TITLE PAGE

EXTENT OF USE OF AVAILABLE LIBRARY SERVICES BY

ACADEMIC STAFF OF POYTECHNICS IN EDO AND DELTA STATE.

BY

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APPROVAL PAGE

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ABSTRACT

This study examined the extent of use of available library services by academic staff of polytechnics in Edo and Delta State. Specifically, the study sought to determine library services available in the institutions, extent of use of the services by the academic staff and level of their satisfaction and expectations. For the purpose of this study descriptive survey research design was adopted. The population of the study consists of 997 academic staff. Stratified random sampling technique was used to select one third of the population from each institution in the area of study which gave a total of 299. A questionnaire was used as a data collection instrument for the study. Data was collected with a 31 – item validated Likert type with five response options. Simple percentage was used to analyze demographic data of respondents while the arithmetic mean was used to analyze data relative to the research questions. The hypotheses were tested using t-test statistical technique at 0.05 level of significance. The study revealed that there is significant difference between the mean ratings of the respondents on the extent of use of the available library services and the level of satisfaction based on gender and level of the respondents. Reasons identified as being responsible for low extent of use of library services include lack of current awareness services, reliable Internet services, recent and relevant journals, e-resources. It is therefore recommended that polytechnic libraries should be stocked with relevant up-to-date materials and provided with reliable Internet services in order to encourage academic staff to use their services.

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CERTIFICATION

It is hereby certified that the research reported here is the original work of Okoedion, Innocent. The references of the existing work were dully acknowledged. To the best of the researcher knowledge, no part of the work embodied in this thesis has been submitted to the university or any other institution for the award of a degree.

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Name   Signature/Date

DEDICATION

This thesis is dedicated to Mrs Okoedion, Celestina for her understanding and financial support throughout the programme.

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CHAPTER ONE

INTRODUCTION

Background to the Study

The Polytechnic is one of the tripod stand upon which higher education rests in Nigeria -the other two being the University and the College of Education. The Polytechnics in Nigeria had evolved from what used to be Colleges of Technology. Since independence, the Federal Government believes that there is direct relationship between quality of education and the ability of the nation to achieve economic, social, political and technological growth. This relationship has made education one of the priorities of the Federal government. As a result, many plans and policies had been put in place to improve education at all levels especially at the tertiary level. Federal Ministry of Education (2004) in section 6 of the National Policy on Education, states that the main purpose of the polytechnic education is to produce the middle-level manpower for the nation's economy. It further defined technical education as that aspect of education which leads to the acquisition of practical and applied skills as well as basic scientific knowledge.

Polytechnics are to engage in research suitable for the development of both human and material resources needed by the nations industry and economy. To produce highly skilled manpower for the economy, polytechnics are set to teach research and offer community services. The polytechnic administrators note that to achieve these major objectives, the establishment of the library resources and services are unavoidable. It through this that the information needs of the academic community specifically academic staff, researchers, students, administrators and other staff can be satisfactorily met. The objectives of the Polytechnic education may be hampered if the information resources and services needed by academic staff to accomplish the tasks of teaching, research and community service are not adequately made available. According to Aina (2004), the library is concerned with the collection, processing, storage and dissemination of recorded information for the purpose of reading, study and consultation. Polytechnic libraries support the teaching and research needs of institutions they serve. It is the library's responsibility to ensure that the use of its information sources, resources and services are maximized to benefit its users.

However, polytechnic libraries are expected to acquire, process into a retrievable form, and make available the much needed information to the

academic staff and other users who may require them for their various teaching and research activities. The accomplishment of this function depends on the available information products in the polytechnic libraries such as textbooks, journals, indexes and abstracts, monographs, theses and dissertations, newspapers and magazines, government publications, research and technical reports, encyclopedias, manuscripts, publication of international organizations, patents and standards as well as microforms.

Similarly, how well a polytechnic library is able to render effective information services such as lending, referral, microfilming, indexing and abstracting, current contents listing, selective dissemination of information and data processing has functional relation with the resources available at its disposal. A library is unlikely to function effectively if its collection falls below a certain level. Polytechnic libraries are also expected to have sufficient number of skilled personnel to maintain a proper operation and provide good services.

The Polytechnic library is open to all registered students, academic and non-academic staff of the institution. Each member on registration is issued with borrowers tickets which are not transferable. In most cases, lecturers are usually given four borrower's tickets which enable them to borrow up to four copies of information materials at the same time.

No matter how large the stock of an academic library is, if the services and resources are not used, the library will end up being a huge project.

Generally, the quality of library services depends, to a large extent, on the quantity and quality of its collections and the staff who provide the services. The academic staff need the information resources of the library to prepare their lecture notes, and carry out researches in their various fields. There is intensive use of library facilities if the users are satisfied with the services provided. Nnadozie (2008) observed that the extent of use of certain documents in any academic environment is often dictated by the subject coverage of the parent body. He also reported that Vocational and technical instructors/lecturers rely heavily on persona1ized library services and current awareness services.

On the other hand, Nnadozie (2008) reported that the basic reasons for non-use of academic libraries emanate from user-frustrations and possibly ignorance of the correlation between library use and academic grades. In accord with the above opinion, Nwezeh (2011) opined that the problem of under- utilization of library resources is a global one and lack of understanding among academic staff members about what a library really is and how to use it.

All those involved with teaching and learning in the polytechnics are expected to meet the appropriate professional standards in consonance with the National Board for Technical Education which is responsible for quality assessment and program accreditation at polytechnics, technical colleges,

training centers and amongst others. Enormous resources are therefore expended to keep the Polytechnic libraries up to the required standards.

There is no disputing the fact that no matter how intellectually endowed a lecturer may be, he or she cannot exclusively impart to the student all that the student requires in any given subject matter. This is because knowledge is dynamic and quality teaching requires personal and in-depth knowledge of the subject matter, quality and up-to-datedness of the research put into it, teaching method employed as well as the communicative ability and skill of the lecturer. The lecturer in this era of information explosion has role to play in the area of information use in order to be able to impart to the students all that they require for their development and good research work. Yusuf (2004) also posited that the use of library services help to improve the quality of teaching and learning in tertiary institutions. Based on the inestimable values of library services in the performance of different academic tasks, it is expected that academic staff in polytechnics in Edo and Delta States should make use of library services for accessing, identification, retrieving and utilization of information materials without restrictions or reservation. However, it has been observed that there are
some personal characteristics such as gender and status which tend to determined, impede or even influence the extent of use of library services by academic staff of polytechnics in Edo and Delta States. This research was necessitated from the personal observation of the researcher and comments of

other people that most academic staff in tertiary institutions including polytechnics do not make much use of library resources and services. This observation and comments need to be substantiated through an empirical study that will throw clear light and situation if not addressed, will further truncate or hinder the realization of the objectives of polytechnic education in the country. It is on this background that the researcher wants to examine the extent of use of available 1ibrary services by academic staff of polytechnics in Edo and Delta States of Nigeria.

Edo State Institute of Technology and Management, Usen was established in 2002 by the state government whose responsibility is to disseminate scientific and technological knowledge among users especially scientists, researchers, industries, trade and service. Also to provide courses of instruction, training and research particularly in applied science, technology as well as commerce, management and such other field of learning as the Governing Council may from time to time determine. The Auchi Federal Polytechnic, Auchi is one of the leading Polytechnics in the country, in one of the most vibrant and cosmopolitan towns in Nigeria established in 1963. The polytechnic received International Books Aids consecutively and a lot from Tertiary Education Trust Fund library development intervention scheme, which enable the renovation and the expansion of the library.

There are three Delta State polytechnic institutions in Delta State, Nigeria, all established on 12th November 2002, located in Ozoro (Isoko North Local Government Area), Ogwashi-Uku (Aniocha South Local Government Area) and Otefe-Oghara (Ethiope West Local Government Area). The Government of Delta State reached an understanding with the university of Westminster, London to assist in management and technical support for the institutions. The institutions are centre of excellence in Agriculture, Computing and Information Technology, Engineering and Environmental Studies and Arts and Sports. The polytechnic libraries started their operations in temporal structures. Their initial stocks include a model collection of books and periodical titles.

Statement of the Problem

The Polytechnic library is an academic library which supports teaching and research activities in the institution. In addition to providing an atmosphere conducive to reading and consultation of relevant information, the library also offers a variety of facilities and services to enable academic staff to make optimal use of library resources.

Library resources and services are provided in polytechnics and other tertiary institutions in the country as a major requirement for the effective teaching and learning. However, it is one thing to provide the resources and services and yet another thing for them to be optimally utilized to achieve the

purpose of their provision. The need for academic staff to optimally utilize library resources and services provided in their institutions cannot be overemphasized, where this fails the provision will be a waste of funds while teaching and learning will remain ineffective.

The researcher noticed that most academic staff of polytechnics in Edo and Delta State do not often utilized the library resources and services as observed in libraries registration or statistical records. From the researcher's personal observation and comments of other researchers such as Nnadozie (2008), it appears that academic staff do not optimally utilize library resources and services provided in their institutions. However, the extent to which this observation is true of academic staff of polytechnics in Edo and Delta States is not certain and required an empirical study of this nature. Therefore, this study is set to find out the extent of use of the library services by the academic staff of polytechnics in Edo and Delta State.

Purpose of the Study

The purpose of the research is to examine the extent of use of available library services by academic staff of polytechnics in Edo and Delta State. Specifically, the study sought to:

1.   Determine the services provided by polytechnic libraries in Edo and Delta State

2.   Determine extent of use of the library services by the academic staff of the polytechnics in Edo and Delta State

3.   Determine the level of satisfaction with the library services provided in polytechnics in Edo and Delta State by the academic staff.

4.   Ascertain the possible constraints in the use of library services by the academic staff of polytechnics in Edo and Delta State

5.   Ascertain the library services expectations of academic staff of polytechnics in Edo and Delta State.

Significance of the Study

This study will be of immense importance to some categories of people in academic institutions. Having services that no one knows about is as good as having no services at all. It is hope that this study will be of significance to the academic staff and other researchers as it will create awareness of the polytechnic library services. Thus, the study could provide the empirical basis for a strong collaborative effort between librarians and academic staff in the area of collection buildings.

The study will enable the library management to see the needs in acquiring relevant and current information materials needed by the academic staff for teaching learning process and research work with view of increasing their satisfaction.

It is hoped that the study could be of immense help to students and other users in various ways: support their skills in writing term papers, searching information materials and to carry out project works in order to overcome their possible constraints).

The study would benefit the polytechnic administration especially in the area of planning with determination of the future outcomes, which if achieved would enable the library to satisfy the expectations of the academic staff and other relevant users. It is at the planning stage that decision on what to do, how to do it and when to do it are put in place.

Scope of the Study

The study is delimited to the extent of use of available library services by academic staff of polytechnics in Edo and Delta State and with little emphasis on the use of library resources. It covers the services provided, extent of use of the services, constraints in the use of the services, their level of satisfaction and expectations of the library services provided in polytechnics in the area. The researcher is not interested in assessing library use skills by the academic staff and their preferences for information format. Private polytechnics are not inclusive because majority of them are not accredited.

Research Questions

The following questions were formulated as guide to the study:

1.   What are the services provided by the polytechnic libraries in Edo and Delta State?

2.   To what extent do the lecturers use the services provided by polytechnic libraries in Edo and Delta State?

3.   What are the levels of lecturers' satisfaction with the services provided by the polytechnic libraries in Edo and Delta State?

4.   What are the possible constraints in the use of library services by the academic staff of polytechnics in Edo and Delta State?

5.   What are the lecturers' expectation of the services provided by the polytechnic libraries in Edo and Delta State?

Hypothesis

The following null hypotheses will be tested at 0.05 level of significance to further guide the study:

1.   There is no significant difference in the mean ratings of respondents on the   extent of use of the polytechnic library services based on gender.

2.   There is no significant difference in the mean ratings of respondents on their level of satisfaction with the library services provided in polytechnic in Edo and Delta States based on academic status.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

In this chapter, review of related literature on the extent of use of library services by academic staff has been made. This literature review is sub-divided into the following:

- Conceptual Framework;

- Theoretical Framework;

- Theoretical Studies;

- Empirical Studies;

- Summary of literature review

Conceptual Framework:

Polytechnics

Polytechnic is one of the higher institutions of learning in Nigeria. According to Nnadozie (2008), polytechnics provide technical education that leads to the acquisition of practical and applied skills, as well as, basic scientific knowledge. Polytechnic education in Nigeria is therefore, different from traditional university type of education since polytechnics are specifically established as training grounds for the production of various middle level personnel necessary for the nation's agricultural, industrial, scientific, commercial and economic development. According to Federal

Republic of Nigeria (2004), states that the main purpose of the polytechnic education is to produce the middle-level manpower needed for the nation's economy. Knowing the importance of the polytechnic in nation's building, it is expected that the government should take issues relating to the development of polytechnic libraries seriously in order to enhance effective teaching learning processes.

Polytechnic libraries

These are libraries located within the Polytechnics. They are academic libraries set up to house the resources which are billed to support the teaching, research, and extension services of the polytechnics. The fundamental functions
of a polytechnic library are the comprehensive acquisition of all types of human communication, organization of those resources. As a store house of information or a record of human experience to which lecturers, and researchers may turn for information. The polytechnic library made available and accessible to its users information resources and services needed for teaching and independent study. According to Aina (2004), the polytechnic library is responsible for the collection of information materials organized for use. Polytechnic library therefore reflect the philosophy of the institutions of which they are part; they design their collections and services to meet the

educational and institutional objectives of the institutions they serve. The study will help to find out services offered by the polytechnics under study.

Academic Staff

This includes all persons holding appointments as members of the teaching and /or research staff of the polytechnics whose primary duty is teaching and /or research. The word academic staff in this context is synonymous with lecturers. In polytechnic setting, the academic staff comprises of chief lecturers, principal lecturers, senior lecturers, lecturer 1/11 and assistant lecturers and others whose responsibility is to impart knowledge to students. The study would determine the level of the academic staff satisfaction with the library services provided by the polytechnics.

Library services

Abonyade (2000) cited by Tella, Owolabi and Attama (2009) summed up the term services as: answering readers question; instruction in the use of library material; readers' advisory services; inter-library loan services, photocopying facilities, library publications, exhibitions and displays. Similarly, how well academic library is able to render effective library services such as lending, referral, microfilming, indexing and abstracting, current awareness, document delivery, photocopying, e-mail, facsimile, bindery, translation, consultancy, online contents listing, technical writing,

selective dissemination of Information and data processing has functional relation with the resources available at its disposal (Popoola, 2008).

Use of library services

Librarians need to balance their investments in information resources and services in a manner that reflects the sometimes competing needs of teaching and research. Libraries have the primary responsibility for providing adequate facilities, services and collections to support the instructional programmes and departmental needs for their research pursuits. A polytechnic library has its major responsibility the servicing of academic staff, students and other researchers. There is clear sense that the needs of academic staff are not sufficiently recognized in the configuration of information resources and services provided to them. In this study, researcher would determine the extent of use of library services by academic staff of polytechnics in Edo and Delta State.

Level of satisfaction

In library and information research, information can be seen as a consumable product that can only be consumed together with certain information delivery systems and/ or services. The satisfaction of library users is a function of the quality of information products received, the quality of information system and library services provided to access the information

product. These three levels of measure of satisfaction are defined by the information resources, facilities and services in the study. These sources of satisfaction when properly harnessed may contribute to academic overall satisfaction. The study would find out the accuracy, completeness, and relevance of the information materials and the services provided by the five polytechnic libraries in Edo and Delta State.

Expectations of library services

The information explosion occasioned by information and communication technologies poses the challenge of satisfying users expectations. According to Aina (2004), a library has achieved its mandate when its users are satisfied with the services offered to them. With increases in the availability of information, academic staff expectations have risen substantially. Users require different services, hence librarians are expected to provide a variety of services to them. The services demanded are not static, as academic staff needs are dynamic, requiring different services at different times. The need to develop new service models that can help meet lecturers' expectations in ways that add real value and reserve their role in the educational process cannot be over emphasized. Therefore, this study would help to find out the expectations of the library services by the academic staff of the polytechnics in Edo and Delta State.

Theoretical Framework

This study was based on the five laws of library science which was a theory proposed by S.E. Ranganathan in 1931. The proposal detailed the principles of operating a library system. The laws are:

Books are for use;

Every reader his (or her) book;

Every book its reader;

Save the time of the reader;

The library is a growing organism.

Michael and Crawford (1995) recommended the following laws in addition to Ranganathan's five laws in future libraries as:

Libraries serve humanity;

Respect all forms by which knowledge is communicated;

Use technology intelligently to enhance service;

Protect free access to knowledge and

Honor the past and create the future.

Alireza (2004) recommended applying Ranganathan's laws to the Web in his paper as:

Web resources are for use;

Every user has his or her Web resources;

Every Web resources its user;

Save the time of the user and

The Web is a growing organism.

Overview and application to library use

The first law "Books are for use"

According to Michael and Crawford (1995,) the first law constitutes the basis for the library services. Ranganathan observed that books were often chained to prevent their removal and that the emphasis was on storage and preservation rather than use. He did not reject the notion that preservation and storage were important, but he asserted that the purpose of such activities was to promote the use of them. Without the use of materials, there is little value in the item. By emphasizing use, Ranganathan refocused the attention of the field to access related issues, such as the library's location, loan policies, hours and days of operation, as well as such mundanities as library furniture and the quality of staffing. This study will find out if the lecturers consider the services offered by the libraries convenient for their use.

Second law "Every reader, his or her book"

This law suggests that every members of the community should be able to obtain materials needed. Ranganathan felt that all individuals from all social environments were entitled to library service, and that the basis of library uses was education, to which all were entitled. These entitlements were not without some important obligations for libraries / librarians and

library patrons. Librarians should have excellent first – hand knowledge of the people to be served. Collections should meet the special interests to the community (Michael and Crawford, 1995). The study will find out whether the collections available are relevant and of great satisfaction to the academic staff subject areas.

Third law "Every book its reader"

This principle is closely related to the second law but it focuses on the item itself, suggesting that each item in a library has an individual or individuals who would find that item useful. Ranganathan argued that the library could devise many methods to ensure that each item finds it appropriate reader. One method involved the basic rules for success to the collection, most notably the need for open shelving. The study will find out the extent of use of library services by academic staff of polytechnics in Edo and Delta State.

Fourth law "save the time of the reader"

This law is recognition that part of the excellence of library services is its ability to meet the needs of the library user effectively. To this end, Ranganathan recommended the use of appropriate business method to improve library management. He observed that centralizing the library collection in one location provided distinct advantages. He also noted that

excellent staff would not only include those who possess strong reference skills, but also strong technical skills in cataloguing, cross-referencing, ordering, accessioning, and the circulation of materials (Michael and Crawford, 1995). The study will find out whether the lecturers often encountered possible constraints in search of information materials.

Fifth law "the library is a growing organism"

The law focused more on the need for internal change than on changes in the environment itself. He argued that library organization must accommodate growth in staff, the physical collection, and patron use. This involved allowing for growth on the physical; building reading areas, shelving, and in space for the catalogue. The study will determine the academic staff expectations of the services provided by the polytechnic libraries in Edo and Delta State in the area of staff development, physical collection, Information and Communication Technologies, Online Public Access Catalogue, Internet services etc.

To accommodate modern development in the area of information and communication technology progresses, Simpson (2008) recommended that Ranganathan's law be restated as:

Media are for use;

Every patron his information;

Every medium its user;

Save the time of the patron;

The library is a growing organism.

This recommendation does not alter the law but update it to modern library and information services environment which has both print and electronic media information resources.

Theoretical Studies

 Library services provided by polytechnic libraries

According to Adeyinka, Owolabi and Okechukwu (2009), the polytechnic's library is an academic library which supports learning, teaching and research programs in the institution. In addition to providing an atmosphere conducive to reading and consultation of relevant facts and data, the library also offers a variety of facilities and services to enable academic staff/ students to make optimal use of library resources.

Similarly, how well academic library is able to render effective information services such as lending, referral, microfilming, indexing and abstracting, current awareness, document delivery, photocopying, e-mail, facsimile, bindery, translation, consultancy, online contents listing, technical writing, selective dissemination of Information and data processing has functional relation with the resources available at its disposal (Popoola, 2008).

In accord with the above opinion, Aina (2004) averred that the library in a community provides a unique service that should be accessible to everybody. The provision of library and information services should be one of the fundamental human rights of every citizen; it is a store, which stocks all kinds of knowledge and information carriers that are meant to be consulted and used by academic staff and other relevant users with little or no expense on their part. The services provided to users of individual libraries depend on the objectives of the parent organization. These services could be categorized as lending services, current awareness services, user education, inter –library loan services and document delivery etc.

According to Poll (2005) libraries today introduce many new services, either by converting existing services into e –services or by developing and implementing entirely new services for search, delivery and use of information. Such new or converted services include e.g. online delivery, portals, personalized online references digitized collections, or electronic publishing. The existence of a library and the use of its services can affect a change in skills, competences, knowledge, behaviour and judgment of its users similar to changes affected by the use of media like newspaper or television or visits to museums or cultural events (Poll, 2005). Generally speaking, such outcomes could be: knowledge, social inclusion and individual well-being which have a positive impact on academic staff in accomplishing the task of teaching –learning and research work.

Cochrane and Henderson (2002) cited by Agaba (2008) assert that libraries are computerizing their services all over the world and, to take advantage of the immense benefits in information management offered by information technology (IT), a library must first computerize its services but despite this reality, the space of library automation in Africa is still very slow, and this should be a cause for serious concern. In accord with the above view, Edoka cited by Chimeke, Longe, Umar and Shaib (2007) that the benefits of computers for library operations cannot be overemphasized. Their values include speed, storage capacity, links resource and accuracy of records management. In the same vein, Merrill cited by Agaba (2008) argued that online database searching skills would help lecturers to compile bibliographies on particular subjects and direct students on their course works.

Slightly different, Marcum cited by Agaba (2008) argued that dramatic changes are in the offing for academic libraries as a result of digital revolution such as: changes in the form of library, changes in the relationship between an institution's library and its information technology division, changes in the way collection are acquired, organized stored and delivered, changes in the design of library buildings and facilities. Lukasiewicz (2007) opined that it is the only symptom of the digital era libraries are coping with but with no doubt it is a huge challenge,(not just a threat) for academic libraries. It gives the academic library the opportunity and the duty to

research itself and define new roles, more fitted to this changing environment and its users.

Use of library services by academic staff

Ogunsola (2004) opined that the library of today should not merely store documents and preserve them but it should also devise means by which the contents of such documents can be rapidly and effectively transmitted for use. In a nutshell, the academic libraries preserve and protect intellectual capitals which, according to Armstrong (2001), consist of the stocks and flows of knowledge available to organization for members of the academic community within and outside the environment. In accord with the above opinions, Arit and meadow (1994) reiterated that once users (academic staff) become aware of an information source, they tend to use it. The implication for this is that information sources which users are not aware of would be underutilized. Therefore, what is fundamental to library information provision is to create enviable environment for utilization of library resources and services by the academic staff. Also in agreement Hewin (1990) emphasized the need to design information provision mechanisms to increase usage and also with the opinion that users have a gap in their knowledge and so seek for information to bridge the gap.

But, French (1990) observed that proliferation of information sources has made information provision a cumbersome task. French therefore

advocated for speedy document delivery system and a greater need for partnership with users to shape collections for maximum satisfaction.

Supporting this view, Popoola (2008) opined that polytechnic library system must ensure closer relationship with its users and even among the library staff themselves. To achieve this laudable goal, library personnel should provide specialized information services for which lecturers and students as well as other polytechnic community members should make contacts with the library. The polytechnic library staff, specifically the librarians, must realize that academic staff and students are no longer necessary captive audiences. They must therefore be convinced of the significance of library information products and services to their work. Popoola (2008) is of the opinion that if lecturers are to make maximum use of library information products and services and derive greater benefits therefore, they must be informed of their availability and how these may be useful to their teaching and research activities. In the same vein, Knapp cited by Nwezeh (2O11) suggested that more personalized and specialized information services which will combine with analysis, synthesis and delivery in usable form is a must for an information system like the polytechnic library.

Nevertheless, information availability does not mean accessibility and utilization. Several factors accounts for non – use of libraries by academic staff of polytechnic. Abanobi as cited by Nnadozie (2008) opined that

ineffective bibliographic tools, inadequate resources and improper arrangement of library materials contributed greatly to academic staff inability to make maximum use resources available. In agreement with the above opinion, Unomah cited by Nnadozie (2008) revealed that most users/academic staff do not make effective users / academic libraries because of lack of user education.

In agreement with the reasons for under-utilization of academic library resources and services, Al-shanbari and Meadows (1995) observe that scholars in developing countries prefer informal sources because of the inadequacy of the library collections and information infrastructure, ineffective library services and lack of trained and cooperative library staff.

Ajibero (1994) noted with great dismay that Nigerian university librarians seem to be pre-occupied with basic library duties, e.g. acquisition, processing and preservation without giving much attention to user education programme for effective utilization of library resources or materials. This point to the fact that there is something wrong with the user Education programme imparted to users, probably Nigerian librarians does not take it seriously.

Ndekwu (1991) avers that since the downturn in Nigerian economic fortune in the late 70s, it has become common knowledge that universities and other institutions of higher learning in Nigeria are inadequately funded. Consequently, many services provided by the institution can no longer be

adequately supplied while many of their facilities are begging for services revitalization.

Ndekwu (1991) has also argued that even when funds are made available, they are grossly inadequate because of the soaring price of books, including those locally produced, and the effect of the depreciation of the naira on the cost of importing library materials and equipments. "Despite these (setbacks), libraries must continue to supply services for intellectual development".

Lamenting the dwindling funds made available for academic libraries in Nigeria, Akinpelu (1991) revealed that funding is one of the primary economic elements in the external environment which have greatest impact on academic librarians. Therefore, with the ugly picture painted on the state of funding of Nigerian academic libraries, it is mostly likely that the provision of polytechnic library resources and services that depend on adequate services finance will be adversely affected.

Uche (2008) reported that academic library consists of books and other information resources in different forms and the task of the librarian is to see that maximum use is made of the collection to stimulate intellectual curiosity and promote independent learning. Each book is not only unique, but exhibits relationship with each other. Unless these relationships between materials are known for easy identification, the full use of library resources is unlikely to

be made. This relationship between books and other non – books must as far as possible be promoted and academic staff be made aware of them.

Constraints to the use of library services by academic staff

The polytechnic library is the academic heart of the polytechnic system and its basic purpose is to provide academic staff, students, and other researchers with materials assistances and an enabling environment that would facilitate teaching, learning and research. It is important for library services to focus more on the use of resources provided for their patrons. According to Whitmire (2002), academic library resources are considered a good measure of an institution's excellence and quality. Popoola (2008) affirmed that the information resources and services available in institutional information systems must be capable of supporting research activities among the students and academic staff. Ugah (2008) opined that the more accessible information sources are, the more likely they are to be used and readers tend to use information sources that require the least effort to access.

The areas where libraries can improve access and use of library resources to library users includes improved academic liaison in combining library and information technology support, open access IT area with personal or helpline supports from IT staff. Over the past decade, most libraries in Nigeria have been experiencing much difficulty providing materials to the users on account of the alarming rate of inflation of the prices

of books and journals as well as depreciation value of the Nigerian economy (Ehikhamenor, 1993). Seth and Parida (2008), noted that the problem of academic staff is not the question of wanting to use the college library, but whether or not the polytechnic library can provide for their needs, and whether there is access to what is provided and indeed, this assertion was agreed by Popoola (2008). Nnadozie (2008) cautioned that availability of information resources and services does not automatically translate to information accessibility and use. Nnadozie (2008) explained further that the problems of transmission, storage, and display of information have been combined with the problem of getting information to users quickly. Although online searching and electronic bibliographic databases are now available in almost every field which confirms that as information expands, the ability of the user to process it remains fixed (Seth and Parida 2006).

Popoola (2008) finds that periodicals and journals are the predominant information materials used by academic staff in selected tertiary institutions in Nigeria. The extensive use of periodicals by academic staff derives from the ability of these publications to provide current and up-to-date information. Others who have explored this include Woodward (1990), and Olanlokun and Momoh (1994) focused on the library and information needs of polytechnic - based academics and status that most lecturers in Nigerian polytechnics have unmet information needs for their teaching and research activities. This contrasts sharply with Baker (2004), who paints a general picture of

increasing availability of information for professional and vocational undertakings. Baker (2004) elicits optimism that the information gap is being addressed; however, Whittaker (1997) and Popoola (2008) caution that availability of information resources and services do not automatically translate to information accessibility and use.

Awokoya (1988) and Adimorah (1993) describe the constraints on effective information delivery to academic staff in technological and tertiary institutions in Nigeria. Such constraints include inadequate information centres, inadequate library staff, lack of relevant information materials, inconvenient hours, and absence of information and communication technologies (ICTs). It is not certain whether these constraints in the use of library services are applicable to the academic staff of polytechnics in Edo and Delta State at this era of information explosion, therefore, this call for empirical studies of this nature.

Academic staff expectations of the library services

In an academic community, library service is very important in terms of the role the library is expected to play. Kothari as cited by Tella, owalaabi and Attama (2009) aptly registered the importance of library services by pointing out that academic libraries should provide facilities and services necessary for the success of all formal programs of instruction, open the door to the world of knowledge that lies beyond the boundaries of one field of

study, and bring books, student, and scholars together under conditions which encourage reading for pleasure, self – discovery, personal growth, and sharpening of intellectual curiosity.

In agreement with the above opinion, Rajendran and Rathinasabapathy (2005) opined that academic libraries must come to define and fulfill a reconfigured set of roles for serving their institutions. To be sure, some elements of the future have the familiar cast of tradition as libraries continue to support the core research and educational purposes of the academy. To act on these core purposes in today's academic environment, however, requires that libraries move beyond parameters of earlier times to pursue new modes of serving their institutions. Rajendran and Rathinasabapathy (2005) maintained that the role of academic libraries should, among others, broaden the catalogue of resources in support of academic inquiry and discovery. A library's fundamental purpose has always been to support the process of research and education by helping academic staff find information and ascertain its value. In any academic institutions, it is expected that the library provide opportunities for librarians to serve users in different ways, for example, by providing more in-depth consultation to research questions or hosting new types of tools that enable academic staff or users to guide themselves in specialized disciplines.

In addition, as information and research resources become more varied, it places a challenge on academic libraries. Hazen (2000) argued that the

changes in the nature of information, in research strategies, and in the structure of higher education are affecting academic libraries. These changes define much of the shifting context within which academic libraries must operate. In the same vein, Ajibero (1994) noted that by the 21st century academic librarian must reconsider the ways resources are acquired, organized, stored and disseminated in order to meet the new challenges. To achieve this, first and foremost, media technologies services will have to be provided. This is because the demand for the services by the academic and other relevant users will be unprecedented. The demand will be developed so rapidly and so normally that they will become dominant feature of academic library services. Evans and Zarnosky (2000) described electronic resources in libraries as a mixed blessing. Electronic resources are popular because they provide more flexibility in searching than their paper-based counterpart, and they can be accessed remotely at anytime.

Also, Ajibero (1994) revealed that in order to meet the lecturers' expectations, academic libraries, must be automated. He defines automation as the application of computers to the house keeping operation and information retrieval. The application of computer to housekeeping operations involves circulation control, cataloguing, collection development, serial control and management statistics. In accord with the above opinion, four reasons why academic libraries should establish computer – based library system were underlined by Rowley cited by Ajibero (1994) as:

a.   Computerization can be helpful in meeting increased workloads.

b.   Need for greater efficiency. Computerization saves staff time and money. Records held in computer may be more accurate and more accessible than their manual equivalents. Work flow may be more rapid and more systematic.

c.   New services: it offers opportunity to other services in addition to existing ones each as a union serial list. A current awareness services and statistics for library decision – making.

d.   Cooperation and centralization. One advantage of computerization is the availability of external; data which can be exploited to greater effect. Also centralized data and its availability is a significant factor in the move to computerize cataloguing systems.

In line with the above assertion, Okoro (2005) observed that the use of Information and Communication Technology (ICT) could enhance effective teaching, learning and research. The use of ICT can reduce distance virtually or physically, thus providing scholars with easier access to and input into the world of international scholarship. Aina (2004) averred that Information Communication Technologies are used for teaching and research because they help lecturers to cope with information explosion, information handling and processing with greater speed and accuracy than the manual method. Also in line with the above opinions, Simmonds and Andaleeb (2001) posited that by providing quality services and satisfaction to academic, and libraries

can distinguish their services through friendly, helpful and knowledgeable advice and the best technological resources available. Sowole (1995) noted that for a library to be most functional, the services it renders should correspond closely with the needs of its users. Ensuring that relevant information resources are provided and made accessible to users goes a long way to encourage users to visit the library more often. Based on this, the researcher sought to find out the academic staff library services expectations in Edo and Delta State polytechnics.

Empirical studies

Library services provided by polytechnic libraries

Popoola (2008) explored faculty awareness and use of library information products and services in South – West Nigeria Universities. Systematic random sampling method was used to select 446 faculty members from a population of 4,459 in the universities. A questionnaire formed the major instrument for data gathering. The response rate achieved was 89.7% and the reliability coefficient of the questionnaire used was 0.72. The study found that there was a significant difference in faculty awareness of available library information products and services. In addition, they did not have sufficient knowledge of these library products and services pertinent to their teaching and research activities. The survey also revealed that the level of knowledge of faculty staff had positive relationship with the frequency of

use, consultation with the librarians and membership of library related committees. User education programme coupled with planned public relations were recommended to improve faculty awareness of library information products and services.

In the same vein, Elogie (2005) investigated the factors affecting library use by the academic staff of the university of Benin and the Ambrose Alli university libraries through a survey of 300 questionnaires distributed to five sampled faculties from each of the university. The questionnaire covered demographic data, use of library and evaluation of library stock and library services. The cluster sampling method was adopted and a total of 265 filled in questionnaires presenting 88%, were received and analyzed using simple percentages and tables.

The findings showed that the collections of both libraries to be grossly inadequate and which also applicable to the services needed for effective use of the resources. Factors identified as being responsible for academic staff unsatisfied library use include: the location of the two libraries for easy access, inadequate space and excessive heat occasioned by poor cooling system. Among the recommendations made were that urgent steps should be taken by government to adequately stock university libraries with current and relevant information materials through proper funding which should invariably be monitored by National Universities Commission (NUC). The

researcher sought to determine the nature of services provided by the polytechnic libraries in Edo and Delta State.

Use of library services by academic staff

Isah (2010) carried out a study on electronic library use by academic staff at the university of Illorin Nigeria. The study was designed to help the university identify the level of acceptance of the university e-library among academic staff, its effectiveness and availability of ICT infrastructure. The population of academic staff at the University of Ilorin as at that time of the study stood at 812. From thus total, a sample of 100 was taken using the simple random technique. A survey approach was used for this study. A questionnaire was constructed together information on academic staff's awareness and usage of electronic library sought for the respondents' awareness of the e – library frequency of use, the purpose of use and factors that limit effective use of the e-library. The result demonstrated that academic staff are fully aware of the respondent (70%) claimed that they do not visit e-library to access e – resources, while only 36.6 indicated that they access the e-library resources from their offices. Respondents are computer literate. However, slow Internet access, poor outage and non availability of e-resources relevant to their information needs were indicated as hindrances to the use of e-library. Part of the recommendations include re-orientated the academic staff of the university on how to access the electronic resource/

database subscribed to by the university. Based on critical analysis of its study, the researcher could be biased because the procedures requires for sample chosen were not clearly stated.

In the same vein, Awoyobi (2004) investigated the use of Olabissi Onabanjo University library and other libraries by lecturers in the Faculty of Science and the College of Agricultural Sciences. Results showed that the socio-educational status, sex, marital status, academic qualification, academic ranks and discipline have no significant relationship with frequency of use of Olabisi Onabanjo University library by the lecturers. However, academic staff that are alumni of the university significantly use the library more than non –alumni lectures.   A significant relationship also exists between registration and frequency of use. The greatest use of Olabisi Onabanjo University library by these lecturers is in connection with research (82.2%) while 69% use the library for the purpose of class preparation. Very few respondents (31%) read for pleasure in the university library. Based on critical analysis of this study, the researcher could be biased because the sample of the population was not known and the instruments used for data collection and analyses were not given.

In accord with the above opinion, Agaba (2005) investigated the utilization of electronic information resources by the academic staff of Makerere University in Uganda. It examined academic staff awareness of the resources availability, the types of resources provided by the university

library and factors affecting their utilization. The study was both qualitative and quantitative in nature, employing questionnaire, interview and contents analysis methods. Findings revealed that the university provides most of the electronic information resources and most academic staffs were aware of their availability. Findings revealed that 50.3% respondents had ever used these resources while 49.7% respondents had never used them. Findings also revealed that inadequacy of the existing facilities; slow speed or poor bandwidth, poor sensitization and limited information and communication technology are some of the factors affecting the utilization of electronic information resources.

Major recommendations include among others: enhancing of information and communication technology (ICT), network, increasing the number of information and communication technologies, decentralizing of service provision and increasing marketing strategies.

Constraints to the use of library services by academic staff

Nnadozie and Nnadozie (2008), carried out study on the information needs of academic staff in a Nigerian Private University, which took place between June 2005 and March 2006. The major research instrument was a ten-item, dual-section questionnaire designed to elicit data on the background of respondents, information needs, information search patterns, information sources and services, impediments to easy access to information, and

recommendations on ways of making information readily accessible to academics in a typical Nigerian university environment. Sixty copies of the questionnaire were administered to a random sample of respondents at the two campuses of Madonna University. Some copies of the questionnaire were administered in one of the library branches. Others, particularly senior academics occupying high administrative positions, had the questionnaire administered to them in their offices. Most respondents complied with the request for immediate completion and return of the research instrument. This accounts for the high return rate. In all, 56 respondents (93.3%) completed and returned copies of the questionnaire in usable form. The major impediment to information access is the lack of current and relevant sources. Respondents were allowed to make recommendations to improve access. The largest single segment (21.4%) suggested acquisition of relevant and current publications. Other suggestions included conducting user studies, creating separate reading sections for faculty, providing information and communication technologies (ICTs), departmental libraries, the participation of academic staff in book selection, and displays and awareness programmes to notify users of available information sources.

According to Shuaib and Dauda (2012) carried out an investigation on the use of electronic resources by academic staff at the University of Ilorin, Nigeria. Survey design was adopted in this study because it was considered appropriate as it allows the use of various data collections techniques such as

questionnaires, interviews and observations. The population of the study consisted of the academic staff at the University of Ilorin, Nigeria, whose total number as at the time of this data collection was 847 (University of Ilorin 2010/2011 Annual Report). This total spreads across the twelve (12) faculties in the university. The faculties are: Faculty of Agriculture; Faculty of Arts; Faculty of Basic Medical Sciences; Faculty of Business and Social sciences; Faculty of Clinical Sciences; Faculty of Communication and Information Sciences; Faculty of Education; Faculty of Engineering; Faculty of Law; Faculty of Pharmaceutical Sciences; Faculty of Sciences and Faculty of Veterinary Medicine. From the total population of 840 academic staff, a sample of 200 was taken using the simple random technique which gives every respondent in the population the equal opportunity of being selected. According to Israel model, it states taking sample size for ±3%, ±5%, ±7% and ±10% for Precision Levels where Confidence Level is 95% and P=.5. Going by the model, if ±7 was taken for precision when the population is 840, the sample should be 163. This justifies the sample used in this study which is 200. Questionnaire was the instrument used for data collection. The closed ended questionnaire was the instrument used and it was divided into two sections, A and B. Section A was designed to gather the respondents bio-data information while section B was administered to collect data on the level of use of e-resources. Section B was sub-divided into five parts. Parts i, ii, iii, iv, and v were based on the objectives and research questions of the study:

Part I: Purpose of use of electronic resources; Part II: Place of access to electronic resources; Part III: Impact of electronic resources; Part IV: Satisfaction level; Part V: Hindrances to the use of electronic resources. The analysis of findings revealed that majority of the academic staff use e-resource for doing research, curriculum development and self educational development. It was also revealed that the usage of e-resources for teaching purpose is low due to lack of infrastructure to implement it. The study also revealed that being up-to-date in educational information has been an impact of electronic resource in their discipline. The research identified e-book, e-journals, e-newspapers, e-reference and e-dictionaries as the popular electronic resources among academics at the University of Ilorin. The analysis of findings further revealed that academic staff members are hindered by slow internet service, lack of constant power supply, not readily available e-resources information, and lack of online access. It also revealed difficulty in using user name and password given to staff as means of getting access to electronic databases subscribed to by the university constituted a constraint to usage of electronic resources. The following recommendations were made, that: The internet facilities of the university should also be improved to facilitate easy access to the e-resources of the University in other to encourage more usage. Re-orientation of academic staff of the University on how to access the electronic resources/databases subscribed to by the University is strongly recommended. This will facilitate effective and

efficient usage of the resources. Every academic staff should be provided with a computer plus Internet access in their offices. Electronic resources are the best means of getting current and up-to-date information. Academics use these electronic resources, but this invaluable information sources have not been fully utilized by these academic staff, based on this fact, it is expedient to know the possible constraints to the use of library services by academic staff of polytechnics in Edo and Delta State.

Academic staff expectations of library services

Many academics face problems in their bid to get the information required. Awojobi (2000) in his study identified inadequate information centers, inadequate qualified staff and libraries as major problems lecturers face in getting their information needs. Incompetent library staff, parental responsibilities , economic squeeze, lack of relevant information materials, lack of knowledge of how to obtain information needed, distance from library and not conducive operational hours as well as lack of information technologists like telephone and photocopiers have also been found and to constitute problems that face the academic staff in technological tertiary institutions in Nigeria. The findings showed that information needs are mostly job – directed and private arrangement for keeping up – to- date in various fields of specialization is common among the academic staff.

The library is one chief source of information used and journals constitute the major documents used. Suggestions that would facilitate information seeking among the academic staff in meeting their expectation were given. In accord with the above findings, Bozimo (1983) investigated the academic staff expectations on the use of library resources. The sample comprised 100 academic staff from tertiary institutions used for the study. A structured questionnaire was used to collect data from the lecturers. The data was analyzed using percentages. The research revealed that overwhelming majority of academics in Nigerian universities had urgent need for library materials, which were not available. Such library resources were inadequate for research and for teaching, especially the natural sciences. The study also reported that journals, textbooks, theses and dissertations, monographs, treatises and government document were most needed in that ranking order by the academics. The studying also revealed that the behaviour of such academic staff had been to request the library to: buy the items or borrow them from another library, purchases the item with its funds where the materials are available, travel out to another university for the items or request a colleague of another university to send the document. The study sought to determine the academic staff expectations of library services of polytechnics in Edo and Delta State.

Summary of Literature Review

In summary, the researcher has reviewed the few researches which has so far been carried out in tertiary institutions in Nigeria with greater emphasis on university libraries. This review shows clearly that studies on the use of resources and services of polytechnic libraries in Nigeria have been few. This is anomalous considering that periodic assessment and feedback help to improve resources, expand services and general remedy lapses.

It was also gathered that for maximum educational achievement, the library is the focal point. Gone are the days when lecturers are regarded as the embodiment of knowledge. Every instructor/lecturer looks at a topic in his subject field of study in his own point of view. These are observations pertaining to every topic, and it is the responsibility of the library to make relevant provision for that.

It was also noted that ineffective bibliographic tools, inadequate resources, poor funding and improper arrangement of library materials contribute greatly to academic staff inability to make maximum use of the resources available. The librarians are expected to put more emphasis on this in order to enhance effective utilization of library resources.

It was also discovered that one of the best way in which relevant information resources are acquired to the library is through the recommendations made by the librarian in conjunction with the academic staff in commonality and complementary nature of their duty. However, the

fact remains that academic and librarians are partners in the education industry, learning and research and the need for them to cooperate, in the education of students is too glaring to be ignored.

It was also gathered that information availability does not mean accessibility and utilization. Therefore, it is expected of the academic libraries to devise means by which the contents of the available documents are effectively transmitted to relevant users. There is therefore the need to know presently, the extent of use of available library services by academic staff of polytechnics in Edo and Delta States.

CHAPTER THREE

METHOD

This chapter discus the method of research adopted in this study under the following sub-headings: Research design; Area of the study; Population of the study; Sample and Sampling techniques; Instrument for data collection; Validation of the instrument; Reliability of the instrument; Method of data collection and Method of data analysis.

Research Design

Research design provides guidelines which direct the research towards solving the research problem and it may vary depending on the nature of the problem being studied (Akuezuilo and Agu, 2007). For the purpose of this study, the researcher adopted the descriptive survey research design, in which a group of people is considered to be representative of the entire group. The design is suitable, as recommended by Akuezuilo and Agu (2007), since the study will explore the opinions of the academic staff on existing conditions in their polytechnics libraries and their use of the services.

Area of the Study

The study was carried out in Edo and Delta State polytechnics which include: Edo State Institute of Technology and Management, Usen (Then Edo

State Polytechnics, Usen) located in Ovia South West Local Government Area of Edo State. It is established in rural area and farming is the predominant occupation with less populated different ethnic group of the people.

Auchi Federal Polytechnic, is Located in Esako West Local Government Area of Edo State. It is located in an urban region and mainly characterized with business centers and with other higher institutions of learning.

The other polytechnics are in Delta State. They are Delta State Polytechnic, Ozoro, which is located in Isoko North Local Government Area. It is an urban region although a riverside area and this provide them the opportunity for fish trading and other lucrative business. Delta State Polytechnic, Ogwashi-Uku is located in Aniocha South Local Government Area of Delta State. It is semi-urban area which is characterized with scattered business centers and farming as the main occupation among the dwellers. Finally, Delta State polytechnic, Otefe- Oghara is located in Ethiope West Local Government Area. The region is characterized with wood factories and ever busy minor sea ports.

Population of the study

Ordinarily the term population means a large number of people living in a geographical area, like a country, state or local government. In research

and statistics, the term population is used in a more specialized sense to include not just people, but also events, animal and objects who or which are members of the target of the study as defined by the aims and objectives of the researchers (Akuezuilo & Agu 2007). The population for this study is 997 academic staff in all the five polytechnics in the area of study as distributed in table (see appendix D).

Source: The source of information about the academic staff was obtained from the personnel department of the registry in each of the institution.

Sample and sampling Techniques(s)

One of the decisions that a researcher must take in undertaking a research work is to find out who is to be the focus. The researcher must ascertain the population of the study and its representative sample. Proportionate stratified random sampling techniques were used to select the sample for the study. First, the lecturers were stratified on the basis of academic status and gender. 30% of the total number of academic staff was selected from each institution giving a total of 299. This is in accordance with the recommendation of Aina (2004) that if the population is less than 1000, 30% sampling ratio will be adequate. The sample distribution is represented in table b (see Appendix D).

Instruments for data collection

The researcher developed 31 items questionnaire titled "Library services Use Questionnaire (LISUQ)". The questionnaire was divided into two main sections. Section A contains questions relating to the respondents Bio-data while section B contains questions that would elicit data to answer the research questions. The questionnaire was structured on a five –point Likert –type scale of Strongly Agree (SA), Agree (A), Undecided (UD), Disagree (DA), Strongly Disagree (SD); Very high extent (VHE), High extent (HE), Low extent (LE), Very Low extent (VLE), No extent (NE) and Very Satisfactory, Satisfactory, Undecided, Unsatisfactory and Very Unsatisfactory weighted as 5, 4, 3, 2, and 1 respectively. It was used to seek the opinions of lecturers on issues directly related to the objectives of the research study.

Validation of the instrument

Copies of the draft questionnaire were given to three professional teaching librarians at the University of Benin and Ambrose Alli University, Ekpoma (experts in the field of librarianship) for validation. Experts were requested to check the questionnaire in terms of clarity of the item, the appropriateness of the language and the expressions used based on the purpose of the study. The comments and recommendations of the experts

were used to modify the instrument and produce a final copy which was appraised by the researcher's supervisor for the study.

Reliability of the instrument

A test is said to be reliable to the degree that it measures accurately and consistently, yielding comparable of times. Reliability measure of a research instrument is determined by computing co-efficient collected from this number of the same group which otherwise known as reliability co-efficient (Akuezuilo and Agu 2007). Test-retest method was used for this study. Copies of questionnaires were administered to 29 members of academic staff randomly selected from school of General Studies in Rufus Giwa Polytechnic, Owo, but outside the area of the study. The same lecturers were served within two weeks interval in order to determine the internal consistency or average correlation of items in a survey instrument to guage its reliability. The purpose was to enable the researcher see how the subjects would react to the questionnaire, that is, whether the items are clear and easily understood or whether there are items the respondents would not want to respond to. Modifications were made based on the outcome of the trial. Eventually, the instrument was of high internal consistency of 0.78.

Method of data collection

Copies of the questionnaire were administered face to face by the researcher and research assistants who assisted in covering the five polytechnics in the study area. A total number of 299 copies of questionnaire were administered to the respondents (academic staff) of polytechnics in Edo and Delta States. 235 were dully filled and returned by the respondents.

Method of data Analysis

The data collected were collated and analyzed, using arithmetic means for the research questions and t-test for the testing of null hypotheses. The criterion mean for the study was placed at 3.00. This means that any mean that is less than 3.00 were regarded as negative or not available which was calculated as follows: 5+4+3+2+1 /5 = 3.00. Decision rule include: A score of 4.00-5.00 stands for Very High Extent (VHE), 3.00-3.99 stands for High Extent (HE), 2.00-2.99 stands for Low Extent (LE), 1.00-1.99 stands for Very Low Extent (VLE) and 0.00-0.99 stands for No Extent respectively.

CHAPTER FOUR

PRESENTATION AND ANALYSIS OF DATA

This chapter deals with the presentation, analysis and interpretation of data collected through the questionnaire. The data were analyzed based on the research questions.

Table 1: Distribution and returned copies of questionnaire

S/N	Institutions	No of questionnaire distributed	Returned	Percentage
1	Auchi Federal Polytechnic Auchi	171	118	39.5
2	Esitm, Usen	36	36	12
3	Delta State Poly, Ozoro	34	32	10.7
4	Delta State Poly, Ogwashi-uku	31	28	9.4
5	Delta State Poly, Otefe-oghova	27	21	7
	Total =	299	235	78.6

Table 1 shows that out of 171 copies of the questionnaire distributed among the academic staff in Auchi Federal Polytechnic, Auchi, 118 (39.5%) were returned. 36 copies of the questionnaire that were distributed to the respondents (academic staff) in Edo State Institute of Technology and Management, Usen were completely returned representing 12.0%. Also, out

of 34 questionnaires distributed to the respondents in Delta State Polytechnic, Ozoro, 32 (10.7%) were returned. Similarly, 28 (9.4%) were returned out of the 30 questionnaires distributed among the academic staff in Delta State Polytechnic Ogwashi-Uku while 21 (7.0%) were returned in out of the 27 copies of the questionnaire distributed among the respondents in Delta State polytechnic, Otefe-Oghara.

Table 2: Distribution of respondents by gender

Polyte chnics	Male	%	Female	%	Total	%
Auchi Fed. Poly, Auchi	86	36.6	32	13.6	118	50.2
Esitm, Usen	32	9.8	13	5.5	36	15.3
Delta State Poly, Ozoro	24	10.2	8	3.4	32	13.6
Delta State Poly, Ogwashi-Uku	19	8.1	9	3.8	28	11.9
Delta State poly,Otefe-oghova	13	5.5	8	3.4	21	8.9
	165	70.2	70	29.7	235	100

The analysis shows that there is wide variation in the sex distribution among the academic staff of polytechnics in Edo and Delta States. The sex distribution for each polytechnic is presented in Table 2. Analysis of the sample shows that the Auchi Federal Polytechnic, Auchi had the highest proportion of male respondents or academic staff (36.6%) and also with highest proportion of female academic staff (13.6%). Delta State Polytechnic,

Ogwashi-Uku given its total number of respondents has the lowest male and female respondents of 8.1% and 3.8% respectively.

Generally, male respondents (70.2%) are more than female respondents (29.7%). Probably because of the gender situation in Nigerian Higher Institutions where male tends to outnumber female in most higher institutions.

Table 3: Distribution of respondents based on rank

Rank	No of respondents	Percentage (%)
Chief lecturers	4	1.3
Principal lecturer	19	6.4
Senior Lecturer	60	20.1
Lecturer 1/11	101	33.8
Lecturer111/Ass. Lecturer	51	17.1
Total =	235	78.7

Table 3 indicates the rank of the academic staff from the polytechnics in Edo and Delta States. Out of a total number of 299 respondents, 4 (1.3%) are Chief Lecturer. 19 (6.4%) are Principal Lecturer while the highest number came from the Lecture 1/11 category with 101 (33.8%). The senior Lecturers group recorded 51 (17.1%).

Table 4: Distribution of respondents by senior and junior categories

s/n	Academic staff	No	Percentage (%)
1	Senior academic staff	83	27.8
2	Junior academic staff	152	50.8
		235	78.6

In the distribution of respondents by senior and junior categories, a total number of 83 (27.8%) respondents fall within the class of senior category, comprises of senior lecturers, principal lecturers and chief lecturers. The junior category comprises of lecturer I/II, lecturer III and assistant lecturers made up of 152 (50.9%) in numbers. Table 4 shows that 83 (27.8%) respondents indicate that they are senior academic staff while 152 (50.9%) respondents indicated that they are junior academic staff of the polytechnics in Edo and Delta States.

Research Question 1: What services are provided by the polytechnic libraries in Edo and Delta States?

Table 5: Mean analysis of the services provided by the polytechnic libraries.

S/n Polytechnic library services	Edo State (X).	Delta State (X).	Overall (X).	Remark
1. Inter-library loan services and				
Document delivery	3.46	3.48	3.47	Agree
2. References services	3.71	3.75	3.73	Agree
3. Lending services	3.67	3.71	3.69	Agree
4. Current awareness services	2.29	2.23	2.26	Disagree
5. User education	2.34	2.42	2.38	Disagree
6. Internet services	2.36	2.32	2.34	Disagree
7. Exhibition and displays of				
Current materials	2.47	2.41	2.44	Disagree
8. Photocopying services	4.65	4.69	4.67	Strongly agree
9. Publication of guides to library users	4.40	4.12	4.26	Strongly Agree
Grand mean:	**3.26**	**3.23**	**3.25**	

Table 5 shows services provided by the polytechnic libraries in Edo and Delta State. Inter-library services and document delivery, reference services and lending services have mean scores of 3.47, 3.73 and 3.69 respectively. This indicates that respondents agreed that the degree of the services such as inter-library loan services and document delivery, reference and lending services are available and in use, in both state polytechnic libraries. Current awareness services, user education, Internet services, and exhibition and displays of current materials, have mean scores of 2.26, 2.38, 2.34, and 2.44 respectively. This indicates that such services are hardly provided for the respondents, hence their mean scores fall below the acceptance point. Photocopying

services and publication of guides to library users have mean scores of 4.67 and 4.26 respectively. This indicates that the degree of acceptance were higher by the respondents in both state.

Research question 2: To what extent do the lecturers use the services of the polytechnic libraries?

Table 6: Mean analysis of the extent of use of library services by the lecturers.

S/n Extent of use of Library services	Edo State (X)	Delta State (X)	Overall	Remark
10. I find it easy to search for citations and abstracts polytechnic library.	3.80	3.84	3.82	High Extent
11. I am able to use the polytechnic library whenever I need it	3.79	3.73	3.76	High Extent
12. Using the polytechnic library services improve the quality of my work.	3.07	3.01	3.04	High Extent
13. The polytechnic library provides up-to-date information in my area of interest	2.28	2.24	2.26	Low Extent
14. I visit the polytechnic library to consult electronic journals and other internet services	2.42	2.48	2.45	Low Extent
Grand Mean:	**3.07**	**3.06**	**3.07**	

Table 6 shows high extent to which the respondents find it easy to search for citations and abstract polytechnic library, able to use library services when needed and full acceptance that library services improved the quality of their

work. However, from the respondents' indication, it shows that there is inadequate provision of up-to-date information materials and Internet services in their area of interest.

Research question 3: what are the levels of lecturers' satisfaction with the services provided by the polytechnic libraries in Edo and Delta States?

Table 7: Mean analysis of level of lecturers' satisfactions with the services provided.

S/n. Level of satisfaction	Edo State (X)	Delta State (X)	Overall	Remark
15. Provision of Newspapers/Magazines	3.89	3.85	3.87	Satisfactory
16. Number of hours the library is open to				
users daily	3.82	3.74	3.78	Satisfactory
17. Use of Internet services	1.75	1.77	1.76	Very Unsatisfactory
18. Reserved book services and photocopying				
Services	3.85	3.76	3.81	Satisfactory
19. Current awareness services	2.86	2.78	2.82	Unsatisfactory
20. Book loan duration for lecturers	3.58	3.62	3.60	Satisfactory
21. Directional signs and assistance of lecturers				
by library staff	3.75	3.81	3.78	Satisfactory
Grand Mean:	**3.36**	**3.33**	**3.35**	

Table 7 shows the level of satisfaction with the available services in using the library resources by academic staff of polytechnics in Edo and Delta States. It was revealed from the analysis in the table above that number of hours the library is open to users daily, provision of Newspapers/Magazines, reserved book and photocopying services, directional signs and assistance of lecturers

by library staff and book loan duration for lecturers, have the mean scores of 3.87, 3.78, 3.81, 3.60 and 3.78 respectively from the respondents' point of view. This indicated that the respondents are satisfied with the services enumerated above. In the case of use of Internet services and provision of current awareness services, their responses were extremely low. This indicated that respondents are very dissatisfied with the Internet services provided.

Research question 4: what are the possible constraints in the use of library services by the academic staff of polytechnics in Edo and Delta State?

Table 8: Mean analysis of possible constraints in the use of library services by the academic staff.

S/n Reasons	Edo State (X).	Delta State (X)	Overall	Remark
22. The library has quality collection in areas of my subject interest	2.14	2.08	2.11	Disagree
23. The library has adequate seminar/ conference room(s)	1.87	1.93	1.90	Strongly Disagree
24. The library has made adequate provision for use of audio-visuals	2.45	2.41	2.43	Disagree
25. The atmosphere for reading/studying in the library is uncomfortable	3.64	3.66	3.65	Agree
26. The collection of the library is obsolete	3.13	3.09	3.11	Agree
27. There are not enough journals in my subject area.	4.00	4.04	4.02	Strongly Agree
Grand Mean:	**2.87**	**2.86**	**2.87**	

Table 8 represents reasons for not using the library. Various reasons were adduced by respondents (academic staff) for underutilization of library services. Poor quality collection in areas of respondents' subject interest, no adequate seminar/conference rooms, inadequate provision for use of audio-visuals, not enough journals in their subject area, atmosphere for reading/studying in the library is uncomfortable and collection of the library is obsolete, were identified as some of the major possible constraints in the use of library services by the academic staff of polytechnics in Edo and Delta State.

Research question 5: what are the academic staff expectations of the services provided by the polytechnic libraries in Edo and Delta State?
Table 9: Mean analysis of academic staff expectations of library services.

S/n lecturers expectations	Edo State (X)	Delta State (X)	Mean	Remark
28. Reliable Internet services	4.67	4.53	4.60	Strongly agree
29. Automated library services and provision of databases	4.05	4.23	4.14	Strongly agree
30. Online reference services e.g. Online Public Access Catalogue	4.19	4.43	4.31	Strongly agree
31. Training of staff on Information and Communication Technology	4.36	4.44	4.40	Strongly agree
Grand Mean:	**4.32**	**4.41**	**4.36**	

Table 9 shows the lecturers' expectations of the library services. Reliable Internet services, automated library services and provision of databases,

online reference services and Training of staff on Information and Communication Technology have the mean scores in the analysis as 4.60, 4.14, 4.31 and 4.40 respectively. This is an indication that the respondents' expectations were very high towards the provision of a reliable Internet services, automated library services and provision of databases in polytechnic libraries and the training of staff on Information and Communication Technology (ICT).

Test of hypotheses

Hypothesis 1. There is no significant difference in the mean ratings of respondents on the extent of use of the polytechnic library services based on gender.

Table 10: t-test analysis of male and female academic staff of Edo State in the use of polytechnic library services.

Variables	N	X	SD	t-cal	Df	t-table	Level of significance	Remark
Male	109	21.8	6.2	7.8	168	1.96	05	Rejected
Female	51	10.2	3.3					

   $P< 0.05$

Table 10 shows that t-calculated is 7.8, while critical value at 0.05 level of significance is 1.96. The t-calculated is greater than the t-critical value. In other words, there is significant difference between the mean ratings of respondents on the extent of use of the polytechnic libraries based on gender.

Based on this analysis, it could be deduced that more of male academic staff use library services than female academic staff in the polytechnics under study. This result further confirms the findings made by Elogie (1993) and Basil (2009) in their various studies on the influence of gender of library resources. They asserted that there is a difference between male and female in their utilization of library resources.

Table 11: **t-test analysis of male and female academic staff of Delta State in the use of polytechnic library services.**

Variables	N	X	SD	t-cal	Df	t-table	Level of significance	Remark
Male	56	11.2	2.0	7.75	79	1.98	05	Rejected
Female	25	5	1.2					

P< 0.05

Table 11 shows that t-calculated is 7.75, while critical value at 0.05 level of significance is 1.98. The t-calculated is greater than the t-critical value. In other words, there is significant difference between the mean ratings of respondents on the extent of use of the polytechnic libraries based on gender in Delta State. Based on this analysis, it could be deduced that more of male academic staff use library services than female academic staff in the polytechnics under study. This result further confirms the findings made by Elogie (1993) and Basil (2009) in their various studies on the influence of

gender of library resources. They asserted that there is a difference between male and female in their utilization of library resources.

Hypothesis 2: There is no significant difference in the mean ratings of respondents on their level of satisfaction with the library services provided in polytechnic in Edo and Delta State based on academic status.

Table 12: t-test analysis of senior and junior academic staff on their level of satisfaction with the library services provided in Edo State

Variables	N	X	SD	t-cal	Df	t-table	Level of significance	Remark
Senior	53	17.6	3.34	4.3	147	1.96	05	Rejected
Junior	96	24	3.9					

P< 0.05

Table 12 shows that t-calculated is 4.3, while critical value at 0.05 level of significance is 1.96. The t-calculated is greater than the t-critical value. Then the test is considered significant and the null hypothesis (HO) is rejected at this level. In other words, there is a significant difference between the mean of level of satisfaction with the library services by senior and junior academic staff of polytechnics in Edo. This also mean that Junior academic staff of polytechnics use the academic libraries because it affords them the opportunity to access available information resources which they need to enhance their teaching and to write papers for their promotions

Table 13: t-test analysis of senior and junior academic staff on their level of satisfaction with the library services provided in Delta State.

Variables	N	X	SD	t-cal	Df	t-table	Level of significance	Remark
Senior	30	10	3.05	2.90	84	1.98	05	Rejected
Junior	56	14	3.48					

P< 0.05

Table 13 shows that t-calculated is 2.90, while critical value at 0.05 level of significance is 1.98. The t-calculated is greater than the t-critical value. Then the test is considered significant and the null hypothesis (HO) is rejected at this level. In other words, there is a significant difference between the mean of level of satisfaction with the library services by senior and junior academic staff of polytechnics. This also mean that Junior academic staff of Delta State polytechnics use the academic libraries more because it affords them the opportunity to access information resources which they need to enhance their teaching.

CHAPTER FIVE

DISCUSSION OF RESULTS, CONCLUSION AND

RECOMMEDATIONS

Discussion of Results.

The data collected and analyzed in the course of this study have revealed some underlying facts concerning the extent of use of available library services by academic staff of polytechnics in Edo and Delta State. The major findings of the study are hereby summarized below in accordance with the purpose of the study.

Demographic data of the respondents

A total number of questionnaires administered to the respondents were 299, while 235 (78.6%) duly filled questionnaires were returned. The reduction was as a result of academic staff's lack of time. However, this did not affect the reliability and validity of the study. The study revealed that both in Edo and Delta State, male lecturers are more in number than the female lecturers which represent 165 (70.2%) and 70 (29.7%) respectively. Based on this analysis, it could be deduced that more of male academic staff use library services than female academic staff of polytechnics under study. This result further confirms the findings made by Adebayo (2003) that in

developed countries like Italy and Germany, sex difference in participation is stronger probably because of their particular narrow definition of the female in the social role. The study further revealed that 152 (50.8%) represent junior academic staff while 83 (27.8%) are senior academic staff. Based this analysis, it could be concluded that junior academic staff are more than senior academic staff.

Available polytechnic library services

It is evident from the research finding that polytechnic libraries in Edo and Delta States have not been given the attention and support they deserved by their parent institutions. This has adversely affected the provision of library resources and services in the institutions. The libraries are poorly funded while the polytechnic chief librarian is only a figure head with no budgetary control as proved in the report of Akinpelu (1991). Most of the libraries are still operating in temporal structure. Important facilities like reading chairs, table, carrels, and toilets for users are poorly provided for while library personnel for needed services are grossly inadequate in number and quality.

In determining the polytechnic library services available in Edo and Delta State polytechnics, many respondents agreed with photocopying services, the means of the majority of the item questions (5 out of 9) are all above the acceptable mean of 3.00. This shows that the respondents believe

that the use of library services make it possible for them to access more easily information from different sources which helps enormously with their research. On the negative side, the respondents complained that polytechnic library offers only a limited number of journals. This corroborates the finding on the same subject matter by Nnadozie (2008). They also identified lack of content in some subject areas.

Extent of use of available library services by academic staff

Regarding the extent of use of available library services by the academic staff of polytechnics in Edo and Delta State, the study revealed high extent of acceptance on the use of available library services with the mean scores of 3.82, 3.76, and 3.04 respectively. This is an indication that respondents find it easy to search for citations and abstracts in the polytechnic library. Many respondents also confirmed that they are able to use the library whenever needed and also believed that library services improved the quality of their work. The study further revealed that polytechnic libraries do not provide up-to-date information in the areas of the respondents' interest and electronic journals, with mean scores of 2.26 and 2.45. This implies that the respondents do not visit the polytechnic libraries to consult electronic journals and other Internet services. The finding tends to agree with Rajendran and Rathinasabapathy (2005), which maintained that the role of academic libraries should, among others, broaden the catalogue of resources

in support of academic inquiry and discovery. A library's fundamental purpose has always been to support the process of research and education by helping academic staff find information and ascertain its value. In any academic institutions, it is expected that the library provide opportunities for librarians to serve users in different ways, for example, by providing more in-depth consultation to research questions or hosting new types of tools that enable academic staff or users to guide themselves in specialized disciplines.

Level of satisfaction with the services

The study also revealed that many respondents are satisfied with the number of hours the library is open to users daily but complained with frequent power failure. It was also noted that many respondents complained bitterly for lack of Internet services and poor current awareness services. On the basis of the analysis of the result, it was found that the library has no quality collection in areas of study, no adequate seminar/conference room, no adequate provision for use of audio-visual materials, obsolete information materials and in fact, the atmosphere for reading/studying in the library is not too comfortable. These were the major reasons that would discourage academic staff from making a better use of the polytechnic library resources and services. This result is similar to the findings made by Elogie (2005) and Awojobi (2000) that inadequate information centers, inadequate qualified

staff and libraries as a major problems lecturers face in getting their information needs.

Possible constraints in the use of library services.

Various reasons were adduced by respondents for underutilization of library services in Edo and Delta State polytechnics. From the analysis, it revealed that the atmosphere for reading/studying in the library is uncomfortable, collection of library is obsolete and strongly agreed that there is not enough journals in their subject area. The analysis of the data collected shows that the major constraint to the use of library services is the lack of current information materials and the unstable supply of electricity. This problem of lack of current information materials was also reported by Poll (2005).

Academic staff expectations of library services.

The finding of the study revealed that overwhelming majority of academic staff of polytechnics in Edo and Delta States had urgent need for reliable Internet services, automated library services and provision of databases, training of staff on Information and Communication Technology etc. This finding tends to agree with those of Ajibero (1994), Evans and Zarnosky (2000) and Okoro (2005) who stress that electronic resources in the

libraries as a mixed blessing and could enhance effective teaching, learning and research.

The analysis of the results showed that there is significant difference in the mean ratings of the extent of use of the polytechnic library services based on gender (male and female) and also that there is significant difference in the mean ratings of the level of satisfaction with the library services based on gender (senior and junior).

Conclusion

From the research findings, one can conclude that the polytechnic library resources and services under study are inadequate in terms of number, recency and relevance. Although the number of hours the library is open, inter-library loan and photocopying services to users are quite encourage but the reading space and comfort of readers/researchers were inadequate and unsatisfactory respectively. The polytechnic libraries are yet to recover from the present under funding by the Nigerian governments. As such, their resources and services are grossly inadequate. However, the academic staff of the polytechnics in Edo and Delta States highly cherish their libraries and would most likely patronize them better if the resources and services improve.

Implications of the Study

The implication of this study is that academic staff gender influences their extent of use of polytechnic library services. This is true because it has been observed that male academic staff have more time to themselves after official hours than their female counterparts. Adebayo (2003) observed that in developed countries like Italy Germany, sex difference in participation is stronger probably because of particular narrow definition of the female in the social role.

Ogun –Adetona (2003) also observed that most women may not have access to whatever they want because of the burden of child bearing, managing the home, discrimination and adherence to cultural, social and religious norms. This could serve as a constraint to female academic staff from making effective use of academic library services.

Again, since there is a significant difference between the mean of level of satisfaction with the library services by Senior and Junior academic staff. It means that Junior academic staff of polytechnics in Edo and Delta State like their counterparts (Senior academic staff) have realized the great potentials offered with the use of library services in teaching, learning and research activities. This also mean that Junior academic staff of polytechnics use the academic libraries because it affords them the opportunity to access information resources which they need to enhance their teaching and to write papers for their promotions.

Another implication is that a lecturer, who scarcely visited the library, would not be able to encourage or motivate his/her students in the use of the library.

Recommendations

Based on the findings of the study, the following recommendations are made:

1. The polytechnic management should as a matter of priority provide Information and Communication facilities in the polytechnic libraries (both at the central, faculty/school and departmental libraries). Availability of these technological facilities and services will enhance their utilization by academic staff for their various academic and private purposes.

2. Polytechnic libraries should begin to occupy a pride of place in institutional budgets as to be able to purchase relevant information materials for effective services needed by the academic staff. Polytechnic libraries should be stocked with relevant up-to-date materials in order to encourage academic staff to use their services.

3. Academic staff of polytechnics should learn and improve themselves on the skill to use Information, Communication and Technologies (ICTs). This they can do through attendance of seminars, conferences and workshops. This will afford them the opportunity to interact with

professionals and colleagues and through this way improve their knowledge and skill.

4. Effort should be made by the governments at all levels to solve the perennial erratic power supply in the country by public power supply. Power Holden Company of Nigeria (PHCN) should improve their services to the nation. Alternatively, polytechnic management should provide standby generators particularly in the libraries to power facilities and run services as soon as the public power supply goes off.

5. Library should be pleasant and comfortable. The library environment should be made to be welcoming to the users. Finally, it is recommended that librarians and academic staff should work together in order to keep the academic staff abreast of library resources and services

Limitation of the Study

Usually, some respondents (academic staff) are indifferent about giving their responses to research questionnaire. Some respondents felt unconcerned during the process and lack of cooperation were also exhibited by some of them. Geographical locations under study and language barrier were other serious issues encountered by the researcher. As a result of lack of time on the part of the researcher, the numbers of questions in the questionnaire administered to the respondents were quite restricted which

could have be used to elicit more vital information from academic staff to proffer solution to the problem under study.

Suggestions for Further Research

Shifting the focus from large masterpieces and massive collections, which few academic staff actually use, to and determining usage of library resources will help in providing service quality and user satisfaction must be the full focus of future researchers. This is a research work on the extent of use of available library services by academic staff of polytechnics in Edo and Delta States restricted to government owned institutions. For further studies, researchers can still carried research in combination with private institutions.

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APPENDIX A

LETTER OF INTRODUCTION

Department of Library and Info. Sc.,
Nnamdi Azikiwe University
Awka, Anambra State
2nd January, 2012.

Dear Sir/Madam,

LIBRARY SERVICES USE QUESTIONNAIRE (LISUQ)

The researcher is a student of Nnamdi Azikiwe University, Awka in the Department of Library and Information Science. This study is on extent of use of available libraries services by academic staff of polytechnics in Edo and Delta States. The researcher shall be grateful if you will supply the information requested in the attached questionnaire as part of your continued contribution to the development of polytechnic libraries.

Please also complete various sections of the questionnaire. All information volunteered will be used for purely academic purpose.

Where applicable, kindly attach extra information sheets / documents. I am prepared to pay for the cost of all photocopies made in the process of providing the answers if the need arises.

Thank you for your anticipated co-operation.

Yours sincerely,

Okoedion, Innocent

APPENDIX B

QUESTIONNAIRE

SECTION A:

1. Name of Institution….

2. Gender of respondent: Male [   ]   Female [   ]

3. Educational Status: PhD [   ] MA/MLS/MED [   ] BA/BSE/B.TEC
    [   ] others (Please specify) [   ]

4. Academic / Prof. Status: Chief Lecturer or Equivalent [   ] Principal
    Lecturer [   ]   Senior Lecturer [   ] Lecturer I/II [   ] Lecturer
    III/Assistant Lecturer [   ]

SECTION B1:

Research Question 1

S/N		SA	A	UD	DA	SD
1.	Inter- library loan services and document delivery					
2.	Reference services					
3.	Lending services					
4.	Current awareness services					
5.	User Education					
6.	Internet services					
7.	Exhibition and displays of current materials					
8.	Photocopying services					
9.	Publication of guides to library use					

POLYTECNIC LIBRARY SERVICES

Below are statements about various aspects of library services. For each statement indicate by ticking in the appropriate box whether you:

    a. Strongly Agreed   (SA)

    b. Agree   (A)

    c. Are undecided   (UD)

    d. Disagree   (AD)

    e. Strongly disagree (SD)

SECTION B2

Research Question 2

To what extent do the lecturers use the services of the Polytechnic libraries? Below are statements that determine the extent of use of polytechnic library services by the lecturers.

For each statement indicate by ticking in the appropriate box.

    a. Very high extent   (VHE)

    b. High extent   (HE)

    c. Low extent   (LE)

    d. Very Low extent   (VLE)

    e. No extent   (NE)

S/N	Opinions	VHE	HE	LE	VLE	NE
10.	I find it easy to search for citations and abstracts in the polytechnic library.					
11.	I am able to use the polytechnic library whenever I need it					
12.	Using the polytechnic library services improve the quality of my work.					
13.	The polytechnic library provides up-to-date information in my area of interest.					
14.	I visit the polytechnic library to consult electronic journals.					

SECTION B3

Research Question 3

Level of satisfaction with aspects of library resources and services

Please indicate your level of satisfaction with the following aspects of library resources and services by ticking (√) in the column that best suits your opinion on each item.

    Very satisfactory   (VS)
     Satisfactory   (S)
      Undecided   (U)
      Unsatisfactory   (US)
      Very unsatisfactory   (VUS)

S/N		VS	S	U	US	VUS
15.	Provision of Newspapers/ Magazines					
16.	Number of hour the Library is open to users daily.					
17.	Internet services					
18.	Reserved book services and photocopying services.					
19.	Current Awareness Services					
20.	Book loan duration for lecturers					
21.	Directional signs / helpful guides and assistance of lecturers by library staff.					

SECTION B4

Research Question 4

Possible constraints in the use of library services

Below are statements about various aspects of library services. For each

statement indicate by ticking in the appropriate box whether you:

Strongly Agree   (SA)
Agree   (A)
Are undecided   (UD)
Disagree   (AD)
Strongly disagree   (SD)

S/N		SA	A	UD	DA	SD
22.	The Library has quality collection in areas of my subject interest.					
23.	The Library has adequate seminar/conference room(s)					
24.	The Library has made adequate provision for use of audio-visuals					
25.	The atmosphere for reading/studying in the Library is uncomfortable.					
26	The collection of the library is obsolete.					
27.	There are not enough journals in my subject area.					

SECTION B5

Research Question 5

Lecturers' expectations of the Library services.

Below are statements which concern lecturers expectation of various aspects

of polytechnic library services. For each statement indicate by ticking in the

appropriate box whether you:

Strongly Agree   (SA)

Agree   (A)

Are undecided   (UD)

Disagree   (AD)

Strongly disagree   (SD)

S/N		SA	A	UD	DA	SD
28.	Reliable Internet services					
29.	Automated library services and provision of databases					
30.	Online reference services e.g. Online Public Access Catalogue					
31.	Training of staff on Information and Communication Technology					

You may wish to comment freely on the overall performance of your polytechnics Library in the space provided bellow.

_____

_____

_____

_____

_____

Thank you.

Please return questionnaire as verbally advised.

APPENDIX C

LECTURERS COMMENTS ABOUT THEIR POLYTECHNIC LIBRARIES:

AUCHI FEDERAL POLYTECHNIC, AUCHI.

1. The library is averagely commendable but the books are outdated and mostly not useful in this current generation.

2. Daily newspapers made available are insufficient.

3. The space in the library is not enough to satisfy its users and also there are many outdated textbooks on the shelves.

4. The school should provide more chairs to the library and repair all the fans that are not working presently or even provide air-conditioners as found in other schools.

5. The school management and the government should lay more emphasis on Internet services.

6. Some staff of the library hawks and advertises their wares in the library thereby distracting the users.

7. Good enough but there is room for improvement so as to encourage other lecturers to be interested in using the library

EDO STATE INSTITUTE OF TECHNOLOGY AND MANAGEMENT, USEN.

1. There is need for weekend services which is presently not available.

2. The properties of the library users (i.e. folders, bags etc) are not properly secured. If such items are stolen, the school authority would not have any sympathy for the owner.

3. More journals are needed especially in the sciences. The journals are lacking in the library. One of the aspects of the library services that thrill me is the ready availability of cheap and reliable photocopying services. However, its shortcoming has been inadequate means of detecting people who are stealing and mutilating library materials.

4. The library should be updated with all reference materials needed by academic staff.

5. In the absence of power supply, the library becomes stuffy and no adequate ventilation since there is no generator to make use of. Hence, reading eventually becomes boring.

6. We need a reliable Internet services.

7. We need electronic resources and other essential services that would promote teaching, learning and research work.

DELTA STATE POLYTECHNIC, OZORO.

1. The state government should build a standard polytechnic library aimed at promoting qualitative education

2. The library should operate for 24 hours daily so that users will read overnight.

3. I am very happy with the questionnaire you have brought for me this afternoon to raise my hope. I want all librarians to put more effort to win more glory on their job. Again we lack enough textbooks on mechanical engineering.

4. The library is not well equipped with books necessary for academic staff.

5. Electricity supply in the library is very poor. Almost 3-5 hours of blackout occurred in the library every day.

6. The library should loan books to academic staff even if it will accept recovery deposit.

7. No Internet services.

8. Generally, both the Professional and Para- professional staff in the library are helpful.

DELTA STATE POLYTECHNIC, OGWASHI-UKU.

1. There is lack of accountancy textbooks/journals and the library is not functioning properly comparing to other institutions.

2.   The library is only convenient for one's own personal reading and not quite adequate for research. Its security on its books is weak.

3.   The polytechnic library lacks professional books most especially for my field of study. It seems the staff are untrained. In fact, if the library must live up to expectation, a lot of work has to be done, if possible overhaul.

4.   The library should inform users whenever the important materials needed become available.

5.   The library lacks learning resource centre.

6.   We need viable and reliable Internet services

7.   The polytechnic library can still improve by buying and providing more current textbooks, journals, magazines and newspapers.

DELTA STATE POLYTECHNIC, OTEFE-OGHARA

1.   The space in the library is not enough to satisfy its users and also there are many outdated textbooks on the shelves.

2.   The school should provide more chairs to the library and repair all the fans that are not working presently or even provide air-conditioners as found in other schools.

3.   The school management and the government should lay more emphasis on the provision of Internet services.

4.   We need viable and reliable Internet services.

APPENDIX D

Table a: Distribution of academic staff in polytechnics in Edo and Delta state

S/N	Institutions	No of Academic staff
1	Auchi Federal Polytechnic, Auchi	570
2	Esitm, Usen	120
3	Delta State Polytechnic, Ozoro	115
4	Delta State Polytechnic, Ogwashi-Uku	102
5	Delta State Polytechnic, Otefe –Oghara	90
	Total =	997

Table b: Selected sample according to institutions

S/N	Institutions	Academic staff	Sample
1	Auchi Fed. Poly, Auchi	570	171
2	Estim, Usen	120	36
3	Delta State Poly, Ozoro	115	34
4	Delta State Poly, Ogwashi-Uku	102	31
5	Delta State Poly, Otefe-Oghara	90	27
	TOTAL =	997	299