

Lecturers' Opinion on the Use of Library Information Resources and Facilities in Federal Polytechnic, Ede, Osun State, Nigeria

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ABSTRACT

The rallying point of academic activities in any higher institution of learning is the library. It serves like the lubricant of a functional engine that makes the system work. Therefore, the focus of this study is to examine the worthwhileliness and the use of library resources and facilities by lecturers in Federal Polytechnic Ede for academic activities. It showed the information resources mostly preferred by the polytechnic lecturers. Various channels through which the resources are obtained in the library as well as the challenges encountered during their utilization for study, teaching and research. The study adopts a survey research method and utilizes a questionnaire, complemented with unstructured interviews and observation to generate data. The data were analyzed using simple descriptive statistics of frequency table and simple percentage. The copies of questionnaire designed for the study were administered to respondents which cut across all ranks of lecturers in the Polytechnic while only 86% were returned and found useful. The study reveals that 30.4% of Federal Polytechnic lecturers hardly use the library while 69.8% of them use it at various frequencies. Regarding respondent choice of information resources for teaching and research, the study also finds out that 36.2% of lecturers used textbooks while 37.29% and 2.3% of them consult journals and E-resources respectively. In order to enhance maximum utilization of library resources by the polytechnic, there is need to provide adequate E-resources and audio-visual materials. More funds should also be released for on-line journal subscription and provision of adequate facilities. The study suggests that the polytechnic library should organize user education programmes for lecturers to enhance better use of polytechnic library resources, services and facilities.

Key words: Libraries, Resources, Lecturers, Facilities, Services, Utilization, Polytechnic, Ede

INTRODUCTION

The primary task of any library, whether public, special or academic, is to select, organize, maintain and provide access to relevant quality, up-to-date information resources both print and non-print and comfortable study environment for its

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clientele. Libraries are the centers of learning and the treasure house of knowledge. Academic libraries play pivotal roles in assisting tertiary institutions to achieve their goals and objectives in highlighting the importance of library in higher institution of learning. Nwalo (2003) stresses that to succeed in our educational pursuit in Nigeria, libraries must be established and properly stocked to complement other educational activities in our institution of higher learning. The status of any institution of higher learning such as universities, polytechnics, and colleges of education etc could be gargled with the up-to-date collection facilities and services. With clear understanding of the library's place in tertiary institution, Federal Polytechnic, Ede started off its library services with a modest collection of 7,000 volumes of books (FPE. 2017).

Presently, the polytechnic library has been moved to a more spacious permanent building with a sitting capacity of 850 readers and a collection of over 29,850 book volumes, 920 volumes of academic journals, e-resources, audio-visual and other information resources (FPE. 2017). The library is an important component of the polytechnic set up. Therefore, it exist to serve the objectives of the polytechnic by accumulation and organizing books, academic journals, audio-visual, E-resources and other informational resources and facilities, the library serve as an invaluable aid in the conservation of knowledge and ideas and as an active force in the teaching, learning, research and extension programme of the Polytechnic.

The problems of ever rising costs of information resources and facilities, inelastic library budget and technological advancement leading not only scattering and seepage of information but also the out modulation of information within a very short span of time, are stressing to think more than once before acquiring reading materials for the library. To develop need based collection, surveys should be undertaken to measure the library collections, facilities and services in terms of its value and utility to the clientele. It is the responsibility of the library to ensure that users maximally benefits from the information sources, facilities and services they provide, hence the need for the assessment of the lecturers opinions on the use of library information resources and facilities in Federal Polytechnic, Ede.

The entire human, materials resources and facilities in a library are put in place at considerable expense for the overall purpose of providing effective and efficient information services to the library users. The purpose of a library is defeated if its users are not satisfied with its resources, services and facilities it provides. The lecturers of the Federal Polytechnic, Ede are one of the most important segments of user community. But no study is being done till date to know the lecturers opinions on the use of library information resources and facilities. Therefore, this study has been carried out at the central library, Federal Polytechnic, Ede to find out if the lecturers of Federal Polytechnic are being satisfied with the information resources, services and facilities in the library.

This will help to revise collection development policy and design new library services. Hence, this study is undertaken to:

1. Find out the frequency of library use among lecturers
2. Find out the amount of time spent on each visit
3. Find out the kind of information resources the lecturers utilize for teaching and research.
4. Find out the communication channels through which information is acquired by users.
5. Elicit opinion about the library resources and other facilities offered by the library
6. Collect opinions about the adequacy of various kinds of information resources and their use.
7. Suggest suitable recommendations to overcome the problems and improve the situation for the benefits of the lecturers.

The study was guided by the following questions:

- i. What is the frequency of library use among lecturers?
- ii. What is the time spent in the library by lecturers in each visit?
- iii. What kind of information resources do lecturers utilize for teaching and research?
- iv. Are the resources (print and non-print) of the library adequate enough for teaching and research?
- v. What are the sources of locating information required?
- vi. Are the lecturers satisfied with the service provided?
- vii. What is the impression of lecturers on how its resources are arranged in the library?
- viii. What is the lecturers' opinion about library facilities?

Academic activities in institution of higher learning revolve around the library. Accordingly, the polytechnic library performs these basic functions of provision of information resources, services for studying, teaching, research and recreational materials for users of the library. The above listed functions are to make the library serves the users, to affirm Stomatopoles and Mackoy (1998) assertion that users' satisfaction is one of the criteria for measuring quality services. The study therefore will help in gathering more information on how to improve the services of the library to the lecturers, ascertain if the organization and preservation of reading resources allow easy retrievals and determine the adequacy of the provision of information resources and facilities. The study will also reveal the factors that inhibit the effective use of the library by the lecturers and give insight to the understanding of the various collection and facilities to meets lecturer's needs. The study will help add to the existing literature. It will also help to manage the information resources and facilities of Federal Polytechnic, Ede library.

Library Information Resources and Users

The main task of a library is to collect, process, store and distribute the reading materials keeping in view the users requirements. Out of these four main functions, the collection occupies the most vital position. Developing a sound collection is one of the most challenging and imaginative process of the library profession whereby, the library staff acquires a variety of information resources to meet the demands of its users. If the information resources, facilities and services are efficient, ideal and could satisfy the needs of the readers, then it would enhance the image of the library. Otherwise, it would mar the name and fame of the library. Sowole (1995) notes that users are described as the reason for existence of the library. Meeting the information needs of users requires the provision of the actual information resources, facilities and services that will satisfy the needs of users. Also, Abigail (1993) notes that the use of library by users and indeed their satisfaction with library services depend on the availability of suitable learning materials, accommodation and competent staff in the library.

Many lecturers do not see the need to visit their polytechnic libraries to exploit its resources. Gomez (2010) reports that lecturers believe that they should depend less on libraries for their teaching and research as the use of digital resources increases. This school of thought however, places lecturers at a -disadvantaged position because, according to him, most lecturers throughout their academic lives, combine teaching and research activities with management activities that may prevent them from being up to date at all times. This is the reason why they would not only need to re-sharpen their information skills but also need, at regular interval, to solicit the advice of the librarian on how to utilize both printed and electronic information resources for teaching and research. Proper utilization of library resources by users of academic libraries has been the concern of libraries worldwide. Agwu (2004) stresses that if a library collection and facilities not for use, then it is no more a library but an archive. She adds that the collection of the library should be in a useful variety to meet the various needs of users. Morgan (1995) corroborates this and posited that for library to perform its role adequately; its resources and facilities must be effectively utilized. Thus, access to relevant information resources, facilities and services is very necessary.

For effective utilization of the library, resources must be properly organized. Ugwuanyi, (1998) holds the view that to get the greatest benefit from a library, a lot of organizational structure has to be put in place. In another development, Bature (2009) recommends that to allow for full utilization of the library, qualitative building, lightening, ventilations, enough space to accommodate readers, library resources and other facilities that will encourage the use of the library must be provided. In a survey of selected tertiary institutions in Nigeria, Nnadozie C. O. and Nnadozie C. D. (2007) observe that periodicals

and journals are the predominant resources used by academic staff members because they provide up to date information. Bozimo (1983) explains that most lecturers in Nigeria universities are dissatisfied with the inadequacies of current periodicals for their teaching and research activities. Library services are the activities that libraries render to satisfy the needs of their users. Rahimah and Tamizhcheiven (2011) investigate the sufficiency of the library resources and their levels of satisfaction in library services in Anna University, India. The findings of the study reveal that users were more or less satisfied with collection and services. They further suggest that library professionals must understand information seeking behaviour of users to provide information effectively since methods and tools for information delivery continue to grow and change dramatically day after day.

METHOD

Keeping in view the objective of the study, this work adopted descriptive survey research design. The total lecturers of Federal Polytechnic, Ede are 168 (FPE, 2017). This constituted the population of the study. From this, a random sampling covering all the four schools was used to select 100 lecturers which were served with questionnaire to have good coverage. Out of the 100 copies of questionnaire administered, 86 were retrieved and found useful for analysis. The questionnaire was personally administered and retrieved by the researcher. Data gathered were analyzed using frequency count and simple percentage.

RESULTS AND DISCUSSION

Findings from table 1 reveal that majority (52.4%) of the lecturers in this study use the library once in a week and 30.4% hardly use the library. This calls for an urgent improvement in the quality of resources, services and facilities offered in the library in order to keep the actual and potential users. This finding is in line with the findings of Osinulu (1998) who discovers through a survey in Ogun State University library in Nigeria on the use of library that there was a low turn-up for the library due to lack of knowing the importance of library resources and facilities. Adeyemi (2000) advises that it is the responsibility of librarians to influence the teaching staff to the library resources provided.

Findings from the issue of time spent in the library during each visit, majority of the lecturers representing 44.2% spend 30 minutes to 1 hour in the library during each visit. Also, 36.1% of the lecturers spend 1 hour to 2 hours of their time in the library. Lecturers, who spend 2 to 4 hours per visit, account for 4.6%. The numbers of lecturers who spend more than 4 hours visit are very less in numbers. The implication of this finding is that the library is seriously under-utilized because though they visit the library but spend less time in the library.

The findings are in line with the finding of Ankpa (2000), who also notes that due to teaching and other class of community services, the lecturers come to the library with little time to consult urgently needed references and other current literature.

Table 3 shows the preference to various kinds of information resources used by the lecturers. It is observed in the table that lecturers (37.2%) used academic journals to meet their information needs, followed by the users of books with 36.2% and abstracts and indexes with 10.5%. Out of nine library resources, the response on the use of other resources was indicated as reference sources (2.3%) thesis/dissertation (3.5%) report (3.5%) newspapers (2.3%) e-resources (2.3%) and audio visual (1.2%). This finding confirms Okiy's (2000) finding that academic staff utilized books and journals more than others reading materials in the library. This shows that some relevant library information resources are being over looked and one poorly used.

The analysis in table 4 represents the responses of the lecturers with regard to locating needed information resources. The finding reveals that majority (92%) of the lecturers locate the required documents themselves followed by consulting friends (83.7%), further (79.1) seek the assistance of library staff while locating the required information resources. The implication of this finding is that the majority of lecturers are familiar with the existence of the needed information resources and where to locate them. The findings agree with Iman, Adeyoyin, Jegede & Adesanya (2008) who note that users' education programme makes the library users independent in accessing the library materials.

Table 5 shows that majority of the lecturers that make use of Federal Polytechnic, Ede library agree that reference sources (53.5%), newspapers (53.5%), books (50%) and audio visual (46.57) resources are adequate to meet their teaching and research needs. Another important finding is that most lecturers (39.54%) specified that periodicals are partially adequate. Information resources such as reports (47.8%), conference proceeding (52.3%), e-resources (46.5%) and abstracting (30.20%) are all adequate.

From table 6, it is observed that 80.2% of the respondents consider circulation services as satisfactory, 65.1% of the respondents considered the reprographic services as satisfactory and serial services (73.37%) also satisfactory. Reference services (56.9%) and E-resources (40.7%) were considered satisfactory. Another finding reveals that 44.2% of the respondents are not satisfied with readers assistance services, followed by audio visual services (34.8%), so the library should focus on these in order to improve its performance. Some lecturers report that they are not satisfied because lack of adequate resources like internet and audio visual are major factors that hinder satisfaction in this era of information and communication technology

The result in table 7 represents the responses on the arrangement and organization of reading materials of various types in the library. One could see

that the arrangement of the reading materials is to a large extent very satisfactory for easy retrieval as attested by a large number of the lecturers. The responses indicate in the order of textbook (76.7%), resource books (60.5%), reference books (76.7%), periodicals/journals (58.8%), newspapers/magazines (56.9%) and theses/dissertations (60.45). However, other lecturers (32.5%) expressed not satisfactory. The finding reveals that when users are conversant with arrangement and organization of library resources, it will lead to an increase in the use of library resources.

Services offered in academic libraries, to certain extent are dependent on the physical facilities. Table 8 represents the responses of the lecturers in the study and research environment of the library. Respondents reacted to the situation of cleanliness (63.8%), lighting (79.1%), reading table (73.3%), and ventilation (47.6%) in the library. The lecturers claim the situation is satisfactory. The claim is in line with the work of Nabuyenda (2007) on learning environment. However, on space for reading (74.4%), drinking water (65.2%), toilet (60.4%) and chairs (70.7%), the response was unsatisfactory. The implication of this finding is that if the right facilities are created for study and research activities, readers will be encouraged to visit and use the library resources.

Table 1: Frequency of the use of the library

| S/N | Variables | Frequency | Percentage |
|-----|--------------------------|-----------|------------|
| 1 | Daily | 4 | 4.6 |
| 2 | Once in a week | 4 | 4.6 |
| 3 | Twice in a week | 3 | 3.4 |
| 4 | Once in 15 days | 45 | 52.4 |
| 5 | Hardly visit the library | 26 | 30.4 |
| 6 | Not responded | 4 | 4.6 |
| | Total | 86 | 100 |

Source: Survey, 2017

Table 2: Time Spent in the Library by the Lecturers on each Visit

| S/N | Time Spent in the Library | Frequency | Percentage |
|-----|---------------------------|-----------|------------|
| 1 | Below 1/2 hour | 11 | 12.8 |
| 2 | 1/2 hour to 1 hour | 38 | 44.2 |
| 3 | 1 hour to 2 hours | 31 | 36.1 |
| 4 | 2 hours to 4 hours | 4 | 4.6 |
| 5 | 4 hours to 6 hours | 2 | 2.3 |
| | Total | 86 | 100 |

Source: Survey, 2017

Table 3: Users Preference to types on Information Resources

| S/N | Kinds of Resources | No. of Response | Percentage |
|-----|----------------------|-----------------|------------|
| 1 | Academic journals | 32 | 37.2 |
| 2 | Books | 31 | 36.2 |
| 3 | Abstracts/index | 9 | 10.5 |
| 4 | Reference books | 3 | 3.5 |
| 5 | Theses/Dissertations | 3 | 3.5 |
| 6 | Reports | 3 | 3.5 |
| 7 | Newspapers/Magazines | 2 | 2.3 |
| 8 | e-resources | 2 | 2.3 |
| 9 | Audio-visual | 1 | 1.2 |
| | Total | 86 | 100 |

Source: Survey, 2017

Table 4: Locating of Needed Information Resources by Lecturers

| S/N | Category | No. of Response | Percentage |
|-----|--------------------------------------|-----------------|------------|
| 1 | Self help | 79 | 92 |
| 2 | Help of friends | 72 | 83.7 |
| 3 | With the assistance of Library Staff | 68 | 79.1 |
| 4 | Consulting the catalogue/OPAC | 34 | 3.5 |

Source: Survey, 2017

Table 5: Adequacy of Information Resource for Studying Research

| Information Resources | Adequate | Partially Adequate | Inadequate | Not Responded |
|------------------------|------------|--------------------|------------|---------------|
| Books | 43(50%) | 27(31.6%) | 13(15.1%) | 3(3.5%) |
| Periodicals | 8(9.37%) | 34(39.5%) | 40(46.5%) | 4(4.7%) |
| Reports | 6(6.9%) | 19(22.2%) | 42(47.8%) | 19(22.1%) |
| Conference proceedings | 7(8.2%) | 16(18.6%) | 45(52.3%) | 18(20.9%) |
| Reference sources | 46(53.5%) | 19(22.1%) | 9(10.5%) | 12(13.9%) |
| Abstracting journals | 11(12.87%) | 27(31.4%) | 26(30.2%) | 22(25.6%) |
| Newspapers/Magazines | 46(53.5%) | 17(19.7%) | 5(5.8%) | 18(20.9%) |
| e-resources | 10(11.5%) | 28(32.5%) | 40(46.5%) | 8(9.4%) |
| Audio-visual | 40(46.57%) | 23(26.3%) | 10(11.6%) | 13(15.2%) |
| Maps & Atlas | 24(27.9%) | 23(26.3%) | 6(6.9%) | 33(38.5%) |

Source: Survey, 2017

Table 6: Satisfaction with the services provided

| S/N | Library Services | Satisfied | Not satisfied | Not responded |
|-----|------------------------------|-----------|---------------|---------------|
| 1 | Circulation service | 69(80.2%) | 17(19.8%) | - |
| 2 | Reference service | 49(56.9%) | 18(20.9%) | 19(22.2%) |
| 3 | Reprographic services | 56(65.1%) | 27(31.4%) | 3(3.5%) |
| 4 | E-ICT Services | 35(40.7%) | 32(37.2%) | 19(22.2%) |
| 5 | Audio-visual services | 32(37.3%) | 30(34.8%) | 24(27.9%) |
| 6 | Serials service | 63(73.3%) | 14(16.3%) | 9(10.4%) |
| 7 | Reader's guidance/assistance | 20(23.3%) | 38(44.2%) | 28(32.5%) |

Source: Survey, 2017

Table 7: Arrangement of Reading Materials in the Library

| S/N | Types of Materials | Satisfied | Notsatisfied | Not responded |
|-----|----------------------|-----------|--------------|---------------|
| 1 | Textbooks | 66(76.7%) | 14(16.5%) | 6(6.9%) |
| 2 | Reserved book | 52(60.5%) | 28(32.6%) | 6(6.9%) |
| 3 | Reference books | 66(76.7%) | 17(19.8%) | 3(3.5%) |
| 4 | Periodicals/Journals | 50(58.8%) | 30(34.8%) | 6(6.9%) |
| 5 | Newspapers/Magazines | 49(56.9%) | 18(20.9%) | 19(22.2%) |
| 6 | Thesis/Dissertation | 52(60.4%) | 18(20.9%) | 16(18.7%) |
| 7 | Reports | 42(48.8%) | 28(32.5%) | 16(18.7%) |

Source: Survey, 2017

Table 8: Lecturer's Opinion about Library Facilities

| S/N | Facilities | Satisfied | Notsatisfied | Notresponded |
|-----|-------------------|-----------|--------------|--------------|
| 1 | Cleanliness | 55(63.8%) | 25(29.1%) | 6(7.1%) |
| 2 | Lighting | 68(79.1%) | 18(20.9%) | - |
| 3 | Ventilation | 41(47.6%) | 27(8.2%) | 38(44.2%) |
| 4 | Space for reading | 22(25.6%) | 64(74.4%) | - |
| 5 | Drinking water | 24(27.7%) | 56(65.2%) | 6(7.1%) |
| 6 | Toilet | 25(29.2%) | 52(60.4%) | 9(10.4%) |
| 7 | Reading tables | 63(73.3%) | 14(16.3%) | 9(10.4%) |
| 8 | Chairs | 14(16.3%) | 66(76.7%) | 6(7.1%) |

Source: Survey, 2017

CONCLUSION AND RECOMMENDATIONS

The study examined the lecturer's opinion on the use of library information resources and facilities in Federal Polytechnic, Ede. This study reveals that nearly half of the total respondents visit the library regularly and spent quality time in each visit. The study reveals that academic journals and books are still occupying a predominate place in the library to meet lecturers' information needs. Also that research scholars and lecturers are satisfied with the various information collections and the arrangement and organization of the resources. Respondents are equally satisfied with the circulation, serials, reprographic and reference services offered by the library. However some of the lecturers had been unable to fully utilize library services, resources and facilities owing to certain challenges namely, inadequate periodicals, reports, conference proceedings and e-resources. Also lack of adequate facilities such as drinking water, chairs, space for reading and toilet. All of these have consequently affected lecturers' perception of the library and discouraged them from effectively utilizing existing library resources and facilities rendered in the polytechnic community as stated in the questionnaire used for this study. This work will be helpful to libraries to improve library services, resources and facilities especially in assisting academic staff in their study, teaching and research activities.

On the basis of the findings of the survey, the following recommendations are made:

1. To develop effective user centered library and information services the polytechnic library staff must understand the information needs and information seeking behaviour of the lecturers in order to address those needs.
2. The library should develop an information marketing strategy to create awareness about library resources, facilities and services among the lecturers and researchers. This will help better utilization of library resources, facilities and services offered in the library.
3. The reading environment should be made more conducive and attractive to allow for continuous use of the materials. There should be enough readings carrels, good drinking water, toilet facilities and any other thing that would encourage full utilization of the library.
4. The library collections and other operations must be computerized to meet the lecturers needs quickly and promptly, by providing all necessary infrastructure and accessories that would make the lecturers benefit from the new information technologies
5. The library management should endeavour to seek the opinion of the lecturers as how the library services and facilities could further be improved.
6. The polytechnic authority should provide adequate funds to the library and all necessary facilities that will encourage utilization of library resources.
7. Successful operation of the library depends to a large extent on the choice of library collection and facilities. The library collection should be according to the need requirement of the users.
8. Regular user education programme is necessary for all the lecturers. This will expose them to various services rendered by the library, the programme will also enable the lecturers improve their skills and know where to obtain specific information resources in the library.
9. Library staff should be properly trained so that they may have better understanding about how to search, download needed information from e-resources. These staff ultimately can help the lecturers to explore available resources exhaustively and can also motivate them to use e-resources independently.

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