

**LIBRARY SERVICES AND USE OF RESOURCES BY UNDERGRADUATE STUDENTS IN  
FEDERAL UNIVERSITY LIBRARIES, SOUTH-SOUTH NIGERIA**

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**ABSTRACT**

*This study investigated the relationship between library services provision and use of resources by undergraduate students in federal university libraries, South-South Nigeria. The study was guided by four (4) objectives, four (4) research questions and four (4) hypotheses. The study adopted pure correlational research design and was conducted in university libraries within the South-South region of the country in Nigeria. The population for the study consisted of all library users from Faculty of Natural and Applied Sciences in the six federal universities from the six South-South states under study. The instrument for data collection was a structured questionnaire titled "Library Services Provision and Use of Resources by Undergraduate Students (LSURUSQ)". Data were analyzed using Pearson's Product Moment Correlation (PPMC). The findings of the study showed that there is significant relationship between user education services and utilization of resources by undergraduate students in Federal University libraries in South-South geo-political region of Nigeria [(P=0.0000; p<0.05)]; further findings showed that there is significant relationship between provision of internet services and undergraduates' utilization of resources in Federal University libraries in South-South geo-political region of Nigeria [(P=0.0000; p<0.05)]. Based on the findings, it was concluded that provision of library services such as user education services, internet services, reprographic services and current awareness services relates significantly to the utilization of library resources by undergraduates in Federal University Libraries in South-South, Nigeria.*

**Keywords:** Library services, use of resources, undergraduate students, federal university libraries, South-South Nigeria

**Introduction**

**Background to the Study**

A library as defined by Attama and Okoche (2018) is a collection of information resources that are systematically organised for easy access and use. Obi (2013) defines a library as a selected collection of books and non-book materials organised and preserved for dissemination of information by a qualified librarian. 'Academic library' on the other hand, connotes a collection for institutions of higher education and learning. In this regard, academic libraries can be defined as libraries created in institutions of higher learning to meet the educational needs of lecturers, students, faculty members and members of the academic community. The academic community comprises of various users, hence making the academic library a large one to cover provisions for all and sundry within the academic environment.

Undoubtedly, libraries remain repositories, information centres and data banks where information is packaged in various formats to the advantage of end users and academic community. They continue to play splendid roles in identifying, collecting, acquiring, processing, organising, and disseminating information to its users at the appropriate time through diverse library collections. The purpose of university libraries therefore is to provide information, education, enlightenment and awareness to users within the academic environment and community of users. The importance of the university library to students and the university community cannot be over emphasized as they offer undergraduate students the chance to access relevant and current information from different subject areas. Yusuf and Iwu (2010) elucidate that an academic library should be seen as the centre or hub around which excellence revolves for intellectual development. Libraries

retain a much more comprehensive and concisely indexed collection of sources and so libraries are playing crucial role in using diverse information sources and services for their day to day functions over the years. Yusuf and Iwu (2010) elucidate that an academic library should be seen as the centre or hub around which excellence revolves for intellectual development. Libraries retain a much more comprehensive and concisely indexed collection of sources and so libraries are playing crucial role in using diverse information sources and services for their day to day functions over the years. Gelfand cited in Eruvme, Akpojohor & Okonoko (2019) calls the university library the only centralized location where new emerging information technologies can be combined with knowledge resources in user-focused, services-rich environment that supports today's social and educational patterns of learning, teaching and research. The value of the library collections depends not only on the quantity of information sources but also on the effective ways and means of providing, interpreting and ensuring that user information needs are met. The library however, includes the totality of human and organized material resources available in both print and non-print format for providing and obtaining needed information (Ahiauzu, 2002). As the custodian of information, it is vested with the responsibility of articulating, promoting and developing the community information literacy through the provision of information resources and services which give the library patron the ability to access, evaluate as well as use information from a variety of sources (Opuku, 2011).

Notably, the library is best determined when user's views and opinions on the nature of information services and sources are sought; and necessary actions are provided by librarians to meet information demand. The implication is that university libraries are to make sure that their resources are well utilized as this is essential for the educational development of students (Onifade, Ogbuiyi & Omeluzor, 2013). The need to make the library more efficient and effective in their service delivery makes library services and sources imperative, and thus caters for knowledge requirement of their users; change in user information behaviour, progression and growth of information resources. These make them pivots of institutional excellence. A well-equipped university library is the basis for effective teaching and learning as teachers and students harness the resources thereof. Attama and Okoche (2018) opine that teaching is a true tertiary education character that can only be given by those who engage in research. Man's original contribution to knowledge does not give a tertiary institution all the qualities needed. The answer to complete quality rather, is the personal participation in the act of discovery of what was never known and such acquisition and enlargement of knowledge is not got anywhere else than through its well-fed library, stocked with resources in form of print and non-print materials.

### **Statement of Problem**

There is no doubt that librarians are at the forefront of establishing good reading habits that make for good effective utilization of the university libraries through apt provision of every needed service. It is true that staff, information resources and users make up the fundamental 'trinity' of the library, but the success of any university library depends on the quality of service propelled by its dynamic staff.

Many evaluative studies have been carried out on the use of university library and resources. Some results however, reveal that students have not been making use of these libraries as they should. Can this inadequate use that has resulted in low patronage be attributed to inadequate resources and ineffective provision of services? This is why this study 'Provision of library services and utilization of resources by undergraduate students in federal university libraries in the South-South geo-political region of Nigeria' is carried out.

There is however lack of literature discussing in full library services and utilization of resources by undergraduate students in federal university libraries in South-South zone of Nigeria. This study attempts to fill in this information gap. It therefore becomes pertinent to determine the extent of library service and utilization of these sources in university libraries in South-South region of Nigeria.

### **Aims and Objectives of the Study**

The objective of this study is to ascertain the relationship between library services provision and use of resources by undergraduate students in federal university libraries, South-South Nigeria. The specific objectives of the study are to:

1. Ascertain the relationship between provision of user education services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria.
2. Determine the relationship between provision of internet services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria.
3. Identify the relationship between provision of reprographic services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria.
4. Ascertain the relationship between provision of current awareness services (CAS) and utilization of resources by undergraduate students in federal university libraries South-South geo-political region of Nigeria.

### **Research Questions**

The following research questions were formulated to guide the study:

1. What is the relationship between provision of user education services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria?
2. What is the relationship between provision of internet services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria?
3. What is the relationship between provision of reprographic services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria?
4. What is the relationship between provision of current awareness services (CAS) and utilization of resources by undergraduate students in federal university libraries South-South geo-political region of Nigeria?

### **Hypotheses**

The following hypotheses were formulated to guide the study at 0.05 significance level.

- HO<sub>1</sub>.** There is no significant relationship between provision of user education services and utilization of resources by undergraduate students of federal university libraries in South-South geo-political region of Nigeria.
- HO<sub>2</sub>.** There is no significant relationship between provision of internet services and utilization of resources by undergraduate students of federal universities in South-South geo-political region of Nigeria.
- HO<sub>3</sub>.** There is no significant relationship between provision of reprographic services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.
- HO<sub>4</sub>.** There is no significant relationship between provision of current awareness services (CAS) and utilization of resources by undergraduate students in federal university libraries, South-South geo-political region of Nigeria.

### **Conceptual Review**

#### **Library Services**

The services rendered by academic libraries, according to Bassey (2006) include: circulating materials to eligible patrons under equitable policies and making sure that no group is more favoured than the other in terms of stock acquisition and dissemination of same; providing reference and referral services; providing indexing and abstracting services covering the professional periodicals received in library; providing current awareness services, which include library display, selective dissemination of information (SDI), and compilation of bibliographies; providing continuing instruction to patrons in the effective use of the library (user education); preparing a library handbook giving details of the rules, resources, services and staff of the library and making it available to patrons free of charge or at minimal cost; promoting inter library cooperation; provision of computer services and convenient hours of services; and displaying newly received

books in an appropriate place, arranging book exhibitions on different themes appropriate to a given occasion in an effort to bring its resources to the notice of its patrons or users, among others. These services are the main products of the library system (Iwhewhu, 2012). The academic libraries play supporting roles towards academic goals in order to attain the central mission of teaching, learning and research.

It is a function offered by the service provider that involves activities that could be on hourly, daily or weekly basis as the case may be. Services performed by libraries are diverse and multitasking in nature. These services come in form of programmes and activities to enable the library staff meet the information needs of their clientele. Direct and indirect services are provided by library and information centres to their users. This can be carried out in person or through communication technologies (Nwosu, 2017). Change is constant and so is development. In order to ensure effective library services, it is expedient to upgrade their educational and technological know-how to match with the trends and dynamism of everyday usage of the library.

### **Library Services and the User Satisfaction**

Creating access points to library resources by the library encourages the users to visit and use the library more often. Abagai (1998) opines that the use of library by users and indeed their satisfaction with library services depends on availability of suitable learning materials, services, accommodation and competence of the library staff. User satisfaction is a concept that includes how users' feel after visiting and using the library, their likeness to return to that library when next information is needed by them.

Mohammed (2006) sees "user satisfaction" as the extent to which a library user's information needs are met with the available service and information resources of a given library. Understanding user satisfaction of university library services involves information resources and services as to how library users judge the services, facilities and resources being rendered and whether such services, facilities meet their information needs at a given period. A service rendered involves responsibility taken by a person who gives it. Oti (2000) re-establishes that the hallmark of the library's product is service.

### **Types of Service carried out in University Libraries**

#### **Reference Services**

Librarians working at the reference unit are vested with the responsibility of assisting users locate materials in the library. Reference service has direct encounters with patrons, and the service quality depends highly on the performance of the reference librarians and their interactions with customers (Hsieh et al., 2000). Reference service includes assisting users to locate materials unsuccessfully searched for in the library, check if the material that the user is searching for is in the library collection and direct the user on how to use the materials.

#### **User Education Service**

User education is an assistance offered by librarians to library users in order to ensure maximum use of library resources and its origin can be traced to about 170 years running now (Ogunmodede, Adio & Odunola, 2011). Nwosu, Nnadozie and Udo-Anyanwu (2018) strengthen that the library patron draws numerous benefits and the society as well, when the knowledge is stored in various media and maximally used to solve various problems.

Use is the main reason why libraries are set up and lack of use defeats the purpose of its establishment. It encompasses every type of activity patterned to teach users about library services and facilities to equip them with basic skill that help them make optimal, correct and efficient use of the resources and services available in a given library. Edom (2000) is of the opinion that the programme is geared towards developing users' awareness of the overall information resources available to them in their own and other libraries in order to develop skills necessary for retrieving required materials, have knowledge in subject areas, develop skills in bibliographic information searching etc.

### **Reprographic Services**

These are services that make library resources available in multiple copies by photocopying, duplication and mimeographing. Anyawu (2008) in Chigozie and Ufuoma (2015) intimates that reprography is a term used to mean photocopying, duplicating, printing, document or documentary reproduction. In other words, information in printed form is copied into a plain sheet using a copier. It has become imperative in academic libraries for effective research purposes. There may be a large amount of information a user discovers in the library and may not fully exploit immediately due to time constraint and can only be maximized by the user if such materials are photocopied. Tom-George further (2019) avers that no library in the entire world can provide all needed information for its clientele.

### **Theoretical Framework**

The work relied on Disconfirmation Theory by Xi Shi, Patricia and Peter (2004).

#### **Disconfirmation Theory by Xi Shi, Patricia J and Peter, J (2004)**

One very important theory relevant to this work is the Disconfirmation theory as propounded by Xi Shi, Patricia J. and Peter J. (2004). This theory is popular and has become extensively used as a model for predicting customer satisfaction and dissatisfaction. According to the theory, before shopping, customers have some pre-purchasing standard (s) in their minds such as performance expectation that guide their purchasing activities. After purchasing a product (service), the customers evaluate the performance of the product (service) against this purchase standard. Accordingly, customer satisfaction and dissatisfaction (CS/D) is defined as the customer's response to the evaluation of a perceived discrepancy between the pre-purchase performances standard and the actual performance of the product (service) after its consumption. According to Xi Shi (2004) when performance is greater than expectations (or other purchase standard), resulting in positive disconfirmation, satisfaction occurs. When performance is less than expectations (or other pre-purchase standard) resulting in negative disconfirmation, dissatisfaction occurs. Confirmation occurs when performance and expectation match, resulting in moderate satisfaction or indifference.

In their contribution, Xi Shi, Patricia J and Peter J (2004) observe that in disconfirmation theory, performance is defined as the customer's subjective perception of the quality of the production (or service) after it is consumed. In the field of Library and Information Science, standards used to assess the 'Performance' of information products include availability, completeness, currency, precision, relevance and reliability of the library and information resources. Library users (including students) are believed to evaluate the standards of the information resources received (e.g. its accuracy, completeness, quality, relevance) against some pre-consumption or disconfirmation standard. When the user's judgement of the product (i.e. product attributes) fall short of their pre-purchase standards (s), dissatisfaction results.

Furthermore, these authors Xi Shi, Patricia J. and Peter J. (2004) observed that within disconfirmation standards are the customer's pre-purchase or pre-consumption comparison standards. In library science therefore, library users' needs and expectations are investigated as disconfirmation standards. Library users' needs refer to what the user wants or desires to receive from their information search. The term 'expectation' as a disconfirmation standard refers to what the library users believe they will receive from their information search. It is therefore predicted that satisfaction is highest when performance exceeds both user's expectations and needs.

### **Empirical Review**

#### **Provision of Reference Services and Utilization of Library Resources**

Numerous studies have addressed the issue of library services and utilization of resources. A study conducted by Edem and Edem (2002) on the level of utilization of reference resources in the University of Calabar Library revealed that users were satisfied with the quality of reference information sources services. Similarly, Ezeala and Yusuf (2011) in their research on user satisfaction with library information resources and services at the Nigerian Agricultural Research Institute and discovered that users were satisfied with duration of loan services, opening hours, the lightening system and the number of available computers. This is consistent with a study conducted by Oyelekan and Iyorsuun (2011) on the evaluative study of reader

services in University of Agricultural Library, Makurdi which revealed users' satisfaction with lending services, reserve materials services and bindery services. Other studies that indicated satisfaction by users with library services include: Saika and Gohain (2013), Ogbuiyi and Okpe (2013), Ikenwe and Adegbitero-Iwari (2014) and Tiemo and Ateboh (2016). It is therefore crucial to evaluate the library service from customer's point of view. At the same time in order to set up user-centred service the library needs to know the users and user' needs. One of the main tools that can be used to evaluate and assess the library services is the user survey. It is impossible to assess the changing needs of the clientele unless user surveys are conducted to determine user needs and level of satisfaction within the library system.

### **User Education Services and Utilization of Library Resources**

Philip (2017) carried out a research work on enhancing information retrieval skills through library user education. The study was conducted on 300 undergraduate students in their first year selected through purposive sampling from all 12 faculties in University of Uyo to determine undergraduate students' knowledge of library utilization having undergone the orientation programme. Questions were administered to determine the extent of knowledge of accessing and retrieving information from bibliographic sources. The findings revealed that majority of the students that went through user education programme were sufficiently equipped with how to make use of various catalogues, they could utilize directional information in a book, while some who knew the significance of bibliographic citations use it in their various class work. As a result of the freshmen's course most undergraduate students had knowledge of how to use various units of the library catalogue, knew reference materials and materials that could be borrowed. The study recommended conducting similar survey using digital collections.

### **Provision of Internet Services and Utilization of Library Resources**

Aiyebilehin and Azubuike (2016) carried out a survey on the use of internet by library and information science undergraduate students in Edo State Nigeria. Descriptive research design and questionnaire with a study Population of 812 undergraduate students were sampled. 300 students were eventually picked for the study. The result revealed that almost all undergraduate students use internet and on daily basis and mainly for social networking. The problems found however, revealed lack of adequate access to institutional internet facilities, weak power and poor internet connectivity. Recommendations of the study include ICT literacy for the undergraduates and improved power supply.

### **Utilization of Library Resources**

Academic libraries ensure that the information needs of students are met, as they tend to use these services which are made available to them either to conduct research or search for information (i.e. internet services) which others use to communicate with colleagues and friends via email. Poll and Payne (2006) in their research reveal that the diverse projects all over the world are trying to establish that the usage of library services can optimistically persuade competences and skills, attitude and actions of users. They suggest that the advantages that academic library users have by using library services can be evaluated in terms of information gained, information literacy, educational/professional achievement and social addition.

Pauline (2010) identifies that the students are using the library services more than the academic staffs. Sowole (1995) reveals that by providing the required information resources and services the library users' satisfaction shall be attained. Undergraduates also use the library services and resources because they help connect community of users together; they preserve history and more importantly are reliable; they make knowledge assimilation healthier.

### **Methodology**

The study adopted pure correlational research design and was conducted in university libraries within the South-South region of the country in Nigeria. The population for the study consisted of all library users from Faculty of Natural and Applied Sciences in the six federal universities from the six South-South states under study. They are: University of Benin-450, University of Calabar-500, Federal University of Petroleum Resources Effurun-320, Federal University Otueke-230, University of Port Harcourt library -890, and University of Uyo-520. The simple random sampling technique was used to sample 400 respondents for the

study. The instrument for data collection were a set of structured questionnaires titled “Library Services Provision and Use of Resources by Undergraduate Students (LSURUSQ)”. The research instruments were vetted by two experts in Library and Information Science and Measurement and Evaluation. In order to determine the reliability of the instrument, a test re-test statistical procedure was used. The research instrument was administered to 40 respondents who did not take part in the final study. A reliability of 0.79 established using the Pearson Product Moment Coefficient Statistic. The copies of research instrument were administered to the various groups under study. The data were collated and analyzed Pearson Product Moment Correlation coefficient to respond to the research question and test the hypotheses.

### **Data Presentation**

#### **Section A: Socio-Demographic Factors of Respondents**

**Table 1. Socio-demographic Characteristics of Respondents**

<b>Socio-demographic Characteristics</b>	<b>Frequency (F)</b>	<b>Percentage %</b>
<b>Gender</b>		
Male	169	44.0
Female	215	56.0
<b>Total</b>	<b>384</b>	<b>100.0</b>
<b>Institution</b>		
University of Benin	59	15.4
University of Calabar	65	16.9
Federal University of Petroleum Resources Efurum	42	10.9
Federal University Otueke	30	7.8
University of Port Harcourt	119	31.0
University of Uyo	69	18.0
<b>Total</b>	<b>384</b>	<b>100.0</b>

More than half 215(56.0%) of the respondents were females while 169(44.0%) were males. Based on the institution of the respondents, 59(15.4%) were from University of Benin, 65(16.9%) were from University of Calabar, 42(10.9%) were from Federal University of Petroleum Resources Efurum, 30(7.8%) were from Federal University Otueke, 119(31.0%) were from University of Port Harcourt and 69(18.0%) were from University of Uyo.

### **Research Questions**

**Research Question One:** What is the relationship between provision of user education services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria?

**Hypothesis One:** There is no significant relationship between provision of user education services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region Nigeria.

The responses of the undergraduates on the extent to which provision of user education services relate to their utilization of resources in federal university libraries in South-South geo-political region of Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 2: Relationship between Provision of User Education Services and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

**Correlations**

		User Education Services	Utilization of Resources
User Education Services	Pearson Correlation	1	0.78**
	Sig. (2-tailed)		0.000
	N	384	384
Utilization of Resources	Pearson Correlation	0.78*	1
	Sig. (2-tailed)	0.000	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 2 shows that there is very high positive relationship (0.78) between provision of user education services and utilization of resources by undergraduate students in Federal University Libraries in South-South geo-political region of Nigeria. This result shows that increase in the scores on user education services will result in increase in the scores on utilization of resources by undergraduate students in Federal University libraries in South-South, Nigeria.

Table 2 also shows that the relationship between provision of user education services and utilization of resources by undergraduate students in Federal University libraries in South-South, Nigeria is statistically significant at 0.05 level of significance. This means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.000) is less than the level of significance (0.05). This result indicates that there is significant relationship between user education services and utilization of resources by undergraduate students in Federal University libraries in South-South geo-political region of Nigeria.

**Research Question Two:** What is the relationship between provision of internet services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria?

**Hypothesis Two:** There is no significant relationship between provision of internet services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.

The responses of the undergraduates on the extent to which provision of internet services relate to their utilization of resources in federal university libraries in South-South geo-political region of Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 3: Relationship between Provision of Internet Services and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

**Correlations**

		Internet Services	Utilization of Resources
Internet Services	Pearson Correlation	1	0.54**
	Sig. (2-tailed)		.038
	N	384	384
Utilization of Resources	Pearson Correlation	0.54*	1
	Sig. (2-tailed)	.038	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).



Table 3 reveals that there is moderate positive relationship (0.54) between provision of internet services and utilization of resources by undergraduate students in Federal University libraries in South-South geo-political region of Nigeria. This result reveals that increase in the scores on internet services leads to increase in the scores on utilization of resources by undergraduate students in Federal University Libraries in South-South geo-political region of Nigeria.

Table 3 shows that the relationship between provision internet services and utilization of resources by undergraduate students in Federal University Libraries in South-South, Nigeria is statistically significant at 0.05 level of significance. This result means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.038) is less than the level of significance (0.05). The result of this null hypothesis shows that there is significant relationship between provision of internet services and undergraduates’ utilization of resources in Federal University libraries in South-South geo-political region of Nigeria.

**Research Question Three:** What is the relationship between provision of reprographic services and utilization of resources by undergraduate students in Federal University libraries in South-South geo-political region of Nigeria?

**Hypothesis Three:** There is no significant relationship between provision of reprographic services and utilization of resources by undergraduate students in Federal University Libraries in South-South geo-political region of Nigeria.

The responses of the undergraduate students on the extent to which reprographic services relate to their utilization of resources in federal university libraries in South-South, Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 4: Relationship between Provision of Reprographic Services and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

		<b>Correlations</b>	
		Reprographic Services	Utilization of Resources
Reprographic Services	Pearson Correlation	1	0.61**
	Sig. (2-tailed)		.014
	N	384	384
Utilization of Resources	Pearson Correlation	0.61*	1
	Sig. (2-tailed)	.014	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 4 reveals that there is a moderate positive relationship (0.61) between provision of reprographic service and utilization of resources by undergraduate students in Federal University Libraries in South-South geo-political region of Nigeria. This result reveals that as scores on reprographic service increase, there is a corresponding increase in the scores on utilization of resources by undergraduate students in Federal University libraries in South-South geo-political region of Nigeria.

Table 4 also indicates that the relationship between provision of reprographic service and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria is statistically significant at 0.05 level of significance. This means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.014) is less than the level of significance (0.05). This result shows that there is significant relationship between provision of reprographic services and utilization of resources by undergraduate students in Federal University Libraries in South-South geo-political region of Nigeria.

**Research Question Four:** What is the relationship between provision of current awareness services (CAS) and utilization of resources by undergraduates’ in Federal University Libraries, South-South geo-political region of Nigeria?

**Hypothesis Four:** There is no significant relationship between provision of current awareness service (CAS) and utilization of resources by undergraduate students in Federal University Libraries, South-South geo-political region of Nigeria.

The responses of the undergraduates on the extent to which provision of current awareness services (CAS) relate to their utilization of resources in federal university libraries in South-South geo-political region of Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 5: Relationship between Provision of Current Awareness Services (CAS) and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

		<b>Correlations</b>	
		Current Awareness Services (CAS)	Utilization of Resources
Current Awareness Services (CAS)	Pearson Correlation	1	0.67**
	Sig. (2-tailed)		.004
	N	384	384
Utilization of Resources	Pearson Correlation	0.67*	1
	Sig. (2-tailed)	.004	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 5 reveals that there is moderate positive relationship (0.67) between provision of current awareness services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria. This result shows that as scores on current awareness services increases, there is also corresponding increase in the scores on the utilization of resources in Federal University Libraries in South-South, Nigeria.

Table 5 also indicates that the relationship between provision of current awareness services and the utilization of resources by undergraduate students in Federal University Libraries in South-South geo-political region of Nigeria is statistically significant at 0.05 level of significance. This means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.004) is less than the level of significance (0.05). This result indicates that there is significant relationship between provision of current awareness services and utilization of resources in federal university libraries in South-South geo-political region of Nigeria.

### **Discussion of Findings**

The research question one and hypothesis one indicated that there is a very high positive relationship between user education services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria. The positive relationship between user education services and the utilization of resources showed that undergraduates who scored highly in user education services also had high scores in the utilization of resources in Federal University Libraries in South-South, Nigeria. In other words, undergraduates who indicated they received some education on the use of the library also had high score in the utilization of resources in Federal University Libraries in South-South, Nigeria. This result is in agreement with Obi (2013) that user education influences effective utilization of library resources in Ignatius Ajuru University of Education in Port Harcourt. This result is also supported by Uchendu and Ezebuoro (2016) that there is a strong and significant relationship between user education and students' utilization of resources in tertiary institutions in the South-Eastern, Nigeria.

The result of research question two and hypothesis two showed that there is moderate positive relationship between internet services and students' utilization of resources in Federal University Libraries in South-South, Nigeria. The positive relationship between internet services and the utilization of resources among

undergraduates in Federal University libraries reveals that undergraduates who scored highly in internet services also had high scores in the utilization of resources and vice versa. In other words, undergraduates who indicated that they have internet services provided for them, also had high score in the utilization of resources in Federal University Libraries in South-South, Nigeria. This result may be due to the fact that with internet services provided in academic libraries, users can navigate from one site to another without the use of papers. Internet use has become a thing of necessity in the libraries. The benefits of the use of internet services in libraries in federal universities include the following: (i) speed and increase of services offered (ii) enhancement of library loans and library cooperation (iii) efficiency in service delivery. This indicates that internet service is strongly related to the utilization of resources in Federal University Libraries in South-South, Nigeria. However, the result showed that the relationship between internet services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria is statistically significant at 0.05 level of significance. This result is in agreement with Suleiman and Joshua (2019) that there is a strong relationship between internet services and utilization of library resources among academic staff in tertiary institutions in Adamawa State. This finding is supported by Luqan and Chinu (2019) that there is a positive relationship between availability of internet services and utilization of library resources and services at the Federal University Library Otuoke in Bayelsa State.

The result of research question three and hypothesis three indicated that there is moderate positive relationship between reprographic services and utilization of resources by undergraduates' in Federal University Libraries in South-South, Nigeria. The positive relationship between reprographic services and utilization of resources among undergraduates in Federal Universities reveals that undergraduates who scored highly in reprographic services also had high scores in the utilization of resources and vice versa. In other words, undergraduates who indicated they have reprographic services provided for them also had high scores in the utilization of resources in Federal University Libraries in South-South, Nigeria. This result is probably because reprographic services make library resources available in multiple copies by photocopying, duplication and mimeographing. Reprographic services save the time of library users and reduces the possibility of stealing library materials. However, the result showed that the relationship between reprographic services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria statistically significant at 0.05 level of significance. This result is supported by Urhiewhu (2015) that there is positive and significant relationship between the availability of reprographic services and the utilization of resources by students in university libraries in Delta and Edo States of the South-South, Nigeria.

The result of research question four and hypothesis four showed that there is moderate positive relationship between current awareness services and undergraduates' utilization of resources in Federal University Libraries in the South-South, Nigeria. The positive relationship between current awareness services and utilization of resources among undergraduates in Federal University Libraries in South-South, Nigeria showed that undergraduates who scored highly in current awareness services also had high scores in the utilization of resources and vice versa. In other words, undergraduates who indicated that current awareness services is provided for them also had high scores in the utilization of resources in Federal University Libraries in South-South, Nigeria. This result may be due to the fact that current awareness services enable library users to be informed about developments in tier various fields of knowledge or draw the attention of users to relevant and latest resources brought into the library. This may be done through telephone calls, display of periodicals etc. This result is in agreement with Echem and Udo-Anyanwu (2018) that there is significant relationship between current awareness among students in the university of Benin library in Edo State. This result is supported by Mohammed (2018) that there is positive and significant relationship between current awareness services and library users' utilization of resources in the University of Maiduguri.

## **Conclusion**

Library services in academic libraries are very important for the quality of teaching and learning in the tertiary institutions, particularly in university libraries. The provision of different library services may determine the utilization of library resources. Based on the findings of the study, the researcher concluded that there is strong and significant relationship between provision of library services and the utilization of library resources by undergraduates in federal university libraries in the South-South, Nigeria. In other

words, provision of library services such as circulation services, reference services, abstracting services, user education services, internet services, reprographic services and current awareness services relates significantly to the utilization of library resources by undergraduates in Federal University Libraries in South-South, Nigeria.

### **Recommendations**

Based on the results of the study, the researcher recommended following:

1. Library facilities and equipment that would enhance efficient library service delivery should be provided in Federal University Libraries, South-South geo-political region of Nigeria by the university management.
2. Library staff in Federal University libraries in South-South geo-political region of Nigeria should be well motivated through office promotions and given their raise as at when due to promote efficient service delivery. This will no doubt enhance effective utilization of library resources.

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