INFORMATION SEEKING BEHAVIOUR OF LIBRARY PATRONS IN ACADEMIC LIBRARIES IN KADUNA STATE, NIGERIA

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ABSTRACT

The paper examined the problems of information seeking behavior of library patrons in academic libraries in Kaduna, Nigeria. Three research questions, three objectives and one hypothesis formed the basis of the study. The study was based on descriptive design and the population consisted of visitors from both studies. A multistage cluster random sampling method was used to determine the sample and the Yamane's formula to determine the sample size of 782 persons for both institutions. The tool used for the study was a structured questionnaire. Of the 782 copies of the questionnaires distributed, 700 were recovered and analyzed for the study. Pre-test was conducted and was further subjected to reliability coefficient (split-half). The data were subjected to frequency counts, percentages and PPMC was employed to test the hypothesis. The study found that the level of awareness of library resources in both universities has improved significantly by providing adequate information about the services provided to respondents, and that they were more familiar with books / e-books, electronic journal/journals, newspaper and media resources etc. It concluded that library patrons do not use services such as CAS, DBS, indexing services, FTP, etc. because of their limited knowledge. It recommended by encouraging the libraries of both institutions be equipped and updated with up-to-date resources and information to meet the needs of the libraries of the twenty-first era.

Keywords: Academic libraries, Information, Information seeking Behaviour, Kaduna State, Library Patrons & Problems.

1. Introduction

The need to be enlightened and knowledgeable by library patrons leads to "identify and seek for information"[1]. However, libraries around the world have been committed from the outset to support and serve their patrons diligently [2]. In 1876, Samuel Green wrote to encourage librarians to "freely mix with library patrons and help them in every way possible."[3]. As a result, it seems that in the middle of the twentieth

century, the great Indian librarian, S.R Ranganathan, proclaimed his five librarianship laws, which were targeted to library patrons: these five laws are;

- ✓ Books are for use
- ✓ Every reader, his book
- ✓ Every book its reader
- ✓ Save the time of the reader
- ✓ The library is a growing organism [4].

Therefore, the effectiveness and efficiency of academic library can be seen not only in their collections, but also in the services they provide to their users. They have realized that various users need different types of information and that they cannot be beaten or exploited like animals. For libraries to be valuable; they cannot ignore users and their information needs [5]. [6] suggests that library users are without doubt the most important when they are in the composition of a library. [7] supports this idea and believes that the library services are primarily focused on the library user. In fact, Aina (2004) in [8] opined that library users are considered as all persons using the services provided by the library. The term covers many terms such as customers, clienteles, users of information, information seekers, patrons, readers, etc. [9] considers library patrons as all those who make the most of the services rendered in the library. Academic libraries are libraries created in an academic setting such as polytechnics, universities, colleges of education etc. Its core task is to provide resources and information services to attain the overall objectives of the global education and research program Ma'arouf and Muhammad (2015) in [10].

1.1   Brief History of Ahmadu Bello University, Zaria Nigeria

Ahmadu Bello University is one of the prestigious universities in northern Nigeria in Zaria. It was created in 1962. It belongs to First Generation University as well as University of Ibadan, University of Lagos, university of Ife, Ife-Ife and Obafemi Awolowo University. It started at the time with a few faculties, but today, A.B.U has 16 faculties with more than 90 departments. It has more than 1400 academic staff, including 6000 non lecturers and over 40,000 students. It has over 7 centre of excellence, a university medical centre, teaching hospital and many agricultural research institutes [11].

1.2   Brief History of Kaduna State University

KASU was founded on May 21, 2004 under Law No. 3 (Three) of the University. This announcement was made because of the clear need to promote higher education in the 2014-2015 Annual report KASU.124. As a result, two sites were approved in Kaduna and Kafanchan. The institution currently has seven faculties, thirty-seven (37) departments and twenty-nine (29) established programs. In addition, the institution maintains core programs and remedial programs, including art and science, in both universities. The school has a strong and qualified graduate school, which started its training activities by 2014/2015 session [12].

1.3   Statement of the problem

The problem of information seeking is essential to help library users access and use library resources and services to obtain the information required [13]. However, knowing the behavior of retrieving or seeking information, allows library patrons to use the library effectively and efficiently without difficulty, but it appears that many patrons do not seem to be using the library to seek information they require, this necessitated one to ask whether it was due to lack of awareness and utilization of library resources/services, lack of network problem and lack of assistance of library staff to library patrons.

Therefore, this study intends to investigate the problems of Information seeking behaviour of library patrons in Ahmadu Bello University, Zaria and Kaduna State University, with the keenness to tackle and bridge any gap that exist among library patrons of these respected institutions.

1.4   Research Questions

1.   What is the level of awareness of library resources by library patrons in A.B.U, Zaria and KASU?

2.   What is the extent of utilization of library services by the library patrons in A.B.U, Zaria and KASU?

3.   What are the problems library patrons encounter in Information Seeking in A.B.U, Zaria and KASU?

1.5   Objectives

1.   To establish the level of awareness of library resources by the library patrons in A.B.U, Zaria and KASU.

2.   To establish the extent of utilization of library services by the library patrons in A.B.U, Zaria and KASU.

3.   To discover the problem encountered by library patrons in A.B.U Zaria and Kaduna State university.

1.6   Hypothesis

1.   **HO1:**   Awareness' does not have significant relationship with the utilization of library services by library patrons in Ahmadu Bello University, Zaria and Kaduna State University.

1.7   Literature Review

A study carried out by Velmurugan, Sivakumaren et al.; & Fabunmi [14],[15],[16], showed that knowledge and the use of library resources were very important for the survival of the library. The results also showed that respondents were familiar with library resources. In another related study, Harris et al. (1991) in [17] and Nwogu et al. (2003) in [18], admitted why library users do not know or not only know the resources and services available in the library; they are not interested in acquiring knowledge in the library, but also because you do not have the right to use enough information about available resources and services. [19] is look into the awareness and use of library resources and services at Usama University, Hyderabad. The results confirmed that the majority of users investigated considered this library to be an adequate resource. He also stressed that most respondents were very satisfied with the volume of library resources. Finally, the results showed that participants in technical studies use the university library more than anyone else on this subject. A study conducted by [20] in Obafemi Awolowo, Ile-Ife, Nigeria, on the awareness and use of the OPAC found that

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most students were familiar with using OPAC. The study found that most students use the manual catalog more frequently than the OPAC in general to access library resources. Studies conducted by [21] showed that library users use library services such as photocopies, bibliographic / reference services, book display services, and general catalog on the Internet. Anyaoku et al. [22], showed that Internet research and the use of medical students at Nnamdi Azikiwe University of Nigeria showed that most medical students 117 (72.7%) had computers to help them when seeking for information on Internet. The study found that most smartphones obtained by respondents were used almost daily to access information online. However, [23] studied the barriers to finding information for high school students in Ado-Ekiti, Nigeria. Results showed that there were no efficient school librarians at the school and that the time of the library students' visit was "free time". However, many obstacles have been identified, including: lack of organisation of the library, the problem of identifying information resources for students and deficiencies in ICT tools. Relevant studies conducted by [24] at the Unnamalai Institute of Technology in Tamil Nadu on the use of OPAC by students and faculty members examined the scope of use of OPAC and technical hitches faced by students and faculty members in the institution. The results showed that skilfulness and support for information retrieval were very high among the respondents 50(38.46%). It was also found that 36 (24.62%) reported that their skills and support were very good: 21 (16.15%), 19 (14.62%) and 8 (6.15%) responded that their skills and support were good; In addition, a slow response rate was also studies. Another related study by [25] revealed that a major problem for most library users is the non helping hand on the part of the library staff to their patrons. [26] also noted in his study that the main problem faced by respondents was the low rate of Internet access. Similarly, the study conducted by Yusuf (2005) and Ofodu (2007) in [27] revealed that access to and use of the slow Internet in the library was also a major problem. Another related study found that some of the problems or reasons for improper use of the OPAC for the library are: power supply failures and network faults.

2. Methodology

The research design used for the study was a descriptive research. It was adopted as it seeks to provide detailed information on the problems of information seeking behaviour of library patrons in academic libraries in Kaduna State, Nigeria by describing the current state of events. This design was considered appropriate since; it does not entail manipulation of the variables. The population consisted patrons of libraries which consists of faculty members and students in both institutions. The tools used for this study were questionnaires and observation. Pre-study was conducted at Kano State University of Science and Technology, Wudil Nigeria. A multistage cluster random sampling method, as well as a Yamane's formula was used to determine the sample size. A total of 782 questionnaires were given out to participants in the study and 700 questionnaires were returned. The reliability (split-half) was used using alpha-cronbach to calculate reliability coefficients and an average of 0.78 was obtained. The data was analyzed by the use of descriptive and inferential statistics using frequency and percentages. PPMC was used to test the hypothesis using the SPSS version 23.0 window. It was tested at an alpha level of 0.05.

Table 1:   Awareness of Library Resources

Sn	Awareness of library resources	ABU				KASU				Total			
		Aware		Not aware		Aware		Not aware		Aware		Not aware	
		Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%
1	Media resources	192	53.9	164	46.1	200	58.1	144	41.9	392	56.0	308	44.0
2	Books/ E-books	268	75.3	88	24.7	256	74.4	88	25.6	524	74.9	176	25.1
3	Database/Online	228	64.0	128	36.0	168	48.8	176	51.2	396	56.6	304	43.4
4	Journal/E-journal	176	49.4	180	50.6	256	74.4	88	25.6	432	61.7	268	38.3
5	Internet Website	284	79.8	72	20.2	208	60.5	136	39.5	492	70.3	208	29.7
6	E-research report	96	27.0	260	73.0	136	39.5	208	60.5	232	33.1	468	66.9
7	CD-ROM	68	19.1	288	80.9	72	20.9	272	79.1	140	20.0	560	80.0
8	Abstracting & Indexing	124	34.8	232	65.2	104	30.2	240	69.8	228	32.6	472	67.4
9	Online Public Access Catalogue	160	44.9	196	55.1	144	41.9	200	58.1	304	43.4	396	56.6
10	Search Engines	172	48.3	184	51.7	136	39.5	208	60.5	308	44.0	392	56.0

Source: Field Survey, 2017

TABLE 1 showed that it is evidently clear that a larger percentage of responses indicated that they are very much aware of library resources, such as Media Resources 392(56.6%), Books/E-books 524(74.9%), Databases/Online 396(56.6%), Journal/E-journal 432(61.7%) and Internet Website 492(70.3%). This study tallies with the findings of [28],[29],[30] which indicated that awareness and utilization of library resources is very important for the survival of any library and the finding revealed that the respondents' were much aware of the resources in the library. This is associated to the availability of computer hardware and software, databases and internet facilities provided in the respective libraries which expose the students to these resources. Therefore, it was glaring that a bigger proportion of the respondents were very much aware of resources in the both university. However, the study also revealed respondents who were not aware with the library resources, such as E-report 468(66.9%), CD-ROM 560(80.0%), Abstracting & Indexing 472(67.4%), OPAC 396(56.6%) Search engines 392(80.0%). The results were similar to those conducted by Harris et al.(1991) in [31], who admitted that the reason why library users are not familiar or aware with the resources and services available in the library is not only because; they are not interested in acquiring knowledge in the library but also because; they don't have right to use sufficient information on the resources and services available. This finding also agrees with those conducted by Nwogu et al.(2003) in [32].

Table 2:   Utilization of Services Provided by the Library Patrons

S n	Utilization of services provided by the library patrons	ABU				KASU				Total			
		Utilized		Not Utilized		Utilized		Not Utilized		Utilized		Not Utilized	
		Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%
1	Photocopying services	248	69.7	108	30.3	128	37.2	216	62.8	376	53.7	324	46.3
2	Bibliographic/Reference services	240	67.4	116	32.6	248	72.1	96	27.9	488	69.7	212	30.3
3	Book Display services	300	84.3	56	15.7	232	67.4	112	32.6	532	76.0	168	24.0
4	Current Awareness Services	152	42.7	204	57.3	168	48.8	176	51.2	320	45.7	380	54.3
5	Display Board services	188	52.8	168	47.2	160	46.5	184	53.5	348	49.7	352	50.3
6	Abstracting &Indexing services	120	33.7	236	66.3	152	44.2	192	55.8	272	38.9	428	61.1
7	File Transfer Protocol	80	22.5	276	77.5	128	37.2	216	62.8	208	29.7	492	70.3
8	Online Public Access Catalogue/ Internet Services	240	67.4	116	32.6	168	48.8	176	51.2	408	58.3	292	41.7

Source: Field Survey, 2017

As shown in TABLE 2 above, it is clear that a large proportion of respondents (376(53.7%), 488(69.7%), 532(76.0%) and 408(58.3%) of the responses showed that the users of library generally utilize services such as Phocopying, Bibliographic/Reference Services, Book Display Services and Online Public access Catalogue. This finding tallies with the study conducted by [33].

In the same way, the answers from both universities referred to services that were not utilized by the respondents: such as Current Awareness Services 380(54.3%), Display Board Services 352(50.3%), Abstracting & Indexing Services, 428(61.1%) and File transfer Protocol 492(70.3%) respectively. This implies that the most of the respondents who visit the library make use of only a few services. This may also be attributed to the inadequate knowledge on the part of the respondents towards making use of the services effectively.

Table 3.   Problems Encountered by Library Patrons

Sn	Problems	ABU				KASU				Total			
		Yes		No		Yes		No		Yes		No	
		Freq.	%	Freq	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%
1	Lack of technical expertise to operate electronics	100	28.1	256	71.9	144	41.9	200	58.1	244	34.9	456	65.1
2	Poor searching skills	160	44.9	196	55.1	136	39.5	208	60.5	296	42.3	404	57.7
3	Lack of assistance from library staff/competent librarian	176	49.4	180	50.6	200	58.1	144	41.9	376	53.7	324	46.3
4	Network problem	184	51.7	172	48.3	256	74.4	88	25.6	440	62.9	260	37.1
5	Shortage of computer hardware and software	116	32.6	240	67.4	136	39.5	208	60.5	252	36.0	448	64.0
6	Lack of awareness of the existence of the information resources	172	48.3	184	51.7	136	39.5	208	60.5	308	44.0	392	56.0
7	Lack of internet facilities	72	20.2	284	79.8	112	32.6	232	67.4	184	26.3	516	73.7
8	Poor power outage	96	27.0	260	73.0	136	39.5	208	60.5	232	33.1	468	66.9

Source: *Field Survey, 2017*

TABLE 3 above showed the problems that are perculiar among library users in seeking information at the two studied Institutions. Results revealed that a higher percentage of responses indicated that lack of assistance from library staff 376(53.7%) and network problems 440(62.6%) were the main problems identified by the respondents in seekin for information. This finding is also in agreement with the finding of [34] which revealed that a lot of library staff do not help students when they actually need their assistance. Furthermore, Lack of technical experience to operate the electronics 456 (65.1%), Poor search skills 404 (57.7%), shortage of computer hardware and software 448(64.0%), Lack of Awareness of the existence of information resources 392(56.0%), Lack of Internet facilities 516(73.7%) and Poor power outage 468(66.9%) were not considered as problems encountered by the respodents in the both institutions under study. This study corroborate with the finding of [35], who affirmed that the main problem that respondents faced was low speed of Internet access. This study is also in support with the finding of Amekuede(2005) in [36], who posits that problems of funding, electricity supply and Internet connectivity are the factors that respondents face. Similarly, the study by Yusuf (2005) and Ofodu (2007) in [37] revealed that access and use of slow Internet access in the library was also a major problem.

Null hypothesis HO3: Awareness does not have significant relationship with the utilization of library services by library users' in A.B.U, Zaria and KASU.

Table 4: Correlation between Users' Awareness and Utilization of library services in the two Universities.

Statistics	ABU	KASU	Combined
Pearson Correlation	.203**	.518**	.359**
Sig. (2-tailed)	.000	.000	.000
N	356	344	700

**. Correlation is significant at the 0.01 level (2-tailed).

The hypothesis was tested by relating the level of utilization of library services with the awareness level of the users' on the available resources in the library. The awareness was computed from the expressed level obtained in the examination of the second and third objectives above. Pearson Product Moment Correlation was used for the test. The outcome of the test which was carried out independently for the different universities and the combined is summarized above.

The outcome shows that users' awareness on the available resources in the library was significantly correlated with their utilization of the services in the libraries and in the combined institutions. The result also shows that, there is low positive significant relationship between users' awareness and utilization of library resources. The observed correlation coefficients (r) are 0.203 for the correlation between two variables in ABU, 0.518 for KASU and 0.359 for the combined universities respectively. The observed P-values are 0.00 (P < 0.05) obtained at 354 degree of freedom for ABU, 342 for KASU and 688 for the combined universities respectively. These are clear indications that there is an ample fact to reject the

null hypothesis. The null hypothesis that awareness does not have significant correlation with the utilization of resources by library users' in A.B.U, Zaria and KASU is therefore rejected.

3. Summary

Based on the findings; It was noted that the knowledge of library resources at both universities had developed significantly, providing adequate information on services provided to respondents and that respondents were more familiar with books / e-books, electronic journal/journals, newspaper and media resources etc. The patrons were found to be largely satisfied with the use of library services such as the OPAC / Internet, book display services, reference services and Display board services. Finally, unqualified professional librarians and network failures were found to be major issues for patrons of these strategic institutions.

4. Conclusion

It is evident that all library services would not be used judiciously if these services are not designed to be reasonably used by users. The study found that library users were more interested in using resources such as media resources, books / e-books, journal /e-journals, etc. This was because of sufficient awareness made. Similarly, services such as CAS, DBS, Abstracting & indexing Services, File Transfer Protocol, etc. were not used by the patrons because of their limited knowledge. The study also found that lack of support from library

staff and the problem of the network was the main obstacle for library patrons. This situation can be exploited if appropriate actions are taken in this regard. As a result, the hypothesis test concluded that users' awareness of resources available in the library was largely correlated with their use of services in libraries and in two institutions.

5. Recommendations

1. The libraries of both institutions should be well equipped with current resources to meet the needs of the 21st century library. This is essential and would help provide a positive approach for staff of both universities.

2. The Library should focus more on the awareness of library services in each section or corner of the library. This helps and improves the user's search for information.

3. In case of hiring library staff, a comprehensive survey should be conducted to determine their qualifications, skills and abilities.

4. Management / stakeholders in both universities should boost bandwidth by increasing the speed of Internet services. The Internet should also be available at different areas of both libraries.

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