



ACCESSIBILITY OF INFORMATION RESOURCES, AND SERVICES IN FEDERAL POLYTECHNIC LIBRARIES IN THE NORTH EASTERN STATES, NIGERIA

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ABSTRACT

This study assessed information resources, accessibility, and services in federal polytechnic libraries in the North Eastern States-Nigeria. The study was guided by nine objectives, nine research questions and five objectives. Descriptive survey research design was adopted for the study. The study areas were Federal Polytechnics of North Eastern States, which involves Federal Polytechnic Bali, Bauchi, Damaturu, Kaltungo and Federal Polytechnic Mubi. The target population comprised 197 professional and paraprofessional librarians and 6807

INTRODUCTION

A library is the heart of any academic institution saddled with the responsibility of assisting their parent institutions in achieving the missions and visions. They are regarded as the backbone upon which the academic health of the institutions relies on as well as the storehouse of intellectual knowledge or contents emanating from the institutions. They ensure they provide conducive learning environment for all category of users as well as support teaching, learning, research and community services. These could be achieved through acquiring, organizing, storing, searching, retrieving and disseminating information to staff, students and researchers. The libraries existing in polytechnics are academic libraries established to provide current, up-to-date and relevant information resources that could ultimately satisfy the information needs of the users. Provision of current and up to date information resources and rendering effective and efficient information services are some of the mandates of the polytechnic libraries and are key in achieving effective teaching and learning in the polytechnics.

Information resources refer to collection of valuable information generated by human activities. Barfi, Afful-Athur and Agyapong (2013) define information resources as the raw materials that provide vital services in the teaching and learning process. The polytechnic libraries consist of print resources and non-print resources. Print information resources are information resources in physical and tangible formats. Examples of print information resources are books, journals, pamphlets, newsletters, reference books, conference proceedings, technical reports, government publications, thesis / dissertations / projects, magazines, newspapers, atlas, maps and posters among others. They also include



library users, totaling 7704 respondents. Using purposive sampling technique and Yamane formular modified by Polonia (2013) for calculating sample size, the sample size for this study was four hundred (400) from the six polytechnics. The researcher used questionnaire for data collection. The data generated from the research questions were analyzed using mean and standard deviation, while, ANOVA was used to test the two null-hypothesis tested at 0.05 level of significance. This study has established that the level of availability of information resources is inadequate; books were moderately accessible to the users and users were moderately satisfied with journals; text books and reference books and newspapers. The study further found that circulation service was provided excellently but other services were fairly provided in the libraries under study. Furthermore, the purpose for using information resources and services include writing assignment, conducting research, reading for test and examination, browse the internet/online resources. This study found inadequate information resources, inadequate infrastructural facilities, outdated information resources, difficulty in locating resources in the library, poor electricity supply, network fluctuation and inadequate library staff as challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria. Recommendations were made.

Keywords: Information Resources, Accessibility, Utilisation, Services, Polytechnic, Libraries, North East, Nigeria

projected aids, visual aids, three dimensional aids and non-projected aids. The non-print resources are materials that appeal to the senses of hearing and touch such as records and record players, tapes and tape recorders, language laboratories, radio, and resources that appeal to the senses of sight, hearing and touch such as sound film, filmstrip projector, television, videotape recorder and tapes, VCD, DVD, etc. In other words, non-print information resources are in non-tangible and requires accessibility aid.

Information services on the other hand, refer to the organisation of the activities, programmes and operations of the library and information centers with the aim of meeting patrons' information needs (IGI Global, 2023). Delivering effective and efficient services in institutional libraries could go a long way in meeting the information needs of the users in timely fashion. These services are what motivate the users to continue patronising the libraries. The information services rendered in polytechnic libraries include: circulation services, reference service, current awareness services, photocopy service, book lending service, newspaper clipping, library website, internet services among others. One of the most important information services is the reference service. Ogugua and Ofordile (2022) described reference service to refer to the personal assistance rendered to library users who are in search of information resources in order to meet their various information needs. What matters most in reference and information services is the manner in which they are carried out and how fast they are able to meet the needs of library patrons.



The information resources and services are essential tools in teaching and learning process of any academic community including polytechnics. Members of the academia need library information resources for teaching, learning research, update of knowledge and personal development. Availability of information resources in the library is not just enough, users must know of their existence to be able to use them effectively; and to put to use what's available, users must possess requisite skills that will enable them to exploit these resources and services. To justify the existence of any polytechnic library, such library must provide and make accessible current, adequate and relevant information resources and services to satisfy all users. The task at hand is for the polytechnic librarian to always ensure availability and accessibility of needed information materials which will consequently lead to user satisfaction. Successful user's satisfaction in the library is a function of how efficient the services are rendered as well as the degree of availability and accessibility of needed information resources (Onwukanjo & Joseph, 2017).

Accessibility of information resources entails the extent to which the users get the right information at the right time which could ultimately meet their information needs. This largely depends on the resources and infrastructure put in place by the libraries. Studies have shown that availability of information resources in academic does not automatically guarantee high accessibility in the libraries. Mohammed, Udensi and Saka (2022) indicated that textbooks and government documents are not only available but accessible for research productivity by faculty members of Ibrahim Badamasi Babangida University Lapai. This can be attributed to the fact that textbooks are determinant collection in any library. Abubakar, Mallo and Suleiman (2020) surveyed the availability and accessibility of information resources in university libraries for students' academic use of pharmaceutical science students of the University of Jos. The study found that most of the information resources are available while some of them were moderately accessible. It was also discovered based on the findings that almost all the information resources listed in the library were considered useful by the respondents.

Ojokuku, Ishola and Ajala (2021) revealed that there were two ways through which the resources were being accessed. 51(77.3%) responded that resources were accessed through the internet, while, 15(22.7%) reported that the resources were accessed through the library resources by lecturers in Humanities Departments, Obafemi Awolowo University, Ile-Ife, Osun State. Magaji (2020) revealed that there was high level of accessibility of Information sources in Federal Polytechnic Libraries in North Eastern Nigeria. In another study, Abubakar (2020) investigated availability and accessibility of information resources by pharmaceutical science students of the University of Jos. The study found that books, journals, internet, e-books, computers, e-journals, encyclopedia index, handbooks, newspaper and magazines were information resources that were strongly accessed by respondents. However, Olubiyo and Yemi (2020) had different view and stated that students of Adeyemi College of Education, Ondo accessed serial materials by asking staff, following directional signs, browsing racks and shelves and searching periodical catalogue.

In Kenya, Masese, George, Makwae and Moenga (2016) surveyed strategies to enhance access and use of e-resources by postgraduate students in selected university libraries in Kisii County, Kenya. 48.15% of the respondents were males who had had access and use of e-resources and 33.85% were females in the same group whereas the remaining 8.49% of the respondents were males who neither knew of resources nor accessed them. The study showed among other findings, that there are increased access and use of library resources and services through the adoption and use of



strategies identified in this study. In Pakistan, Jabbar *et. al.* (2020) studied accessibility and use of research scholars' institutional repository in COMSATS Institute of Information Technology, Lahore. The study found that users accessed information resources out of campus, while, other respondents accessed information resources within campus. Jan and Reman (2020) found that majority of the students of Khushal Khan Khattak University Karakwas accessed Internet from their homes, hostels and the University Library. Interestingly, others were accessing the Internet at classrooms and computers centre.

Statement of problem

The academic libraries in the developed climes are stocked with current, up-to-date, reliable and relevant information resources for the consumption of their patrons. This is coupled with rendering effective information services that ultimately meets the information needs of the users. Consequently, these challenges could affect the libraries from playing their important roles in supporting the teaching, learning and research activities of the institutions and ultimately slowing the pace for societal development. Could these be attributed to inadequate information resources, services and inaccessibility of information resources in these libraries? How satisfied are the users with information resources and services? These and many among others formed the basis upon which this research is carried out to unravel the level of information resources, accessibility and services in Federal Polytechnic Libraries in the North Eastern States-Nigeria

Research Questions

The following research questions would guide the study:

- a. What are the types of information resources available in Federal Polytechnic Libraries of North Eastern States of Nigeria?
- b. What is the extent of accessibility of information resources in Federal Polytechnic Libraries of North Eastern States of Nigeria?
- c. What is the level of satisfaction with the information resources in Federal Polytechnic Libraries in North Eastern Nigeria?
- d. What is the level of satisfaction with the information services in Federal Polytechnic Libraries in North Eastern Nigeria?

Significance of the Study

This study will be significant to Federal Polytechnic Libraries in North Eastern States of Nigeria, other academic libraries, library users and library and information science profession. The study has unraveled all the issues hampering the Federal Polytechnic Libraries in the zone and if the recommendations are implemented, it could go a long way in mitigating the challenges experienced in the libraries. Moreover, the outcome of this research will serve as contribution to knowledge in the field of library and information science, thereby serving as useful document for guidance to students, lecturers and researchers.

Methodology

Descriptive survey research design was adopted for the study. The survey research design was suitable for this study, since the study seeks to document and describe what exists or the present



status of existence or absence of what is investigated. The study area is Federal Polytechnics of North Eastern States, which involves Federal Polytechnic Bali, Bauchi, Damaturu, Kaltungo and Federal Polytechnic Mubi. The target population comprised of all librarians as well as the registered library users in Federal Polytechnic Libraries in North Eastern Nigeria. Findings by the researcher indicated that there were 197 professional and paraprofessional librarians and 6807 library users, totaling 7704 respondents. The following table shows the distribution of the populations. Purposive sampling was used for the study because of the in-depth nature of the study that required a particular characteristic of a population to provide data required to answer certain questions. The researcher considered it adequate because it will be more convenient and satisfied in the specific needs of the researcher on the study. According to Jen (2010) sample in purposive are picked either because of accessibility, convenience, interest in certain identified characteristics or simply because they satisfy the researchers specific needs on his study area. The researcher used questionnaire for data collection because the respondents are literate and have the capability of filling the questionnaires without any assistance from anybody. ANOVA was used to test the two null-hypothesis tested at 0.05 level of significance. The analysis was carried out using Microsoft Excel and Statistical Package for Social Sciences (SPSS Inc., Chicago, IL) version 23.

Result

Research Question 1: What are the types of information resources available in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 1: The types of information resources available in Federal Polytechnic Libraries in North Eastern Nigeria

S/ N	Information Resources	N	Highly Available	Moderately Available	Lowly Available	Not Available	Mean	Std	Decision
1	Journals	377	68(18.0%)	184(48.8%)	125(33.2%)	0(0.0%)	2.85	0.70	Moderately Available
2	Text books & Reference books	377	162(43.0)	97(25.7%)	92(24.4%)	26(6.9%)	3.01	0.97	Highly Available
3	Conference proceedings & Technical reports	377	22(5.8%)	118(31.3%)	140(37.1%)	97(25.7%)	2.17	0.88	Lowly Available
4	Government publications	377	0(0.0%)	108(28.6%)	162(43.0%)	107(28.4%)	2.00	0.76	Lowly Available
5	Thesis /Dissertations / projects	377	22(5.8%)	22(5.8%)	166(44.0%)	167(44.3%)	1.74	0.82	Not Available
6	Magazines	377	0(0.0%)	83(22.0%)	182(48.3%)	112(29.7%)	1.92	0.72	Lowly Available
7	News papers	377	34(9.0%)	147(39.0%)	137(36.4%)	59(15.6%)	2.40	0.86	Moderately Available
8	Atlas, Maps & Posters	377	0(0.0%)	44(11.7%)	170(45.1%)	163(43.2%)	1.68	0.67	Lowly Available
9	E-databases	377	0(0.0%)	0(0.0%)	65(17.2%)	312(82.8%)	1.17	0.38	Not Available



10	Manuscripts	377	0(0.0%)	0(0.0%)	145(38.5%)	232(61.5%)	1.39	0.49	Not Available
11	E-Books	377	0(0.0%)	19(5.0%)	159(42.2%)	199(52.8%)	1.52	0.59	Not Available
12	E-Journals	377	0(0.0%)	15(4.0%)	165(43.8%)	197(52.3%)	1.51	0.58	Not Available
13	E-thesis/projects	377	22(5.8%)	44(11.7%)	62(16.4%)	249(66.0%)	1.57	0.91	Not Available
14	E-Newspapers & E-Zines	377	0(0.0%)	22(5.8%)	181(48.0%)	174(46.2%)	1.60	0.60	Lowly Available
15	CDROM	377	15(4.0%)	106(28.1%)	152(40.3%)	104(27.6%)	2.09	0.84	Lowly Available
16	Microfilms & Microfiche	377	22(5.8%)	45(11.9%)	153(40.6%)	157(41.6%)	1.82	0.86	Not Available
17	Television	377	22(5.8%)	34(9.0%)	158(41.9%)	163(43.2%)	1.78	0.84	Not Available
	Total	6409	389(6.1%)	1088(17.0%)	2414(37.6%)	2518(39.3%)	1.90	0.73	Not Available

Source: Field survey, 2023

The table 1 above showed the types of information resources available in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that only text books and reference books with ($\bar{X} = 3.01, SD = 0.97$) were highly available; journals with ($\bar{X} = 2.85, SD = 0.70$) and newspapers with ($\bar{X} = 2.40, SD = 0.86$) were moderately available; conference proceedings and technical reports with ($\bar{X} = 2.17, SD = 0.88$), government publications with ($\bar{X} = 2.00, SD = 0.76$), magazines with ($\bar{X} = 1.92, SD = 0.72$), atlas, maps and posters with ($\bar{X} = 1.68, SD = 0.67$), E-newspapers and E-zines with ($\bar{X} = 1.60, SD = 0.60$) and CDROM with ($\bar{X} = 2.09, SD = 0.84$) were lowly available. The results further showed that all the other information resources listed were not available. They include: thesis /Dissertations/ projects with ($\bar{X} = 1.74, SD = 0.82$), E-databases with ($\bar{X} = 1.17, SD = 0.38$), manuscripts with ($\bar{X} = 1.39, SD = 0.49$), E-books with ($X = 1.52, SD = 0.59$), E-journals with ($\bar{X} = 1.51, SD = 0.58$), E-thesis/projects ($\bar{X} = 1.57, SD = 0.91$), microfilms and microfiche with ($\bar{X} = 1.82, SD = 0.86$) and television with ($\bar{X} = 1.78, SD = 0.84$). On the whole, the overall weighted mean of 1.90 was obtained depicting the non availability of information resources in Federal Polytechnic Libraries in North Eastern Nigeria.

Research Question 2: What is the extent of accessibility of information resources in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 2: Accessibility of information resources in Federal Polytechnic Libraries in North Eastern Nigeria

S/N	Information Resources	N	Highly Accessible	Moderately Accessible	Lowly Accessible	Not Accessible	Mean	Std	Decision
1	Journals	377	54(14.3%)	118(31.3%)	146(38.7%)	59(15.6%)	2.44	0.92	Lowly Accessible
2	Text books & Reference books	377	75(19.9%)	209(55.4%)	93(24.7%)	0(0.0%)	2.95	0.67	Moderately Accessible



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3	Conference proceedings & Technical reports	377	0(0.0%)	37(9.8%)	134(35.5%)	206(54.6%)	1.55	0.67	Not Accessible
4	Government publications	377	0(0.0%)	15(4.0%)	148(39.3%)	214(56.8%)	1.47	0.57	Not Accessible
5	Thesis /Dissertations/ projects	377	0(0.0%)	15(4.0%)	148(39.3%)	214(56.8%)	1.47	0.57	Not Accessible
6	Magazines	377	0(0.0%)	44(11.7%)	140(37.1%)	193(51.2%)	1.60	0.69	Not Accessible
7	News papers	377	15(4.0%)	74(19.6%)	163(43.2%)	125(33.2%)	1.94	0.83	Lowly Accessible
8	Atlas, Maps & Posters	377	0(0.0%)	44(11.7%)	194(51.5%)	139(36.9%)	1.75	0.65	Lowly Accessible
9	E-databases	377	0(0.0%)	8(21.5%)	106(28.1%)	190(50.4%)	1.71	0.80	Not Accessible
10	Manuscripts	377	0(0.0%)	0(0.0%)	203(53.8%)	174(46.2%)	1.54	0.50	Lowly Accessible
11	E-Books	377	0(0.0%)	53(14.1%)	165(43.8%)	159(42.2%)	1.72	0.70	Lowly Accessible
12	E-Journals	377	0(0.0%)	16(4.2%)	168(44.6%)	193(51.2%)	1.53	0.58	Not Accessible
13	E-thesis/projects	377	0(0.0%)	19(5.0%)	163(43.2%)	195(51.7%)	1.53	0.59	Not Accessible
14	E-Newspapers & E-Zines	377	0(0.0%)	65(17.2%)	163(43.2%)	149(39.5%)	1.78	0.73	Lowly Accessible
15	CDROM	377	15(4.0%)	70(18.6%)	135(35.8%)	157(41.6%)	1.85	0.86	Not Accessible
16	Microfilms & Microfiche	377	22(5.8%)	22(5.8%)	176(46.7%)	157(41.6%)	1.76	0.81	Lowly Accessible
17	Television	377	22(5.8%)	22(5.8%)	158(41.9%)	175(46.4%)	1.71	0.82	Not Accessible
	Total	6409	203(3.2%)	904(14.1%)	2603(40.6%)	2699(42.1%)	1.78	0.70	Not Accessible

Source: Field survey, 2023

The table 2 above showed the extent of accessibility of information resources in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that none of the information resources listed were highly accessible, while, only text books and reference books with (\bar{X} = 2.95, SD = 0.67) were moderately accessible in the libraries. Journals with (\bar{X} = 2.44, SD = 0.92), news papers with (\bar{X} = 1.94, SD = 0.83), atlas, maps and posters with (\bar{X} = 1.75, SD = 0.65), manuscripts with (\bar{X} = 1.54, SD = 0.50), E-books with (\bar{X} = 1.72, SD = 0.70), E-newspapers and E-zines with (\bar{X} = 1.78, SD = 0.73) and Microfilms & Microfiche with (\bar{X} = 1.76, SD = 0.81) were lowly accessible in the libraries under study. The results further showed that all the other information resources listed



were not accessible. They include: conference proceedings and technical reports with (\bar{X} = 1.55, SD = 0.67), government publications with (\bar{X} = 1.47, SD = 0.57), thesis / dissertations / projects with (\bar{X} = 1.47, SD = 0.57), magazines with (\bar{X} = 1.60, SD = 0.69), E-databases with (\bar{X} = 1.71, SD = 0.80), E-journals with (\bar{X} = 1.53, SD = 0.58), E-thesis/projects with (\bar{X} = 1.53, SD = 0.59), CDROM with (\bar{X} = 1.85, SD = 0.86) and television with (\bar{X} = 1.71, SD = 0.82). On the whole, the overall weighted mean of 1.78 was obtained indicating the non-accessibility of information resources in Federal Polytechnic Libraries in North Eastern Nigeria.

Research Question 4: What is the level of satisfaction with the information resources in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 4: Satisfaction with the information resources and services provided in Federal Polytechnic Libraries in North Eastern Nigeria

S/ N	Information Resources	N	Highly Satisfied	Moderately Satisfied	Lowly Satisfied	Not Satisfied	Mean	Std	Decision
1	Journals	377	67(17.8%)	177(46.9%)	111(29.4%)	22(5.8%)	2.77	0.81	Moderately Satisfied
2	Text books & Reference books	377	56(14.9%)	174(46.2%)	125(33.2%)	22(5.8%)	2.70	0.79	Moderately Satisfied
3	Conference proceedings & Technical reports	377	0(0.0%)	22(5.8%)	191(50.7%)	164(43.5%)	1.62	0.59	Lowly Satisfied
4	Government publications	377	0(0.0%)	22(5.8%)	77(20.4%)	278(73.7%)	1.32	0.58	Not Satisfied
5	Thesis /Dissertations / projects	377	0(0.0%)	0(0.0%)	134(35.5%)	243(64.5%)	1.36	0.48	Not Satisfied
6	Magazines	377	0(0.0%)	31(8.2%)	227(60.2%)	119(31.6%)	1.77	0.59	Lowly Satisfied
7	News papers	377	15(4.0%)	160(42.4%)	153(40.6%)	49(13.0%)	2.37	0.76	Moderately Satisfied
8	Atlas, Maps & Posters	377	0(0.0%)	0(0.0%)	167(44.3%)	210(55.7%)	1.44	0.50	Not Satisfied
9	E-databases	377	37(9.8%)	0(0.0%)	148(39.3%)	192(50.9%)	1.69	0.90	Not Satisfied
10	Manuscripts	377	0(0.0%)	0(0.0%)	144(38.2%)	233(61.8%)	1.38	0.49	Not Satisfied
11	E-Books	377	0(0.0%)	0(0.0%)	128(34.0%)	249(66.0%)	1.34	0.47	Not Satisfied
12	E-Journals	377	16(4.2%)	34(9.0%)	93(24.7%)	234(62.1%)	1.55	0.83	Not Satisfied



13	E-thesis/projects	377	0(0.0%)	0(0.0%)	185(49.1%)	192(50.9%)	1.49	0.50	Not Satisfied
14	E-Newspapers & E-Zines	377	44(11.7%)	0(0.0%)	134(35.5%)	199(52.8%)	1.71	0.95	Not Satisfied
15	CDROM	377	0(0.0%)	31(8.2%)	129(34.2%)	217(57.6%)	1.51	0.65	Not Satisfied
16	Microfilms & Microfiche	377	0(0.0%)	22(5.8%)	187(49.6%)	168(44.6%)	1.61	0.60	Lowly Satisfied
17	Television	377	0(0.0%)	44(11.7%)	161(42.7%)	172(45.6%)	1.66	0.68	Not Satisfied
	Total	6409	235(3.7%)	688(10.7%)	2494(38.9%)	2963(46.7%)	1.72	0.66	Not Satisfied

Source: Field survey, 2023

The table 4 above showed the level of satisfaction with the information resources in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that none of the information resources listed highly satisfied the respondents in the libraries under study, while, journals with (\bar{X} = 2.77, SD = 0.81), text books and reference books with (\bar{X} = 2.70, SD = 0.79) and newspapers with (\bar{X} = 2.37, SD = 0.76) moderately satisfied the respondents. Conference proceedings and technical reports with (\bar{X} = 1.53, SD = 0.59), magazines with (\bar{X} = 1.53, SD = 0.59) and microfilms and microfiche with (\bar{X} = 1.61, SD = 0.60) lowly satisfied the respondents. The results further revealed that all the other information resources listed did not satisfied. They include: government publications with (\bar{X} = 1.32, SD = 0.58), thesis / dissertations / projects with (\bar{X} = 1.36, SD = 0.48), atlas, maps and posters with (\bar{X} = 1.44, SD = 0.50), E-databases with (\bar{X} = 1.69, SD = 0.90), manuscripts with (\bar{X} = 1.38, SD = 0.49), E-books with (\bar{X} = 1.34, SD = 0.47), E-journals with (\bar{X} = 1.55, SD = 0.83), E-thesis/projects with (\bar{X} = 1.49, SD = 0.50), E-newspapers and E-zines with (\bar{X} = 1.71, SD = 0.95), CDROM with (\bar{X} = 1.51, SD = 0.65) and television with (\bar{X} = 1.66, SD = 0.68). On the whole, the overall weighted mean of 1.72 was obtained indicating that the respondents were not satisfied with the information resources in Federal Polytechnic Libraries in North Eastern Nigeria.

Research Question 6: What is the level of satisfaction with the information services in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 6: Satisfaction with the information services in Federal Polytechnic Libraries in North Eastern Nigeria

S/N	Information Services	N	Highly Satisfied	Moderately Satisfied	Lowly Satisfied	Not Satisfied	Mean	Std	Decision
1	Circulation services	377	162(43.0%)	97(25.7%)	92(24.4%)	26(6.9%)	3.05	0.98	Highly Satisfied
2	Reference service	377	34(9.0%)	151(40.1%)	133(35.4%)	59(15.6%)	2.40	0.86	Moderately Satisfied



3	Current Awareness Services	377	0(0.0%)	44(11.7%)	170(45.1%)	163(43.2%)	1.68	0.67	Lowly Satisfied
4	Photocopy Service	377	23(6.1%)	119(31.6%)	138(36.6%)	97(25.7%)	2.18	0.89	Lowly Satisfied
5	Book Lending Service	377	0(0.0%)	111(29.4%)	162(43.0%)	104(27.6%)	2.02	0.76	Lowly Satisfied
6	Hours of operation	377	22(5.8%)	23(6.1%)	172(45.6%)	160(42.5%)	1.74	0.82	Lowly Satisfied
7	Reservation of Books	377	0(0.0%)	83(22.0%)	183(48.5%)	111(29.4%)	1.93	0.71	Lowly Satisfied
8	Newspaper clipping	377	23(6.1%)	119(31.6%)	138(36.6%)	97(25.7%)	2.18	0.89	Lowly Satisfied
9	Library website	377	0(0.0%)	111(29.4%)	162(43.0%)	104(27.6%)	2.02	0.76	Lowly Satisfied
10	Internet services	377	22(5.8%)	23(6.1%)	170(45.1%)	162(43.0%)	1.74	0.82	Lowly Satisfied
11	Support from library staff	377	0(0.0%)	83(22.0%)	183(48.5%)	111(29.4%)	1.93	0.71	Lowly Satisfied
	Total	4147	286(6.9%)	964(23.2%)	1703(41.1%)	1194(28.8%)	2.08	0.80	Lowly Satisfied

Source: Field survey, 2023

The table 6 above showed the level of satisfaction with the information services in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that only circulation service with (\bar{X} = 3.05, SD = 0.98) highly satisfied the respondents, while, reference service with (\bar{X} = 2.40, SD = 0.86) moderately satisfied the respondents in the libraries under study. The results further showed that all the other services listed lowly satisfied the respondents. The services include: Current Awareness Services with (\bar{X} = 1.68, SD = 0.67), Photocopy Service with (\bar{X} = 2.18, SD = 0.89), Book Lending Service with (\bar{X} = 2.02, SD = 0.76), Hours of operation with (\bar{X} = 1.74, SD = 0.82), Reservation of Books with (\bar{X} = 1.93, SD = 0.71), Newspaper clipping with (\bar{X} = 2.18, SD = 0.89), Library website with (\bar{X} = 2.02, SD = 0.76), Internet services with (\bar{X} = 1.74, SD = 0.82) and Support from library staff with (\bar{X} = 1.93, SD = 0.71). On the whole, the overall weighted mean of 2.08 was obtained indicating that the level of satisfaction of the information services provided was low in Federal Polytechnic Libraries in North Eastern Nigeria.

Discussion of Findings

The study revealed that the library information resources observed to be available in the library include: textbooks, magazines, newspapers, video tapes, computer study kits, art painting, maps/charts, and novels/story books.

It was observed that filmstrips, tapes, slides, recordings, journals and reports were among the information resources not provided in the library. The resources include books, newspapers,



journals, encyclopedias, pamphlets, among others. Similarly, Lawal and Kannan (2020) reported that journals, text books, thesis /dissertations/projects, newspapers, conference proceedings and technical reports, e-books, and e-thesis /dissertations/projects, dominate the available information resources in Agriculture University Libraries, CDROM and computers as the most available equipment available in the libraries. The study indicates that none of the libraries has microfilms and microfiche. In disagreement to this finding, Mohammed, Udensi and Saka (2022) revealed that all the information resources listed were available except patent.

In another finding, this study revealed that only books were moderately accessible to the users. Other information resources such as journals, newspapers, atlas, maps & posters manuscripts, e-books e-newspapers and E-Zines and other information resources especially those in electronic forms were lowly accessible. The reason might be attributed to lack of facilities that could aid accessibility to the few resources available in the libraries under study. This finding corroborates the findings of the study conducted by Terlanga, Iorver, Ternenge, Akosu and Terhemen (2019) focused on availability and accessibility of information resources by students of Gboko Polytechnic Gboko- Benue State, Nigeria. The study revealed that the available information resources in the library understudy were not accessible. Mohammed, Udensi and Saka (2022) indicated that textbook are not only available but accessible for research productivity. This can be attributed to the fact that textbooks are determinant collection in any library. The study further revealed that government documents are not only available but accessible for research productivity in Ibrahim Badamasi Babangida University Lapai.

Conclusion

The results revealed that circulation service was provided excellently, while, reference service and hours of operation were good enough for the users. Other services such as current awareness services, photocopy service, reservation of books, newspaper clipping, Internet services and support from library staff were fairly provided in the libraries under study, but, only circulation services and reference service were highly satisfied and moderately satisfied the users respectively.

This study found inadequate information resources, inadequate infrastructural facilities, outdated information resources, difficulty in locating resources in the library, poor electricity supply, network fluctuation and inadequate library staff as challenges associated with the provision and access of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria. On strategies that could enhance access of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria, the study suggested training of polytechnic librarians on accessibility of information resources and services, library staff should be skilled in ICT based library resources., a training course to library users on accessibility of information resources and services, the cost of managing some library facilities such as ICT and photocopy services for students in the polytechnics be made free, the cost of using the internet for students should be subsidized by the institutions concerned., among others.

Recommendation

- i. The libraries under study should put in place resources that could facilitate easy accessibility of the information resources. This could be achieved through catalogues, OPAC and connecting the libraries with internet service.
- ii. All the information services in the Federal Polytechnic Libraries should be automated. This could ensure timely delivery of information services regardless of distance.
- iii. Managements of Federal Polytechnics in North Eastern Nigeria must understand that the libraries and the most important units in their institutions and therefore must pay attention to the libraries, allocate adequate funds, and give all the necessary support



to the libraries so that they could overcome the challenges bedeviling the libraries in their institutions.

- iv. Librarians in Federal Polytechnic Libraries in North Eastern Nigeria must be subjected to rigorous training, such as formal trainings, workshops and conferences in order to embrace the modern systems of library and information service practices. This could increase the capacity of the librarians in the providing effective information services in the libraries.

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