Availability and Accessibility of Information Resources and Services in Federal Polytechnic Libraries in North Eastern Nigeria

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ABSTRACT
The study investigated theavailability and accessibility of informationresources and services in Federal Polytechnic libraries in north eastern Nigeria with library users and staff as the respondents. The survey research design was used and questionnaire was used for data collection. The data collected was analysed using inferential statistics, mean, and standard deviations in answering the research questions. The study reveals that there is very high level of availability and accessibility of information resources in Federal Polytechnic libraries in north eastern Nigeria. The problems faced by the library users is that majority of the respondent agreed that inability to get relevant materials was their greatest problems. The strategies to enhance their resources availability and accessibility includes: to acquire and make available current information sources, as well as assisting the users in sourcing of information from other information technologies, organize the library materials for easy access, they should engage in information packaging and repackaging. The study concluded by recommending among others that libraries in the Federal Polytechnics should acquire up to date, current and relevant information resources to improve the quality of their collections in terms of adequacy, relevance and currency. Information retrieval tools should be made available and accessible to library users for ensure easy accessibility of needed information resources. The library should provide current awareness service to their users; this will make the users aware of what is available in their field of study.
KEYWORDS: Academic libraries,Access,Availability, Information, Information resources, Services,Use.

I. INTRODUCTION

The objective of any academic library is to support teaching, learning and research activities of its parent institution. Saharan (2013) opined that the reason behind the existence of any library is to acquire and organise recorded information in such a way that permits access by users. Academic libraries must therefore make sure that their resource are well utilised as this is essential for the educational development of the students.Hameed (2010) described a library as "a social institution for the exploitation of knowledge contained in published matter", a collection of information materials that is not accessible to users cannot be considered a library. Librarians work hard to provide access to resources and services that can satisfy users' needs and support the objectives of their parent organisation. (Saharan, 2013). The library, however, includes the totality of human and organised material resources available in both books and non-books format for providing and obtaining needed information (Ahuanu 2002) University libraries are responsible for acquiring, processing and providing access to books, periodicals and other media that meet the educational research and information needs of their users.

The effectiveness of any university library is the quality of services rendered to its users, that is, how available and accessible the information resources. Therefore, proper organisation of available information resources will no doubt ensure its accessibility and utilization by users and thereby ensuring user's satisfaction. Today's librarianship places more emphasis on the provision of effective information retrieval strategies to meet the growing demand for easy accessibility to information resources by users.Nwachukwu,Abdulsalami, and Lucky (2014) maintained that the effectiveness of any library is a measure of how available, accessible and useable to users its information resources are.

Statement of the Problem

The primary objective of academic libraries is to acquire process, preserve and disseminate current, adequate and relevant information resources in such a way that it will ensure availability and easy accessibility for maximum user satisfaction. However, despite all the new policies, effective strategies being put in place to

achieve such goal user satisfaction is still not adequate.Observation by the researcher indicated that the poor or substandard of students research work and low grades are attributed to poor information service delivery by the library staff and out dated information resources in the federal Polytechnic libraries in the North Eastern Nigeria and as a result users experiencing difficulties in accessing the resources and meeting the information needs of the users. This study therefore set out to investigate and evaluate the availability and accessibility of information resources and services rendered in the federal Polytechnic libraries in the North Eastern Nigeria

Objectives of the Study
1. What are the information resources available for federal Polytechniclibrary users?
2. To what extent are the resources accessible in the federal Polytechnic libraries in the North Eastern Nigeria?
3. What are the services rendered by the libraries to its users?
4. To find out the level of frequency in accessing information resources in the libraries
5. What are the problems to effective access to library resources by the users?
6. What are the solutions to enhance access and utilisation of information resources by users of the libraries

II. REVIEW OF RELATED LITERATURE
The increasing students intake into the polytechnics, coupled with advanced Information and Communication Technology (ICT) development each day has created a new kind of library users demanding more efficient library services, There is need therefore for academic libraries to promote and provide quality information resources and services that meet the needs of students and faculty and motivate them to use the library services more.Bitagi (2013) maintain that the availability of all forms and types of information resources in academic libraries is highly imperative. The library continually needs to optimize the interactions of all the components that make up the service to ensure that changing library objectives are met and to improve both the user interaction and relationshipover time. The main issue is for the academic librarians to always ensure availability and accessibility of needed information materials which will consequently lead to user satisfaction. This was observed by Onifade, Ogbuiyi, and Omeluzor (2013) in their study that information resources availability does not mean accessibility and utilization; hence, academic libraries have to market their resources and services to invite users. Similarly, Gohain, Saikia, and Anjan (2013) maintain that ICT application in library services is also providing opportunities to users to access and utilize both library online resources and services efficiently.

Accessibility of information sources
The priority of any libraries is its users as they access and locate information resources that are available in their libraries. Stella and Joseph (2017) in their study maintains that accessibility is very important, because the relevant and available information resources have been an issue of concern coupled with the increasing rate of literature explosion leading to an abundance of scholarly research materials present on the internet. Also, Emasealu (2013) stressed that accessibility to information resources is one of the pre-requisite of information utilization.According to Aguolu and Aguolu, (2002) resources may be available in the library and even identified bibliographically as relevant to one's subject of interest, but the user may not be able to lay hands on them. One may identify citations in indexes, but may not have access to the sources containing the relevant articles. The more accessible information sources are, the more likely they are to be used.

Library and Information Services
James (2008) identifies library services as an activity rendered to library users for effective and efficient patronage in getting the required information for research work.In the view of Okoro (2010) affirm that library services is referred to the totality of repertoire services being provided by the library to meet users information needs they are divided into two : in house service which includes among others selection ,acquisition , organization ,preservation etc. user service which are meant for the users or the library. While NtukUtuk (2011) described library services as lending service, inter library loan, document delivery, reserve, reference, current awareness service display, and exhibition.
International Federation of Library Associations (IFLA) 2003 reported that:
1. Library and information service provide access to information, ideas and works of imagination in any medium and regardless of frontiers. They serve as gateways to knowledge, thought and culture, offering essential support for independent decision making cultural development research and lifelong by both individual and groups.
2. Library and information service contribute to the development and maintenance of intellectual freedom and help to safeguard democratic values and universal civil rights. Consequently, they are committed to offering their clients access to relevant resources and services without restrictions and to opposing any form of censorship.

3.   Library and information services shall acquire, preserve and make available the widest variety of materials reflecting plurality and diversity society. The selection and availability of library materials and services shall be governed by professional consideration and not by political moral and religious view.

4.   Library and information service shall make materials, facilities and services equally accessible to all user. There shall be no discrimination for any reason including race or ethnic origin gender or sexual preference, age, liability, religion or political belief.

The aforementioned statements by IFLA indicated the relevant of the services rendered in the

Libraries to the end users. It also informed us on the accessibility the libraries can offer to its information resources, facilities and services for the purpose of efficiency and effectiveness in teaching and learning process.

III. METHODOLOGY ADOPTED FOR THE STUDY

The design for this study was descriptive survey research design. The design was considered appropriate because the study is expected to elicit valid responses from the users of each library under study.

The area of the study is North-East geo-political zone of Nigeria which is comprised of six (6) States, namely Adamawa, Bauchi, Borno, Gombe, Taraba and Yobe. In the North East zone, there are four (4) federal polytechnics. The major role of polytechnic libraries in the North-east Nigeria is in delivery of information services that support teaching, learning and research activities as well as the advancement of knowledge and other educational activities in the zone and beyond.

This area of study was chosen to examine the North East federal polytechnic libraries, with a view to finding out how their users make use of available information resources in the libraries for academic and intellectual activities in the zone.

A.   Target Population

S/N	Names of the Public Universities Under Study	Population of Library Users	
		Staff	Number of students registered with the library
1	Federal Polytechnic Bauchi	159	1670
2	Federal PolytechnicMubi	150	1791
3	Federal PolytechnicDamaturu	151	1630
4	Federal Polytechnic B**ali**	50	800
TOTAL		**5155890**	

B.   Sample and Sampling Techniques

Random sampling technique was adopted for the study in selecting the library users (staff and students) from each library under study. Thirty five (35) percent of the total respondents in selected federal Polytechnic libraries in each state of the North East Nigeria.

C.   Instrument for Data Collection

The instrumentused for data collecting was questionnaire.The questionnaire was divided into two sections. Section A was on demographic data of the respondents. Section B wasdivided into six different clusters which includes: Information resources in the polytechnic libraries, Availability of information resources and services, Information resources Access, The extent of resource access and utilization by the respondents, Challenges of resource access and utilization, and Solutions to enhance users information resources access and utilization

D.   Method of Data Collection

A total of 2240 (35%) questionnaire were administered personally by the researchers. Also the researchersvisited the libraries to personally observe the information resources provided and their usage in each library.

E.   Method of Data Analysis

The data collected for this study was analysed using inferential statistics, mean, and standard deviations in answering the research questions. Mean and standard deviation was calculated for every question raised. For research questions the real limit of numbers was used in taking decision

Analysis of Data

A.   What is the level of availability of Information sources?

Table 2: Users' level of the availability of Information sources

Percentage and mean distribution of Availability of Information resources

SN	Information resources	NA	OA	RA	VRA	Mean	SD	
1	Books	210(9.4%)	373(16.7%)	703(31.4%)	954(42.6%)	3.07	.98	RA

2	Newspapers	454(20.3%)	571(25.5%)	553(24.7%)	662(29.6%)	2.64	1.11	RA
3	Journals	408(18.2%)	669(29.9%)	651(29.1%)	512(22.9%)	2.57	1.03	RA
4	Encyclopedias	274(12.2%)	411(18.3%)	656(29.3%)	899(40.1%)	2.97	1.04	RA
5	Pamphlets	307(13.7%)	559(25%)	701(31.3%)	673(30%)	2.78	1.02	RA
6	Handbooks	145(6.5%)	507(22.6%)	699(31.2%)	889(39.7%)	3.04	.94	RA
7	Bibliographies	383(17.1%)	508(22.7%)	542(24.2%)	807(36.0%)	2.79	1.11	RA
8	Abstracts/ Indexes	204(9.1%)	418(18.7%)	750(33.5%)	868(38.8%)	3.02	.97	RA
9	Bulletins/New sletters	175(7.8%)	339(15.1%)	759(33.9%)	967(43.2%)	3.12	.94	RA
10	Government Publications	268(12%)	521(23.3%)	736(32.9%)	715(31.9%)	3.03	1.02	RA
11	Seminar/Symp osia	229(10.2%)	455(20.3%)	577(25.8%)	979(43.7%)	2.65	1.10	RA
12	Internet	464(20.7%)	501(22.4%)	627(28%)	648(28.9%)	2.90	1.00	RA
13	CD ROM	248(11.1%)	506(22.6%)	703(31.4%)	783(35%)	2.49	1.09	OA
14	Conference Proceedings	551(24.6%)	521(23.3%)	680(30.4%)	488(21.8%)	2.45	1.11	OA
15	Technical Reports	576(25.7%)	620(27.7%)	508(22.7%)	536(23.9%)	2.74	1.06	RA

VRA=Very Readily Available, **RA**=Readily Available, **OA**=Occasionally Available, **NA**=Not Available At All

Table 2 shows the level of availability of Information sources. The result shows among others that majority 42.6% of the respondent said Books was very readily available, while 31.4% said readily available, and 16.7% said occasionally available, while 9.4% said not available at all. For the newspapers, 29.6% of the respondent said was very readily available, while 24.7% said readily available, and 25.5% said occasionally available. While 20.3% said not available at all. Journals, 22.9% of the respondent said readily available, while 29.1% said very readily available, and 22.9% said occasionally available, while 18.2% said not available at all. Encyclopaedias, 40.1% of the respondent said was very readily available, while 29.3% said readily available, and 18.3% said occasionally available, while 12.2% said not available at all. Pamphlets, 30% of the respondent said was readily available, while 31.3% said very readily available, and 25% said occasionally available, while 13.7% said not available at all. The results of findings show that there was high level of availability of Information sources. From results of findings the mean and standard deviation shows level of availability of Information sources in selected academic libraries in South West, Nigeria. This was shown with the total average mean score of (X=2.83, SD= 0.87) which was above the lower item rated mean above

B. What is the level of accessibility of Information sources?
Table: 3 Percentage and mean distribution of level of accessibility of Information sources

SN	Information Resources	NA	OA	RA	VRA	Mean	SD	D
1	Books	428(19.1%)	457(20.4%)	569(25.4%)	786(35.1%)	2.76	1.12	RA
2	Newspapers	316(14.1%)	450(20.1%)	868(38.8%)	606(27.1%)	2.79	1.00	RA
3	Journals	521(23.3%)	542(24.2%)	673(30%)	504(22.5%)	2.52	1.08	RA
4	Encyclopedias	185(8.3%)	230(10.3%)	1237(55.2%)	588(26.3%)	2.99	.83	RA
5	Pamphlets	205(9.2%)	418(18.7%)	746(33.3%)	871(38.9%)	3.02	.97	RA
6	Handbooks	365(16.3%)	493(22%)	628(28%)	754(33.7%)	2.79	1.08	RA
7	Bibliographies	385(17.2%)	441(19.7%)	512(22.9%)	902(40.3%)	2.86	1.13	RA
8	Abstracts/ Indexes	235(10.5%)	290(12.9%)	639(28.5%)	1076(48%)	3.14	1.00	RA
9	Bulletins/Newsletters	428(19.1%)	615(27.5%)	707(31.6%)	490(21.9%)	2.56	1.03	RA
10	Government Publications	298(13.3%)	397(17.7%)	949(42.4%)	596(26.6%)	2.82	.97	RA
11	Seminar/Symposia	179(8%)	499(22.3%)	854(38.1%)	708(31.6%)	2.93	.92	RA
12	Internet	368(16.4%)	541(24.2%)	738(32.9%)	593(26.5%)	2.69	1.03	RA
13	CD ROM	493(22%)	501(22.4%)	624(27.9%)	622(27.8%)	2.61	1.11	RA
14	Conference Proceedings	582(26%)	394(17.6%)	660(29.5%)	604(27%)	2.57	1.14	RA

15	Technical Reports	556(24.8%)	548(24.5%)	606(27.1%)	530(23.7%)	2.50	1.10	RA
16	Electronic resources	616(27.5%)	555(24.8%)	534(23.8%)	535(23.9%)	2.44	1.13	RA
17	Online database	681(30.4%)	586(26.2%)	556(24.8%)	417(18.6%)	2.32	1.09	RA
18	Library Data banks	311(13.9%)	371(16.6%)	692(30.9%)	866(38.7%)	2.94	1.05	RA

***VRA**=Very Readily Accessible, **RA**=Readily Accessible, **OA**=Occasionally Accessible, **NA**=Not Accessible At All*

Table 3 above, shows the level of accessibility of Information sources. The result shows among others that majority 35.1% of the respondent said Textbooks was very readily accessible, while 25.4% said readily accessible, and 20.4% said occasionally accessible, while 19.1% said not accessible at all. For the newspapers, 38.8% of the respondent said was readily accessible, while 27.1% said very readily accessible, and 20.1% said occasionally accessible, while4.1% said not accessible at all. Journals, 30% of the respondent said readily accessible, while 22.5% said very readily accessible, and 24.2% said occasionally accessible, while 23.3% said not accessible at all. Encyclopaedias, 55.2% of the respondent said was readily accessible, while 26.3% said very readily accessible, and 10.3% said occasionally accessible, while 8.3% said not accessible at all. Pamphlets, 38.9% of the respondent said was very readily accessible, while 33.3% said very readily accessible, and 18.7% said occasionally accessible, while 9.2% said not accessible at all. The results of findings show that there was high level of accessibility of Information sources. From results of findings the mean and standard deviation shows level of accessibility of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of (X=2.74, SD= 0.54) which was above the lower item rated mean above

C.   How often do you access the Information sources?
Table: 4 Percentage distribution of How often do you access the Information sources

	Information Resources	Daily	Weekly	Monthly	Occasionally	
1	Books	598(26.7%)	486(21.7%)	569(25.4%)	587(26.2%)	**Daily**
2	Newspapers	879(39.2%)	359(16%)	423(26.7%)	579(25.8%)	**Daily**
3	Journals	258(11.5%)	465(20.8%)	714(31.9%)	803(35.8%)	**Occasionally**
4	Encyclopedias	257(11.5%)	453(20.2%)	741(33.1%)	789(35.2%)	**Occasionally**
5	Pamphlets	349(15.6%)	375(16.7%)	806(36%)	710(31.7%)	**Monthly**
6	Handbooks	176(7.9%)	346(15.4%)	1027(45.8%)	691(30.8%)	
7	Bibliographies	319(14.3%)	376(16.8%)	929(41.5%)	614(27.4%)	
8	Abstracts/ Indexes	292(13%)	300(13.4%)	888(39.6%)	760(33.9%)	
9	Bulletins/Newsletters	428(19.1%)	384(17.1%)	777(34.7%)	651(29.1%)	
10	Government Publications	310(13.8%)	419(18.7%)	783(35%)	728(32.5%)	
11	Seminar/Symposia	236(10.5%)	157(7%)	960(42.9%)	887(39.6%)	
12	Internet	263(11.7%)	274(12.2%)	874(39%)	829(37%)	
13	CD ROM	163(7.3%)	242(10.8%)	787(35.1%)	1048(46.8%)	
14	Conference Proceedings	317(14.2%)	323(14.4%)	922(41.2%)	678(30.3%)	
15	Technical Reports	245(10.9%)	366(16.3%)	982(43.8%)	647(28.9%)	
16	Electronic resources	160(7.1%)	194(8.7%)	1052(47%)	834(37.2%)	
17	Online database	213(9.5%)	182(8.1%)	1042(46.5%)	803(35.8%)	
18	Library Data banks	267(11.9%)	304(13.6%)	952(42.5%)	717(32%)	

From Table 4 .Shows how often library users' use the information sources. The result shows that majority 26.7% of the respondent used books daily, while 21.7% said weekly, and 24.5% said monthly, while 26.2% said occasionally. For the newspapers, 39.2% of the respondent used it daily, while 16% said weekly, and 26.7% said monthly, while 25.8% said occasionally. Journals 11.5% of the respondent said daily, while 20.8% said weekly, and 31.9% said monthly, while 35.8% said occasionally. Encyclopaedias, 11.5% of the respondent said daily, while 20.8% said weekly, and 31.9% said monthly, while 35.8% said occasionally. Pamphlets, 15.6% of the respondent said daily, while 16.7% said weekly, and 36% said monthly, while 31.7%

said occasionally. The results of findings show that majority used Information sources daily. From results of findings the mean and standard deviation shows level of use of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of (X=3.65, SD= 1.440) which was above the lower item rated mean above.

D.   What are the problems encountered by users of Polytechnic libraries?
Table: 5 Percentage and mean distribution of problems encounters in use of the libraries

		SD	D	A	SA	Mean	SD
1	Getting relevant materials	175(7.8%)	224(10%)	1032(46.1%)	809(36.1%)	3.10	.87
2	Delay in receiving requested materials	232(10.4%)	244(10.9%)	1125(50.2%)	639(28.5%)	2.97	.90
3	Lack of internet access	169(7.5%)	250(11.2%)	969(43.3%)	852(38%)	3.12	.88
4	Non relevance of information retrieved from the physical library	213(9.5%)	224(10%)	845(37.7%)	958(42.8%)	3.14	.94
5	Lack of Selective Dissemination of Information	159(7.1%)	266(11.9%)	951(42.5%)	864(38.6%)	3.13	.88
6	Lack of Current Awareness Service	249(11.1%)	196(8.8%)	1004(44.8%)	791(35.3%)	3.04	.94
7	Lack of adequate time to search for information	278(12.4%)	222(9.9%)	997(44.5%)	743(33.2%)	2.98	.96
8	Poor attitude of Library staff	179(8.0%)	499(22.3%)	854(38.1%)	708(31.6%)	2.93	.92
9	Difficulty in getting information because of poor retrieval skills	353(15.8%)	348(15.5%)	962(42.9%)	577(25.8%)	2.79	1.00
10	Most Information sources in the library are obsolete	206(9.2%)	342(15.3%)	1192(53.2%)	500(22.3%)	2.89	.86

Key: SD – Strongly Disagree, D – Disagree, A – Agree, SA – Strongly Agree

Table 5 shows the level of the greatest problems encounter in use of the libraries. The result shows among others that majority 46.1% of the respondent agreed that Inability to get relevant materials was greatest problems, while 10% of the respondents disagreed. 50.2% of the respondent agreed that delay in receiving requested materials was greatest problem, while 43.3% of the respondent agreed that inability to access the internet was greatest problems. 42.8% strongly agreed that the information retrieved from the physical library are not relevant while 10% of the respondents disagreed. 44.5% of the respondent agreed that they had no adequate time to search for information, while 9.9% of the respondents disagreed.44.8% of the respondent agreed that lack of current awareness service was greatest problem, while 8.8% of the respondents disagreed. From results of findings the mean and standard deviation of students was in support of the level of the greatest problems encounter in use of the libraries. This was shown with the total average mean score of (X=3.02, SD= 0.56) which was above the lower item rated mean above.

E.   What are the Solutions for enhancing User's information resources utilization in the library?
Table: 6 Percentage and mean distribution of Solutions for enhancing Student's information resources utilization in the library

		NA	FA	A	VA	Mean	SD
1	Provide current awareness service (CAS).	346(15.4%)	612(27.3%)	841(37.5%)	441(19.7%)	2.61	.97
2	Arrange available information sources for easy retrieval	196(8.8%)	457(20.4%)	925(41.3%)	662(29.6%)	2.92	.92
3	Acquire current information sources in the library	202(9%)	439(19.6%)	864(38.6%)	735(32.8%)	2.95	.94
4	The library should engage in interlibrary loan services	241(10.8%)	406(18.1%)	912(40.7%)	681(30.4%)	2.91	.95
5	Provision of internet facilities	174(7.8%)	337(15%)	1042(46.5%)	687(30.7%)	3.00	.88

| 6 | Provision of selective dissemination of information | 246(11%) | 387(17.3%) | 882(39.4%) | 725(32.4%) | 2.93 | .97 |
| 7 | The library should engage in information packaging and repackaging | 200(8.9%) | 595(26.6%) | 802(35.8%) | 643(28.7%) | 2.84 | .94 |

IV. DISCUSSION OF FINDINGS

The level of availability of Information sources was analysed in the study. The results of findings show that there was high level of availability of Information sources. From results of findings the mean and standard deviation shows level of availability of Information sources in selected federal polytechnic libraries in North East, Nigeria. This was shown with the total average mean score of (X=3.00, SD= 0.936) which was above the lower item rated mean above. Bitagiand Udoudoh, (2013) opined that the availability of all forms and types of information resources in academic libraries is highly imperative. Similarly, Okiki (2013)is of the view that, one of the factors measuring academic success is research productivity which require information resources made available in libraries that assist users in their quest.

On the level of accessibility of Information sources, the results of findings show that there was high level of accessibility of Information sources. From results of findings the mean and standard deviation shows level of accessibility of Information sources in selected academic libraries in North East, Nigeria. This was shown with the total average mean score of (X=3.07, SD= 0.801) which was above the lower item rated mean above. This show that the libraries are not failing in their primary responsibility to their user community. This finding is also affirmed by Ugah (2008) that information resources will be more useful if they are accessible Aguolu and Aguolu as cited in Popoola and Oladele (2011) maintained that, information resources tend to be more useful when they are accessible.

In response to how often the respondents use the Information sources the results of findings showed that majority used Information sources daily, the study also reveal that textbooks and journals are the most use information source. From results of findings the mean and standard deviation shows level of use of Information sources in selected federal polytechnic libraries in North East, Nigeria. This was shown with the total average mean score of (X=3.65, SD= 1.440) which was above the lower item rated mean above. This findings is corroborated by Okiy (2000)who found out that respondents used books and journals more than other materials and that they browsed the shelves to locate these materials. Also, Malcolm and Anis (2014) opined that satisfied users can become habitual users and they can even invite other users to the library. However, dissatisfied users can discourage others from visiting the library. similarly, Whitmire (2002) study reveal that undergraduate students were successful in accessing their information needs in the library and this encourage them to effectively use the library and its resources .The need for libraries to make available effective and functional information retrieval tools, current awareness services, agrees with Itumeleng, Malcolm, Anis (2014)who explained that in order for academic libraries to achieve maximum user satisfaction there is need for an abundance of books and journals collections, photocopy machines and upgrading of internet facilities and service.Therefore, adequate availability of library resources are necessary for effective access and use of university libraries by undergraduate students whether the library operate fee or free based library system Nwokedi and Ogundare (2005) maintained that one of the major objectives of any library is to ensure that maximum use is made of its resources and services. This is because no matter how rich a library collection may be, it is believed that if the users do not effectively make use of them, the library collection is regarded as a waste. Furthermore, to justify the existence of any university library, provision of adequate library resources is necessary so as to attract students and lectures who are usually the potential users of such libraries.

The study also reveal that inability to get relevant materials (82.2%), Delay in receiving requested materials (80.7%), Lack of internet access (81.3%),Non relevance of information retrieved from the physical library (80.5%),Lack of Selective dissemination of information (81.1%), Lack of Current Awareness Service (80.1%), Lack of adequate time to search for information (77.7%). Poor attitude of library staff towards users is another problem encountered by respondents in using the resources of the library (69.7%). Difficulty in getting information because of poor retrieval skills(68.7%), Belief that information sources in the library are obsolete, (75.5%) was the greatest problems the respondents are encountering in their bid to use library information resources. This was similar to the findings of Stella and Joseph (2017) that the library should adopt resources sharing initiative to help increase the volume and quality of information resources available and accessible to users. This is in line with global best practices as the world today is a global village. Also they maintain that the poor currency and inadequacy of the available information resources has directly or indirectly led to poor user satisfaction which has been revealed by the findings of the study. The researchers observed that libraries are now more pre-occupied with the provision of information to user and not keen on the constant re-evaluation of their services in terms of relevance, currency and adequacy. The success of any library depends on the adequacy currency and relevance of the services it offers.

V. CONCLUSION

The Library has the responsibility for selecting, acquiring and organizing relevant information materials that will effectively assist learning, teaching, research and recreational activities of the Polytechnic. The Ploytechnic is as good as its Library; no wonder, then that the Library is always referred to as the "nerve centre", the "pivot", the "heart", or the "core" of the academic life of a polytechnic. All academic/non-academic activities revolve around the resources that are stocked and exploited by the Polytechnic community for all academic and administrative endeavours within the academia. Students' academic work, faculty research and other activities in the polytechnic will suffer if library resources are not fully exploited, similarly the library will be said to have failed if the polytechnic community are not able to access and use available resources in carrying out its functions. Satisfying users' needs in the academic libraries should be academic objective of libraries and librarians. Hence librarians must strive to bring information sources to their user community no matter the cost, in order to provide and sustain quality library and information services to their users because availability, access and use of information resources are the core of 21st century library services. However, there is need for library and information professionals to develop a good and better understanding of the content and usage of electronic resources in their custody to enhance their capacity in helping their users to locate and retrieve online information for teaching and research purposes so as to reduce the frustrations of users.

VI. RECOMMENDATION

The following recommendations were proffered based on the findings.
1.   That libraries should acquire up to date, current and relevant information resources to improve the quality of their collections in terms of adequacy, relevance and currency.
2.   Information retrieval tools should be made available and accessible to library users for ensure easy accessibility of needed information resources.
3.   The library should provide current awareness service to their users; this will make the users aware of what is available in their field of study.
4.   Libraries should take the advantage of modern information technology for the augmentation and innovation of library services significantly.
5.   Librarians should work more closely with teaching faculty to make students aware of libraries resources.
6.   Libraries should make a policy for a continuous training and self-development in I C T for information professionals to enhance their competence in information literacy skills.

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