



CHALLENGES AND PROSPECTS ON THE PROVISION OF INFORMATION RESOURCES, UTILISATION AND SERVICES IN FEDERAL POLYTECHNIC LIBRARIES IN THE NORTH EASTERN STATES, NIGERIA

ABSTRACT

This study appraised the challenges on the provision of information resources, utilization and services in federal polytechnic libraries in the North Eastern States-Nigeria. The study was guided by four (4) objectives and four (4) research questions. 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

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INTRODUCTION

The proliferation of information and communication technology in libraries has made some of these information resources to be produced in electronic forms and are called electronic information resources. Oak (2016) defines electronic resources as systems in which information is stored electronically and made accessible through electronic systems and computer networks. They are readily available online and the delivery of the resources virtually to one's personal computer saves time and expense on physical trips to the library. These resources largely depend on electricity for their usage. They include e-books, e-journals, e-thesis, e-databases, among others. All these resources are needed in all disciplines for effective accessibility and utilisation by users in their institutions.

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 patronizing 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



librarians and 6807 library users, totaling 7704 respondents. Using purposive sampling technique and Yamane formula 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 utilization of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria. Recommendations were made.

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).

Despite the benefits associated with the availability, accessibility and utilization of information resources and services in academic libraries, there are challenges bedeviling the smooth operations of the libraries. In Kenya, Masese, George, Makwae and Moenga (2016) expressed the challenges affecting access and use of e-resources, 51% respondents cited internet failure, 36% cited lack of training and 13% indicated lack of willingness from other library users promote their utility. In Nigerian context, Mohammed, Udensi and Saka (2022) found irregular power supply, inability to



easily access the internet, high cost of accessing internet resources and poor packaging of information resources as challenges affecting the availability, accessibility and use of library information resources for research productivity of faculty members of Ibrahim Badamasi Babangida University Lapai. Yunisa and Onuoha (2019) dwelled on challenges associated with accessing and utilising library electronic information resources by Economics Education Students in South East, Nigeria. The findings revealed slow internet speed, struggle in finding related information, surplus of information on the Internet, slow speed of the internet affected the speed at which information is retrieved, limited computer system, power outage, lack of ICT skills, insufficient databases in economics education, inadequate user ability in manipulating e-resources, expensive internet subscriptions, limited access to e-resources, and poor networking system as the challenges associated with utilising electronic information resources.

In another study, Chinwe and Ndidi (2020) focused on awareness and extent of use of library information resources by university undergraduates in Anambra State. The results of the study indicated that university undergraduates use library information resources in the university libraries to a low extent. The impediments hampering undergraduates' awareness and use of library and information resources include: not having library orientation on resumption; not having access to: user education programme, meetings / social interactions, displayed list of information resources / services; annual brochure / report of the parent institution, online access to library, current awareness services; not making personal attempt to visit the library; having negative influence from fellow students; poor arrangement of the library information resources; poor location of the academic library which discourages students; poor secondary school library orientation. Meanwhile, Ogunbodede, Odewusi, Idubor and Oniovosa (2020) identified challenges users encountered while using the library services and resources, among which are; not allowed to borrow books 71(79%) and inadequate information resources 50(56%). Also, attitude of library staff, infrastructural facilities, ICT facilities, locating information resources, ventilation system, lightening system, library staff, opening and closing hours, library environment were not in any way challenges to the use of the library. The findings identified only two major challenges users encountered while using the library.

The challenges bedeviling the academic libraries are grievous and require urgent attention of all stakeholders concerned in order to make the libraries more effective and efficient in supporting the parent organisations in their quest to meet their missions and visions. Various researchers have suggested strategies to be employed in mitigating these challenges. Ngcongolo and Oyelana (2016) showed that it is not easy for students to access and use the information in the library due to obsolete resources; the students are also dissatisfied with the library internet and recommended that government should donate, purchase and supply all the academic libraries with new information resources such as recent books and academic journals in order to replace some of the obsolete ones available in the shelves and also the university management should always ensure that the internet facilities are improved and constantly available for all the users in order to ensure effective and efficient internet access.



Abdullahi, Adamu and Mohammed (2018) recommended teaching of information literacy for library users, acquisition of adequate and relevant e-books in the university libraries as well as discouraging users from using information obtained from online sources such as Google and other search engines as they are mostly ineffective for their research activities, teaching, learning and assignment in university libraries in North East Zone, Nigeria. Umar and Sokari (2020) recommended among other things; the need for the provision of adequate electronic legal information resources and regular subscription to online legal databases in the faculty of law libraries in federal universities in Northern Nigeria. Lawal and Kannan (2021) suggested ways of tackling the challenges which include: staff training and development, provision of good network, provision of adequate power supply, provision of adequate information and communication technology facilities, recruiting qualified staff that will manage the resources, provision of good storage media and provision of up-to-date library automation software that can be used to successfully manage these electronic information resources.

Statement of Problem

The 21st century has ushered a new paradigm where information becomes an economic resource and vital tool for every development of a nation. 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. The libraries have transformed from their hitherto traditional ways to modern systems where information resources and services are delivered efficiently regardless of distance. These efforts have overcome the barriers of distance, time and access to information resources and services. The essence of these roles by the libraries are to support the institutions in providing quality teaching, learning and research activities of the institutions for improved academic productivity, increased academic performance and for overall development of the society.

However, in developing countries, especially in Nigeria, academic libraries which polytechnic libraries are part of have been faced with varying degree of challenges which hinder their quest in serving their users effectively. Preliminary investigation conducted by the researcher in Federal Polytechnic Libraries in the North Eastern States of Nigeria revealed varying degree of challenges such as loss of resources, vandalization of resources and equipment, lack of funds, epileptic power supply, user dissatisfaction among others. Peris and Olike (2016) found occasional or non-use of the little resources mainly because of unfriendly nature of staff, difficulty in locating desired information resources, lack of awareness, supposed lack of relevance of the resources and lack skills to use e-resources among.

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, inaccessibility and low utilisation of information resources in these libraries? How satisfied are the users with information resources and services? What are the purposes of using information



resources and services? What are the challenges associated with the provision and utilisation of information resources and services? What are the strategies that could enhance access and utilisation of information resources and services in the Federal Polytechnic Libraries? These and others formed the basis upon which this research is carried out to unravel the level of information resources, accessibility, utilisation and services in Federal Polytechnic Libraries in the North Eastern States-Nigeria.

Research Objectives

- a. Determine the types of information resources available in Federal Polytechnic Libraries of North Eastern States of Nigeria.
- b. Examine the purpose of using information resources and services in Federal Polytechnic Libraries of North Eastern States of Nigeria.
- c. Find out the challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries of North Eastern States of Nigeria?
- d. Determine the strategies that could enhance Access and Utilisation of Information resources and services in Federal Polytechnic Libraries of North Eastern States of 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 purpose of using information resources and services in Federal Polytechnic Libraries of North Eastern States of Nigeria?
- c. What are the challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries of North Eastern States of Nigeria?
- d. What are the strategies that could enhance Access and Utilisation of Information resources and services in Federal Polytechnic Libraries of North Eastern States of Nigeria?

Research Methodology

Descriptive survey research design was adopted for the study. The survey research design will be 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. Mohammed (2015) opined that Survey research design is widely regarded as being inherently quantitative and positivistic, and is contrasted to qualitative methods that involve participant observation, unstructured interviewing, case studies, focus groups, questionnaires etc. Osuala (2013) described survey research design as the one that focuses on people, the vital facts of people, and their beliefs, opinions, attitudes, motivations and behavior. Survey research design according to Osuala does more than merely uncovered data, it allows a researcher to interpret, synthesize and integrate data to implications



and interrelationship. 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.

S/N	Name of the Polytechnics	Ownership	Year Established	Library staff	Library Users	Total
1	Federal Polytechnic Mongunu, Borno State	Federal	2021	4	117	121
2	Federal Polytechnic, Bauchi, Bauchi State	Federal	1979	27	1892	1919
3	Federal Polytechnic Kaltungo, Gombe State	Federal	2019	19	271	290
4	Federal Polytechnic, Damaturu, Yobe State	Federal	1993	35	1420	1455
5	Federal Polytechnic Mubi, Adamawa State	Federal	1979	68	2291	2359
6	Federal Polytechnic Bali, Taraba state	Federal	2007	44	816	860
	Total			197	6807	7004

Source: Federal Polytechnic Libraries of North–Eastern States

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 sample size for this study was four hundred (400) from the six polytechnics. The distribution is as follows:

S/N	Name of the Polytechnic	Number of Library Staff	Number of Library Users	Library Staff Sample	Library Users Sample	Total
1	Federal Polytechnic Mongunu, Borno State	4	117	1	7	121



2	Federal Polytechnic, Bauchi, Bauchi State	27	1892	2	108	1919
3	Federal Polytechnic Kaltungo, Gombe State	19	271	1	15	290
4	Federal Polytechnic, Damaturu, Yobe State	35	1420	2	81	1455
5	Federal Polytechnic Mubi, Adamawa State	68	2291	4	130	2359
6	Federal Polytechnic Bali, Taraba state	44	816	3	46	860
Total		197	6807	13	387	7004

Source: Federal Polytechnic Libraries of North–Eastern States

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. According to Osuala (2013), questionnaires are advantageous whenever the sample size is large enough to make it uneconomical for reasons of time or funds to observe or interview every subject.

Data Analysis

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	NotAvailable	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



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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 ($\bar{X} = 1.52$, $SD = 0.59$), 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 purpose of using information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 2: Purpose of using information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria.

S/N	Purpose of using Information Resources	N	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	Std	Decision
1	To write assignment	377	105(27.9%)	139(36.9%)	111(29.4%)	22(5.8%)	2.87	0.89	Agree
2	To conduct research	377	75(19.9%)	172(45.6%)	71(18.8%)	59(15.6%)	2.70	0.96	Agree
3	To read for leisure	377	15(4.0%)	144(38.2%)	177(46.9%)	41(10.9%)	2.35	0.73	Disagree
4	To write projects	377	22(5.8%)	77(20.4%)	215(57.0%)	63(16.7%)	2.15	0.76	Disagree
5	To read for test and examination	377	32(8.5%)	155(41.1%)	149(39.5%)	41(10.9%)	2.47	0.80	Agree
6	To consult journals	377	0(0.0%)	52(13.8%)	207(54.9%)	118(31.3%)	1.83	0.65	Disagree
7	To consult reference materials	377	22(5.8%)	38(10.1%)	220(58.4%)	97(25.7%)	1.96	0.77	Disagree
8	To browse the internet/Online resources	377	44(11.7%)	146(38.7%)	136(36.1%)	51(13.5%)	2.49	0.87	Agree
9	To photocopy materials	377	0(0.0%)	0(0.0%)	135(35.8%)	242(64.2%)	1.36	0.48	Strongly Disagree
	Total	3393	315(9.3%)	923(27.2%)	1421(41.9%)	734(21.6%)	2.24	0.77	Disagree

Source: Field survey, 2023

The table 2 above showed the purpose of using information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that none of the purposes listed attracted strongly agree response from the respondents. Write assignment with (\bar{X} = 2.87, SD = 0.89), conduct research with (\bar{X} = 2.70, SD = 0.96), read for test and examination with (\bar{X} = 2.47, SD = 0.80) and browse the internet/online resources with (\bar{X} = 2.49, SD = 0.87) attracted agree response from the respondents. The results further indicated that the respondent disagreed with the purposes such as: read for leisure with (\bar{X} = 2.35, SD = 0.73), write projects with (\bar{X} = 2.15, SD = 0.76), consult journals with (\bar{X} = 1.83, SD = 0.65) and consult reference materials with (\bar{X} = 1.96, SD = 0.77), while, photocopy materials with (\bar{X} = 1.36, SD = 0.48) attracted strongly disagree response



from the respondents. On the whole, the overall weighted mean of 2.24 was obtained indicating that the respondents disagree with the purposes listed in Federal Polytechnic Libraries in North Eastern Nigeria.

Research Question 3: What are the challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 3: Challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria

S/N	Challenges	N	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	Std	Decision
1	Poor attitude of library staff	377	22(5.8%)	56(14.9%)	199(52.8%)	100(26.5%)	2.00	0.81	Disagree
2	Inadequate information resources	377	78(20.7%)	238(63.1%)	61(16.2%)	0(0.0%)	3.01	0.61	Agree
3	Inadequate infrastructural facilities	377	53(14.1%)	242(64.2%)	82(21.8%)	0(0.0%)	2.92	0.59	Agree
4	Lack of basic ICT facilities	377	0(0.0%)	90(23.9%)	235(62.3%)	52(13.8%)	2.10	0.61	Disagree
5	Outdated information resources	377	83(22.0%)	215(57.0%)	79(21.0%)	0(0.0%)	3.01	0.66	Agree
6	Difficulty in locating resources in the library	377	68(18.0%)	238(63.1%)	71(18.8%)	0(0.0%)	2.99	0.61	Agree
7	Poor electricity supply	377	142(37.7%)	146(38.7%)	89(23.6%)	0(0.0%)	3.14	0.77	Agree
8	Network fluctuation	377	99(26.3%)	166(44.0%)	97(25.7%)	15(4.0%)	2.93	0.82	Agree
9	Inadequate library staff	377	71(18.8%)	178(47.2%)	128(34.0%)	0(0.0%)	2.85	0.71	Agree
10	Hours of opening and closing is inconvenient	377	8(2.1%)	75(19.9%)	204(54.1%)	90(23.9%)	2.00	0.72	Disagree
11	Not allowed to borrow books	377	69(18.3%)	149(39.5%)	159(42.2%)	0(0.0%)	2.76	0.74	Disagree
	Total	4147	693(16.7%)	1793(43.2%)	1404(33.9%)	257(6.2%)	2.70	0.70	Agree

Source: Field survey, 2023



The table 3 above showed the challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that respondents agree that there was inadequate information resources which attracted (\bar{X} = 3.01, SD = 0.61), inadequate infrastructural facilities attracted (\bar{X} = 2.92, SD = 0.59), outdated information resources attracted (\bar{X} = 3.01, SD = 0.66), difficulty in locating resources in the library attracted (\bar{X} = 2.99, SD = 0.61), poor electricity supply attracted (\bar{X} = 3.14, SD = 0.77), network fluctuation attracted (\bar{X} = 2.93, SD = 0.82) and inadequate library staff attracted (\bar{X} = 2.85, SD = 0.71). The results further showed that respondents disagree that there was poor attitude of library staff which attracted (\bar{X} = 2.00, SD = 0.81), lack of basic ICT facilities attracted (\bar{X} = 2.10, SD = 0.61), hours of opening and closing is inconvenient attracted (\bar{X} = 2.00, SD = 0.72) and not allowed to borrow books attracted (\bar{X} = 2.76, SD = 0.74). On the whole, the overall weighted mean of 2.70 was obtained indicating that majority of the respondents agree with the challenges listed in Federal Polytechnic Libraries in North Eastern Nigeria.

Research Question 4: What are the strategies that could enhance Access and Utilisation of Information resources and services in in Federal Polytechnic Libraries in North Eastern Nigeria?

Table 4: Strategies that could enhance Access and Utilisation of Information resources and services in in Federal Polytechnic Libraries in North Eastern Nigeria.

S/N	Strategies	N	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	Std	Decision
1	Training of Polytechnic librarians on utilisation of information resources and services.	377	93(24.7%)	193(51.2%)	91(24.1%)	0(0.0%)	3.01	0.70	Agree
2	Library staff should be skilled in ICT based library resources.	377	59(15.6%)	189(50.1%)	113(30.0%)	16(4.2%)	2.77	0.76	Agree
3	A training course to library users on utilisation of information resources and services	377	89(23.6%)	193(51.2%)	76(20.2%)	19(5.0%)	2.93	0.80	Agree



4	The cost of utilising some library facilities such as ICT and photocopy services for students in the polytechnics be made free.	377	82(21.8%)	172(45.6%)	107(28.4%)	16(4.2%)	2.85	0.81	Agree
5	The cost of using the internet for students should be subsidized by the institutions concerned.	377	76(20.2%)	230(61.0%)	56(14.9%)	15(4.0%)	2.97	0.71	Agree
6	Students should be linked directly to the internet by polytechnic administration.	377	130(34.5%)	174(46.2%)	73(19.4%)	0(0.0%)	3.15	0.72	Agree
7	There should be adequate staff for the libraries concerned	377	75(19.9%)	182(48.3%)	120(31.8%)	0(0.0%)	2.88	0.71	Agree
8	There should be current and up to date information resources and services in the polytechnic libraries under study	377	91(24.1%)	171(45.4%)	96(25.5%)	19(5.0%)	2.89	0.83	Agree
9	There should be frequent training and retraining of library staff on human resources management	377	131(34.7%)	155(41.1%)	91(24.1%)	0(0.0%)	3.11	0.76	Agree



10	There should be stable lightening system in the libraries	377	136(36.1%)	170(45.1%)	71(18.8%)	0(0.0%)	3.17	0.72	Agree
11	Borrowing of information resources should be free to every student	377	116(30.8%)	188(49.9%)	73(19.4%)	0(0.0%)	3.11	0.70	Agree
	Total	4147	1078(26.0%)	2017(48.6%)	967(23.3%)	85(2.1%)	2.99	0.75	Agree

Source: Field survey, 2023

The table 4 above showed the strategies that could enhance access and utilisation of information resources and services in in Federal Polytechnic Libraries in North Eastern Nigeria. The results showed that respondents had agreed with all the strategies highlighted in the study. Training of polytechnic librarians on utilisation of information resources and services had attracted (\bar{X} = 3.01, SD = 0.70); library staff should be skilled in ICT based library resources attracted (\bar{X} = 2.77, SD = 0.76); a training course to library users on utilisation of information resources and services attracted (\bar{X} = 2.93, SD = 0.80); the cost of utilising some library facilities such as ICT and photocopy services for students in the polytechnics be made free attracted (\bar{X} = 2.85, SD = 0.81); the cost of using the internet for students should be subsidised by the institutions concerned attracted \bar{X} = 2.97, SD = 0.71); students should be linked directly to the internet by polytechnic administration attracted (\bar{X} = 3.15, SD = 0.72); there should be adequate staff for the libraries concerned attracted (\bar{X} = 2.88, SD = 0.71); there should be current and up to date information resources and services in the polytechnic libraries attracted (\bar{X} = 2.89, SD = 0.83); there should be frequent training and retraining of library staff on human resources management attracted (\bar{X} = 3.11, SD = 0.76); there should be stable lightening system in the libraries attracted (\bar{X} = 3.17, SD = 0.72); and borrowing of information resources should be free to every student attracted (\bar{X} = 3.11, SD = 0.70). On the whole, the overall weighted mean of 2.99 was obtained indicating that majority of the respondents agree with all the strategies highlighted in the study in Federal Polytechnic Libraries in North Eastern Nigeria.

On challenges associated with the provision and utilisation of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria, 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 in the libraries under study. These challenges are peculiar in libraries of most developing countries like Nigeria, due to low budgetary allocation and lack of support to the academic libraries. This finding is in line with a study conducted by Ojokuku, Ishola and Ajala (2021) carried



out a study to ascertain the availability, relevance and use of humanities information resource by lecturers in Humanities Departments, Obafemi Awolowo University, Ile-Ife, Osun State. The study identified challenges bedeviling the use of information resources which include: unstable power supply, inadequate funding of the library, unfavourable collection development policy and inadequate preservation and digitalisation.

Similarly, Mohammed, Udensi and Saka (2022) revealed irregular power supply, inability to easily access the internet, high cost of accessing internet resources and poor packaging of information resources as challenges affecting the availability, accessibility and use of library information resources for research productivity. Lawal and Kannan (2021) in a survey identified poor network, power failure, inadequate ICT facilities, poor storage media and obsolescence of software were the problems that affect the library in the management of electronic information resources. Umar and Sokari (2020) sought to find out the challenges associated with utilisation of legal information resources by Postgraduate Law Students in Federal Universities of Northern Nigeria. Some challenges associated with the utilisation of legal resources were insufficient copies of books, inadequate reading facilities and defaced information resources; inadequate infrastructure for accessing resources electronically, insufficient computers and interrupted power supply, among others.

On strategies that could enhance access and utilisation of information resources and services in in Federal Polytechnic Libraries in North Eastern Nigeria, the study suggested training of polytechnic librarians on utilisation of information resources and services, library staff should be skilled in ICT based library resources., a training course to library users on utilisation of information resources and services, the cost of utilising 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. These suggestions were believed to enhance accessibility and utilisation of Information resources and services in in Federal Polytechnic Libraries in North Eastern Nigeria.

Lawal and Kannan (2021) suggested ways of tackling the challenges which include: staff training and development, provision of good network, provision of adequate power supply, provision of adequate information and communication technology facilities, recruiting qualified staff that will manage the resources, provision of good storage media and provision of up-to-date library automation software that can be used to successfully manage these electronic information resources. Abdullahi, Adamu and Mohammed (2018) recommended teaching of information literacy for library users, acquisition of adequate and relevant e-books in the university libraries as well as discouraging users from using information obtained from online sources such as Google and other search engines as they are mostly ineffective for their research activities, teaching, learning and assignment.

Conclusion

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. On strategies that could enhance access and utilisation of information resources and services in Federal Polytechnic Libraries in North Eastern Nigeria, the study suggested training of polytechnic librarians on utilisation of information resources and services, library staff should be skilled in ICT based library resources., a training course to library users on utilisation of information resources and services, the cost of utilising 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.

The study revealed that there were significant differences in the level of availability of information resources with Federal Polytechnic Bauchi accounting for the highest mean score and Federal Polytechnic Kaltungo was the least among the studied Federal Polytechnics. Also, there was significant difference on the extent of accessibility of information resources with Federal Polytechnic Mubi accounting for the highest mean score and Federal Polytechnic Kaltungo was the least in terms of accessibility of information resources. Similarly, there is significant difference on the extent of utilisation of information resources, extent of satisfaction with the information resources and there was significant difference on the extent of satisfaction with the information services among Federal Polytechnic Libraries of North Eastern States of Nigeria.

- i. Librarians working in Federal Polytechnic Libraries in North Eastern Nigeria must be encouraged to assist the users in the process of searching, retrieving, evaluating and disseminating relevant information that could assist the users in their academic activities such as writing assignment, conducting research, reading for test and examination, browsing the internet/online resources, writing projects, consulting journals, consulting reference materials and photocopy of materials.
- ii. 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.
- iii. 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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