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Faculty Awareness, Perception and use of Information Resources and Services in a Private University in Nigeria

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Abstract: The study investigated faculty awareness, perception and use of information resources and services in Afe Babalola university college libraries. The study adopted survey method. A total of hundred (100) academic staff that uses their college libraries was randomly sampled. Five (5) research questions guided the study and data were collected using structured questionnaire. It was analyzed using descriptive statistics. The findings shows that majority of the respondents do not use e-book, e-journals, CD-ROM databases, OPAC and electronic databases in the library. The findings also shows that the respondents are fully aware of the availability of the information resources in the library; although it was discovered that annual report/brochure, phone calls/sms, exhibition and display are not used to create awareness which has invariably resulted to poor patronage. Considerably, majority of the respondents have a positive perception of information resources and services. The study finally recommends that there should be proper sensitization of faculty members on the availability of electronic information resources and also college librarians should ensure effective provision of library services among faculty members.

***Keywords*:** Awareness, Perception, Use, Information Resources and Services

Introduction

The major aim of university library is to promote the tripartite objectives (teaching, learning and research) of education through the provision of adequate and relevant information resources and services in both print and non-print format. The library is a repository of resources; it is an integral part of the educational system whose primary function is to serve users (Oriogu, 2015). As quality education depends on the current and relevant information resources and services readily available and accessible to users' community. Therein, considering the role library plays in the university therefore, its collections have to be broad in terms of quantity and quality for faculty to appreciate its essence and use especially in teaching and research (Weber and Flatley, 2008).

However, to establish the importance of academic libraries, the Librarians' Registration Council of Nigeria had set a minimum standard and guidelines for academic libraries in Nigeria, in which 5% of the capital budget of the institution must go to the library for adequate stockings of relevant resources that will ensure maximum satisfaction of patrons information needs (LRCN 2014). It is quite surprising that academic institutions are not really meeting up to this required standard which has affected the robustness of its information resources and services in the library. However, for faculty libraries to remain relevant to their parent institutions, it is very necessary to seek user's views, create awareness and promote effective use of information resources and services. This is why the study investigated the faculty awareness, perception and use of information resources and services in Afe Babalola university college libraries Ado-Ekiti, Nigeria.

Background Information of Afe Babalola University

Afe Babalola University is a private university established in 2009 in Ado-Ekiti, Ekiti State, Nigeria. The university has built a reputation of excellence within its short period of existence. It started with college based libraries - General library (Social and Management Science library), Medical library, Engineering library and the College of law library. The general library serves a dual purpose. It severs as the college library for Social and Management Science as well as the university library. The university operates a hybrid library system (print and non-print collection). Each of the college libraries has a rich collection of information resources as well as the electronic library sections in each of the college libraries with access to internet using both local area network (LAN) and wireless network connections. The library subscribes to e-databases and source for open access e-resources to meet the curriculum of its parent institution.

Literature Review

The emergence of information and communication technology has caused a paradigm shift in the access to and use of information resources and services; which demands a more dynamic and innovative approach to information service delivery by librarians. Nevertheless, the capability of academic libraries is perceived to be at risk in today's changing environment (Singh, 2007). Hence academic libraries need to re-strategize their services in order to meet up with the demands of the new environment. They need to critically assess the

effectiveness of its services, engage in active marketing and repackaging of its products and services, liaising effectively with faculties and also continue with the challenging task of understanding the users information needs and seeking behaviour.

According to Popoola (2008) information resources and services available in institutional information systems must be capable of supporting research activities among students and faculty members. Information resources are tatanmount to institution's excellence and quality. More so, there is every need for librarians to create awareness of the information resources and services they provide in order to enable faculty members to maximize it to the fullest. According to Macmillan Dictionary (2013) awareness is the knowledge or understanding of a subject, issue or situation. Akpojotor (2016) asserts that awareness is the knowledge or perception of a situation, fact, consciousness, recognition, realization, grasp and acknowledgement concern about and well-informed interest or familiarity in a particular situation or development.Therefore, awareness is the knowledge of how informed users of the library are in the provision of information resources and services. Its emphasis is to make staff and students informed of what the library has, in terms of new acquisition, new services, new rules or condition governing the library use as well as opening hours and days of service. Utimately, awareness is paramount to users utilization of information resources and services. Therein, creating awareness to information resources and services in the library is a catalyst to users utilization which

may positively influence their poor perception of the library.

Griffin (2008) asserts that perception is the set of processes by which an individual becomes aware of and interprets information about the environment. It is also an inner disposition towards an object, or individual with an outcome that is either positive or negative. However, faculty perception of the library ultimately influences students' use/non-use of the library (Cahoy and Moyo, 2007). Therefore user behaviour is based on perception of what reality is, this is why users selectively interpret what they see on the basis of their knowledge, understanding, use, experience and the meaning they attach to it. The way faculty members perceive the information resources and services in the library determines its value and rate of utilization. The value of the library is best determined when users' views and opinions on the nature of the information resources and services are soughed; and necessary actions are provided by the librarian to meet the demands of the users. However, users perception will help to guide and direct the library management on how best to provide information services. Thus, Webb, Gannon-Leary and Bent (2007) opine that libraries need to take stock of where they are now, list the services and resources they currently provide, ask users what they want from the library and combine the results of these investigations with new ideas and developments in order to provide a comprehensive and effective service to researchers. Afebende and Ebaye (2008) noted that the effectiveness of a library does not depend on only its collection/resources and other facilities per se, but also on the success of its

exploitation and use. Also, Popoola (2008) maintains that:

> how well a university 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, on-line database searching, user education, current contents listing, technical writing, selective dissemination of information and data processing has functional relation with the resources available at its disposal. Such library resources include the caliber of staff and their information handling skills, adequate finance, materials and availability of equipment for information acquisition, processing, storage and dissemination.

However, Eyiolurunshe, Eluwole and Aregbesola (2017) in their study revealed that faculty members of Landmark University, Nigeria were very much aware of the resources in the library and could easily access them yet results showed that the frequency of usage was low compared to the level of awareness. Sejane(2017) indicated that from her findings that awareness of e-resources was mainly through formal engagement, such as library orientation and through informal engagement such as colleagues.The Study by Gurikar and Gurikar (2015) on the research scholars in different faculties in Karanatak University shows how the usage of the information resources changes from print to e-resources and more users are eager to use electronic resources. However, the study of Amad and Panda (2013), awareness among the users about the availability

of online journals was found highly satisfactory in Indian Institutes in Dubai international academic city (diac). Okiki (2012) carried out a survey on electronic information resources awareness, attitude and use by academic staff members of University of Lagos. The study reported that 55% of the faculty members indicated that their level of awareness of the subscribed electronic resources by the library management is rather low. Yusuf and Iwu (2011) examined the use of academic library and found that faculty visits the library twice or thrice a month to access and use library resources. The findings established that print and electronic library resources are valued by the faculty more than any other library resources. Also, ITHAKA's study shows the gradual decline in the perceived importance of the "gateway" function and the increase in the perceived importance of the "buyer" function. The disturbing trend noted by the study that "… the library has been increasingly disintermediated from the research process…" (ITHAKA 2010). Another study by The findings of Popoola (2008), Ifijeh (2011), Namugera (2014) and Aina (2014) revealed that lack of awareness of library materials / services as the greatest problem militating against faculty's use of the library. These studies also suggest that a problem of low awareness "… could be solved by more aggressive marketing of information services and active participation of librarians in faculty meetings. It is therefore imperative that librarians should create proper awareness in order to market their information resources and services among the faculty member to stimulate

their interests in patronizing the library.

Statement of Problem

University libraries are established to provide information resources and services to meet the curriculum needs of its parent institutions. Therefore, lack of awareness among faculty members on the availability of information resources and services may invariably lead to low perception of the value of the library which may cause poor patronage. This is why the study investigated faculty awareness, perception and use of information resources and services in Afe Babalola university college libraries Ado-Ekiti, Nigeria.

Objective of the Study

The main objective of the study is to investigate the faculty awareness, perception and use of information resources and services. The specific objectives of the study are to:

1. ascertain the level of awareness of information resources among faculty members;
2. find out the means of awareness to information resources and services among faculty members;
3. determine the perception of faculty members on the use of information resources and services;
4. determine the extent of use of information resources among faculty members;

5. ascertain the extent of provision of library services among faculty members.

Reearch Questions

The following questions will guide the study:

1. What is the level of awareness of information resources among faculty members?
2. What are the means of awareness to information resources and services among faculty members?
3. What are the perception of faculty members on the use of information resources and services?
4. What is the extent of use of information resources among faculty members?
5. What is the extent of provision of library services among faculty members?

Methodology

Survey research method was adopted for the study and structured questionnaire was used to collect data. A total of hundred and forty five (145) college members of Afe Babalola university were sampled, out of the total number; one hundred (100) questionnaires were retrieved for analyses using descriptive statistics to answer the research questions. However, random sampling technique was used to administer the questionnaire.

Analysis of Findings

Demographic Information

Table 1: Distribution of the Respondents by College

S/N	College	Frequency	Percentage
1	SMS	25	25.0
2	Sciences	23	23.0
3	Engineering	16	16.0
4	MHS	20	20.0
5	Law	15	15.0

6	General Studies	1	1.0
	Total	100	100.0

Table 1 shows that 25 (25.0%) of the respondents were from the college of Social &Management Sciences, 23 (23.0% from Sciences, 16 (16.0%) were from Engineering, 20 (20%) were from Medical & Health Sciences, 15 (15%) were from Law and 1 (1%) from General Studies.

Table 2: Distribution of the Respondents by Gender

S/N	Gender	Frequency	Percentage
1	Male	67	67.0
2	Female	33	33.0
	Total	100	100.0

Table 2 shows that 67(67.0%) of the respondents were males and 33(33.0%) were females.

Table 3: Distribution of the Respondents by Rank

S/N	Category	Frequency	Percentage
1	Graduate Assistant	14	14.0
2	Assistant Lecturer	25	25.0
3	Lecturer II	17	17.0
4	Lecturer I	20	20.0
5	Senior Lecturer	15	15.0
6	Associate Professor	4	4.0
7	Professor	5	5.0
	Total	100	100.0

Table 3 shows the distribution of respondents according to their rank; 14 (14.0%) of the respondents are Graduate Assistant, 25 (25%) are Assistant Lecturer, 17 (17%) are Lecturer II, 20 (20%) are Lecturer I, 15 (15%) are Senior Lecturer, 4 (4%) are Associate Professor, and 5 (5%) are Professors.

Table 4: Awareness of Information Resources

S/N	Resources	Yes	Somewhat	Never	Mean	SD
1	Textbooks	89 89%	10 10%	1 1%	1.12	0.36
2	Newspapers/Magazines	88 88%	10 10%	2 2%	1.14	0.40
3	Bulletins/Newsletters	67 67%	28 28%	5 5%	1.38	0.58
4	Journals	76 76%	23 23%	1 1	1.25	0.48
5	E-books	67 67%	26 26%	7 7%	1.40	0.62
6	E-journals	68 68%	28 28%	4 4%	1.36	0.56
7	CD-ROM Databases	29	56	15	1.86	0.65

S/N		Yes	Somewhat	Never	Mean	SD
		29%	56%	15%		
8	Internet	86 86%	12 12%	2 2%	1.16	0.42
9	Reference Sources	67 67%	30 30%	3 3%	1.36	0.54
10	Electronic Databases	50 50%	43 43%	7 7%	1.57	0.62
11	Online Public Access Catalogue (OPAC)	42 42%	40 40%	18 18%	1.76	0.74
12	Library Catalogue	43 43%	49 49%	8 8%	1.65	0.63
13	Theses/Dissertation	69 69%	24 24%	7 7%	1.38	0.62

Table 4 shows the rating of the Awareness of Information Resources by respondents as follows: "CD-ROM Databases" has the highest mean score rating (1.86), and was followed by "Online Public Access Catalogue (OPAC)" (1.76), "Library Catalogue" (1.65), "Electronic Databases" (1.57), "E-books" (1.40), "Bulletins/Newsletters" (1.38), "Theses/Dissertation" (1.38), "Reference Sources" (1.36), "E-Journals" (1.36), "Journals" (1.25), "Internet" (1.16), "Newspapers/Magazines" (1.14) and lastly "Textbooks" (1.12).

Table 5: The Means of Awareness of Information resources and Services

S/N		Yes	Somewhat	Never	Mean	SD
1	Bulletin/Newsletter	50 50%	32 32%	18 18%	1.68	0.76
2	User education programme	28 28%	51 51%	21 21%	1.93	0.70
3	Meetings/social interactions	40 40%	42 42%	18 18%	1.78	0.73
4	Displayed list of information resources/services	48 48%	41 41%	11 11%	1.63	0.68
5	Annual brochure/report	29 29%	46 46%	25 25%	1.96	0.74
6	Access to school website/library portal	50 50%	42 42%	8 8%	1.58	0.64
7	Phonecall/SMS	34 34%	31 31%	35 35%	2.01	0.83
8	Exhibition and displays	17 17%	53 53%	30 30%	2.13	0.68

Table 5 shows the rating of the means of awareness to information resources and services by respondents as follows:"Exhibition and displays" has the highest mean score rating (2.13), and was followed by "Phone call/SMS" (2.01), "Annual brochure/report" (1.96), "User education programme" (1.93), "Meetings/social interactions" (1.78), "Bulletin/Newsletter" (1.68), "Displayed list of information

resources/services" (1.63) and "Access to school website/library portal" (1.58).

Table 6: Perception of Information Resources and Services

S/N	Items	Very Good	Good	Fair	poor	Not Sure	Mean	SD
A	Usefulness of services	47 47%	45 45%	4 4%	0 0%	4 4%	1.69	0.88
B	Availability of information	31 31%	43 43%	15 15%	7 7%	4 4%	2.10	1.05
C	Adequacy	22 22%	34 34%	32 32%	6 6%	6 6%	2.40	1.08
D	Currency/Up-to-date	13 13%	38 38%	30 30%	12 12%	7 7%	2.62	1.08
E	Organization	23 23%	33 33%	38 38%	4 4%	2 2%	2.29	0.94
F	Availability of electronic resources	29 29%	37 37%	18 18%	12 12%	4 4%	2.25	1.12
G	Competence of staff	30 30%	47 47%	19 19%	0 0%	4 4%	2.01	0.93
H	Attitude of the Librarian	39 39%	44 44%	13 13%	0 0%	4 4%	1.86	0.93
I	Accessibility to library portal	20 20%	47 47%	14 14%	11 11%	8 8%	2.40	1.16

Table 6 shows the rating of the items on the Perception of Information Resources and Services as follows; "Currency/Up-to-date" (2.62) was ranked highest in the mean score rating and was followed by "Adequacy" and "Accessibility to library portal" with mean score of 2.40 each; Organization (2.29), "Availability of electronic resources" (2.25), "Availability of information" (2.10), "Competence of staff" (2.01), "Attitude of the Librarian" (1.86) and lastly, "Usefulness of services" (1.69).

Table 7: Extent of Use of Information Resources

S/N	Resources	Daily	Weekly	Monthly	Occasionally	Not Used	Mean	SD
1	Textbooks	24 24%	28 28%	3 3%	38 38%	7 7%	2.76	1.36
2	Newspapers/Magazines	31 31%	20 20%	5 5%	29 29%	15 15%	2.77	1.52
3	Bulletins/Newsletters	16 16%	18 18%	13 13%	30 30%	23 23%	3.26	1.41
4	Journals	9 9%	30 30%	21 21%	29 29%	11 11%	3.03	1.18
5	E-books	24 24%	18 18%	10 10%	28 28%	20 20%	3.02	1.50
6	E-journals	22 22%	22 22%	8 8%	30 30%	18 18%	3.00	1.46
7	CD-ROM Databases	9 9%	12 12%	2 2%	32 32%	45 45%	3.92	1.33
8	Internet	56	17	2	13	12	2.08	1.48

S/N		56%	17%	2%	13%	12%		
9	Reference Sources	18 18%	19 19%	6 6%	46 46%	11 11%	3.13	1.34
10	Electronic Databases	22 22%	17 17%	11 11%	25 25%	25 25%	3.14	1.51
11	Online Public Access Catalogue (OPAC)	7 7%	9 9%	11 11%	38 38%	35 35%	4.24	4.19
12	Library Catalogue	4 4%	9 9%	11 11%	41 41%	35 35%	3.94	1.09
13	Theses/Dissertation	10 10%	11 11%	13 13%	33 33%	33 33%	3.68	1.31

Table 7 shows the rating of the level of use of information resources by respondents as follows "Online Public Access Catalogue (OPAC)" has the highest mean score rating (4.24), and was followed by "Library Catalogue" (3.94), "CD-ROM Databases" (3.92), "Theses/Dissertation" (3.68), "Bulletins/Newsletters" (3.26), "Electronic Databases" (3.14), "Reference Sources" (3.13), "Journals" (3.03), E-books (3.02), E-journals (3.00), "Newspapers/Magazines"(2.77), "Newspaper" (2.76) and lastly "Internet" (2.08).

Table 8: Provision of Library Services

S/N	Library Services	Yes	Somewhat	Never	Mean	SD
a	OPAC services	11 11%	72 72%	17 17%	2.06	0.53
b	User education	39 39%	49 49%	12 12%	1.73	0.66
c	Lending services	66 66%	31 31%	3 3%	1.37	0.54
d	Internet services	70 70%	21 21%	9 9%	1.39	0.65
e	Photocopying services	64 64%	29 29%	7 7%	1.43	0.62
f	Student advisory services	35 35%	51 51%	14 14%	1.79	0.67
g	Reference Service	42 42%	48 48%	10 10%	1.68	0.65
h	CD-ROM facility	14 14%	68 68%	18 18%	2.04	0.57
i	Current awareness service	29 29%	58 58%	13 13%	1.84	0.63
j	Books display service	50 50%	39 39%	11 11%	1.61	0.68

Table 8 shows the rating of the Provision of Library Services as follows; "OPAC services" (2.06) was ranked highest in the mean score rating

and was followed by "CD-ROM facility" (2.04), "Current awareness service" (1.84), "Student advisory services" (1.79), "User education) (1.73), "Reference Service" (1.68), "Books display service" (1.61), "Photocopying services" (1.43), "Internet services" (1.39), and lastly, "Lending services" (1.37).

Users' Suggestions to improve ABUAD Library Services

The study also sought the suggestions of faculty members on how to improve library services efficiency. The following suggestions were common in their responses:

1. Constant subscription for e-database online and renewal when expired.
2. Construction of central university library.
3. Continuous sensitization of users on the availability of information resources and services.
4. Each section of the library should be separated.
5. Enhanced skill on the part of the library staff.
6. It is suggested that access to broader range of journals be made available.
7. Let the photocopier work all the time.
8. Library should link up with libraries outside Nigeria.
9. The library is too small; more sitting space is needed.
10. The library should have plagiarism software.
11. There should be increase in multidisciplinary journals & books.
12. Workshops should be organized for effective use of the library.
13. Library should encourage lending services.
14. More computers should be added because not all are working.
15. Ease of library portal on university website.
16. The library should on the long run encourage 24 hours support system.
17. Strong UPS should be used in the e-library to prevent work loss due to power failure.

Discussion of Findings

Based on the level of use, majority of the respondents mostly do not use e-book, e-journals, CD-ROM databases, OPAC and electronic databases in the library. This is in line with the study of Wijetunge (2015) where researchers claim that resources like CD ROM databases and audio-visual materials have low priority but there is an increasing trend to use internet as an information source.The findings also shows that majority of the respondents are fully aware of the availability of the information resources in the library but annual report/brochure, phone calls/sms, exhibition and display has not been effectively used as a means of awareness to published information resources and services to faculty members which has resulted to poor patronage. To support this fact, Namugera (2014) asserts that if the library is to promote awareness of its services and activities, there must be continual interaction with its users. Considerably, majority of the respondents have a positive perception of information resources and services. Finally, based on the provision of information resources and services, the findings revealed that OPAC, CD-ROM, students advisory, reference services, current awareness services and user education are poorly provided.

Conclusion and Recommendations

The major aim of university libraries is to provide adequate information resources and services that support the curriculum of its parent institutions. Therefore, assessing users' views and knowledge of information resources and services that the library provides will greatly improve its value to the users. The survey result presents an interesting contradiction. Despite faculty awareness, still majority do not use e-book, e-journals, CD-ROM databases, OPAC and electronic databases in the library. Which means that the librarians has serious role to play in marketing the information resources and services to faculty members through participating effectively in the faculty meetings and also providing user education so as to properly sensitize them on the availability of information resources and services in the library. Based on the suggestions by the faculty members, the university management and university library committee really need to intensify effort to assist in providing solutions to the problems suggested so as to improve effective library and information services and utilization.

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