

- i. What is the level of knowledge of postgraduate library users in accessing information resources formats in the library?
- ii. To what extent postgraduate library users are satisfied with printed formats of information resources in South-South Federal Universities Nigeria?
- iii. To what extent postgraduate library users are satisfied with electronic formats of information resources in South-South Federal Universities Nigeria?

Hypotheses

- The level of knowledge of postgraduate library users in accessing information resources in the library do not significantly relate to their satisfaction with printed formats of information resources.
- The level of knowledge of postgraduate library users in accessing information resources in the library do not significantly relate to their satisfaction with electronic formats of information resources.

Methodology

This study adopted a correlation survey design. The population of the study consisted of 2097 postgraduate students registered in the federal university libraries of the study area. The sample size for the study stood at 353 respondents got through Taro Yamene formula. The sample size was proportionately selected across each of the four federal universities using proportionate stratified random sampling. A self-designed questionnaire structured in four point rating scale was the instrument used for data collection. The instrument was titled “Knowledge of Information Resource Formats and the Satisfaction of Postgraduate Students in Library usage in South-South Federal Universities Nigeria "(KIRFSPLU)". The instrument was face validated by two experts in the Library and Information Science unit of the Department of Educational Technology and Library Science University of Uyo. The Internal consistency of the instrument was established using Cronbach Alpha which yielded a reliability coefficient of 0.96. Mean and standard deviation were used to analyse responses of the research questions. Items with mean value 2.50 and above were remarked satisfied (S) and those less than 2.50 were remarked (NS).

Results and Discussion of Findings

Research Question 1: What is the level of knowledge of postgraduate library users in accessing information resource formats in the library?

Table 1: Level of Knowledge of Postgraduate Library Users in Accessing Information Resources Formats in the Library

S/N	Knowledge of Information resource formats accessibility	Mean	S.D	Remarks
1	Ability to search for printed materials on card catalogues, shelves and other archives	2.30	0.78	LL
2	Ability to search for electronic material using OPAC, Boolean search, web search.e.t.c	2.54	0.83	HL
3	Ability to search for audio-visual materials	2.21	0.55	LL
	Grand Mean and S.D	2.35	0.72	LL

Field survey 2019,LL-low level, HL- high level,

Table 1 shows the level of knowledge of postgraduate library users in accessing information resources in the library. Based on the acceptance rule, the collected data shows that knowledge of searching for printed material on card catalogues and shelves is very low among postgraduate users (2.30), knowledge of searching for electronic material using OPAC, Boolean search is at high level (2.54). The postgraduate library users showed that their knowledge to search for audio-visual material in the library is low (2.21). Generally, based on the generated mean responses, the grand mean of 2.35 suggests that postgraduate library users possess low level of knowledge to access various information formats in the library. This is in line with Ogbuyi and Okpe (2013)

who evaluated the use of library materials and services in private universities in Nigeria and found that inadequate knowledge of the print format of information resources especially indexing and abstracting as well as catalogues limits information resources usage in university libraries.

Research Question 2: To what extent postgraduate library users are satisfied with printed formats of information resources in south-south federal universities Nigeria?

Table 2: Extent Postgraduate Library Users are Satisfied with Printed Formats of Information Resources in South-South Federal Universities Nigeria

S/N	Items	Mean	S.D	Remark
1	Information search with printed materials.	2.34	0.67	NS
2	cost to access printed materials	3.02	0.72	S
3	Task to locate printed materials on the card catalogue and on shelves	2.04	0.82	NS
4	Photocopying and printing facilities	2.45	0.91	NS
5	Organization of printed materials	3.35	0.86	S
6	Information provided by printed materials	2.09	0.92	NS
7	The reliability of the printed materials	2.09	1.00	NS
8	The use of source cardfor information collection	2.01	0.81	NS
9	Number of books allowed to borrow	2.01	0.75	NS
		2.38	0.83	NS

Field survey, 2019. S-satisfied, NS-Not satisfied

Table 2 revealed the extent postgraduate library users are satisfied with printed formats of information resources in south-south federal universities Nigeria. Based on the criterion mean, the analysed data showed that post-graduate library users are satisfied with cost of access to printed materials (3.02), organization of printed materials in the library (3.35). On the other hand, post graduate library users indicated dissatisfaction on information search with printed materials (2.34), task to locate printed materials on the card catalogues and shelves (2.04), photocopying and printing facilities (2.45),the reliability of printed materials (2.09), information provided by printed materials (2.09),the use of source card for information collection (2.01) and number of books allowed to borrow (2.01). The finding is in conformity with Nnadozie and Nwosu (2016) who observed that library users are bored with the kinds of printed materials that are available in the library holdings (outdated). They further stated that card catalogues in most libraries in the south-East has being fully abandoned whereas they provided limited access to their ICT facilities. Bassey (2006), Olofinsawe and Oyeniya (2010). posited that library users are not interested in searching for information or printed materials through card catalogues due to the task involved. They are highly dissatisfied

with information search in printed materials, sometimes when the information provided are often outdated

Research Question 3: To what extent postgraduate library users are satisfied with electronic formats of information resources in south-south federal universities Nigeria?

Table 3: Extent Postgraduate Library Users are Satisfied with Electronic Formats of Information Resources in South-South Federal Universities Nigeria

S/N	Items	Mean	S.D	Remark
1	Requirement of common ICT know-how for proper accessibility	3.05	0.65	S
2	Restricted accessibility to electronic materials	2.01	0.84	NS
3	Cost of accessibility	2.05	0.77	NS
4	Meeting information needs	3.02	0.86	S
5	Variety of materials in a search	3.45	0.86	S
6	Level of availability of ICT facilities	1.96	0.94	NS
7	Organization of electronic materials	3.53	1.00	S
8	Online catalogue system of electronic materials	3.82	0.74	S
	Grand Total	2.86	0.83	S

Field Survey, 2019. S-satisfied, NS-Not satisfied

Table 3 showed the extent postgraduate library users are satisfied with electronic formats of information resources in south-south federal universities Nigeria. Based on the criterion mean, post-graduate library users indicated that in using electronic formats of information resources they are satisfied with requirement of common ICT know-how for proper accessibility (3.64), provided information needs (3.02), variety of materials in a search (3.45), organization of electronic materials (3.53), online catalogue system of electronic materials (3.82). On the other hand post-graduate library users indicated that they are not satisfied with the cost of access (2.05), level of availability of ICT facilities (1.96) and restricted access to electronic materials (2.01). Library users are satisfied with the services of electronic format but really not contented with level of accessibility to electronic databases. The finding is in conformity with Nnadozie and Nwosu (2016) in their study found that, library users expressed a high level of disappointment because of the poor access to electronic materials within the library. The study of Agboola, Bamigboye and Owolabi (2019) is in support of the finding by concluding that students are not satisfied with restricted access to electronic database and the way their information needs are being met especially when in need of electronic access to information.

Hypotheses

H₀₁: The level of knowledge of postgraduate library users in accessing information resources in the library do not significantly relate to their satisfaction with printed formats of information resources.

Table 4: Multiple Regression Analysis on the Level of Knowledge of Postgraduate Library Users in Accessing Information Resources in the Library and their Satisfaction with Printed Formats of Information Resources

Model	Sum of squares	Df	Mean square	R	F	Sig
Regression	5342.55	1	5342.55	0.89	545.05	.000 ^b
Residual	3440.79	351	9.802			
Total	8783.34	352				

Dependent variable: Satisfaction

Independent variable: Level of knowledge

The result in table 4 reveals the summary of the relationship between level of knowledge of information resources formats and postgraduate students' satisfaction with printed formats of information resources in Federal University Libraries in South-South Nigeria. The table show that the r-value is 0.89 which indicates a strong relationship between the variables. In the same vein, F-value 545.05, p-value, 0.00 with a degree of freedom of 1 and 351 were obtained. Therefore, since (p <0.05), (0.000 is less than 0.05), the null hypothesis is rejected. This implies that the level of knowledge of postgraduate library users in accessing information resources formats in the library significantly relate to their satisfaction with printed formats of information resources.

H₀₂:Thelevel of knowledge of postgraduate library users in accessing information resources in the library does not significantly relate to their satisfaction with electronic formats of information resources.

Table 5: Multiple Regression Analysis on the Level of Knowledge of Postgraduate Library Users in Accessing Information Resources in the Library and their Satisfaction with Electronic Formats of Information Resources

Model	Sum of Squares	Df	Mean Square	F	R-value	Sig.
Regression	5999.324	1	5999.324	187.85	0.64	.003 ^b
Residual	11209.645	351	31.936			
Total	17208.696	352				

Table 5 presents a summary of the relationship between the level of knowledge of postgraduate library users in accessing information resources in the library and their

satisfaction with electronic formats of information resources in Federal University South-South Nigeria. From the table, it was revealed that the r-value obtained (0.64^a) indicated a strong positive relationship between the variables under study. Similarly, the f-value and p-values obtained was (F= 187.85 and p-value=0.003) with a degree of freedom of 1 and 351. Since (p< 0.05), (0.003 is less than 0.05), the null hypothesis was rejected, Hence, there is significant relationship between the level of knowledge of postgraduate library users in accessing information resources in the library and their satisfaction with electronic formats of information resources. These means that the level of knowledge of the library and how to access various information for personal usage influence the satisfaction of library users.

Conclusion

Based on the findings of the study, it was concluded that knowledge of information resources formats is significantly related to postgraduate students' satisfaction in library usage. This implies that increase in the knowledge of information resources formats will also lead to satisfaction of postgraduate students with the university library and vice-versa.

Recommendations

In line with the conclusion the following recommendations were presented:

1. Efforts should be made by the university librarians to enhance post graduate students level of awareness of various formats of information resources available in the library holdings for the purpose of their academic work. This will in turn encourage their library usage.
2. Library orientation programmes should be organized for postgraduate students gearing them towards the effective utilization of the library so as to facilitate their efficiency in their various research works.

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