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ASSESSMENT OF THE USE OF LIBRARY RESOURCES BY UNDERGRADUATE STUDENTS OF AMBROSE ALLI UNIVERSITY (AAU), EKPOMA, EDO STATE, NIGERIA

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ABSTRACT

This study investigate Assessment of Use of Library Resources by Undergraduates Students in Ambrose Alli University, Ekpoma, Edo State the descriptive research designed was adopted for this study using 71 items self –structured questionnaire to collect data with the population of 8459 registered library users of Ambrose Alli University, Ekpoma. These users are students of all faculties and departments in the institution. in selecting the respondents, the accidental sampling technique was use, . The sample size was determined as calculated using 2024 Question Pro Survey Software. The sample size is 389 registered library users. Five research questions was formulated to guide the study. A reliability coefficient index of 0.84 was obtained from the instrument using Cronbach's Alpha Guttman split-half. The result was analyzed with the aid of Statistical Package for Social Science (SPSS) 23.0. The study concluded that library resources are available for the undergraduate students' utilization, the highest extent of resources commonly utilized were the e-resources, that out of the numerous resources listed, E-journals had the most level of satisfaction in the use of library resources. And the librarians should organize seminars, workshop and trainings regularly for undergraduate students' to keep them updated for new trends in the library

Keywords: Assessment, Library Resources, Undergraduates, University, AAU, Strategies, Ambrose Alli University, Utilization.

INTRODUCTION

University libraries are established to meet the information needs of the university communities of which undergraduates constitute a significant portion. Libraries are established to collect, categorize, and provide access to a vast array of information resources, catering to the diverse needs of their users. By serving as hubs for knowledge and information, libraries play a vital role in supporting education, research, and community development. Libraries are therefore saddled with the responsibilities of providing the required information for library users regardless of age and race. According to Fakunle, Bakare, and Adeyeye (2022), modern libraries serve as powerhouses of information, storing, generating, and transferring knowledge to meet the evolving needs of users. The primary objective of a university library is to support the institution's academic programs by providing relevant information to address the growing demands of students and academic staff. Julien (2018) emphasizes the vital role university libraries play in facilitating academic work and student productivity, asserting that a university's success hinges on the presence of a well-functioning library. Libraries preserve knowledge from the past and present, making it accessible for future generations and contributing to universal development.

As Syahputra (2016) notes, libraries offer more than just book storage; they provide proactive services, including inquiry assistance, bibliographic guidance, library instruction, inter-library loans, photocopying, and computer facilities. This study, "Assessment of Use of Library Resources by Undergraduate Students in Ambrose Alli University, Ekpoma, Edo State," investigates the extent to which undergraduate students utilize library resources and services. The Federal Government of Nigeria's National Policy on Education (2014) highlights the importance of well-stocked libraries in higher education institutions. In response, university libraries acquire diverse information resources in print and non-print media, including books, journals, e-resources, and audio-visual materials, to support teaching, learning, and research.

The official website (<https://aauekpoma.edu.ng/library/about-the-library/>) of Ambrose Alli University (2024), the library was established in 1982, and became fully operational in 1983. The library started with a book stock of 36,509 volumes (comprising 30,818 books, and 5,691 government documents) and 369 journal titles. https://en.wikipedia.org/wiki/Ambrose_Alli_University_Libr

ary/. As of 2021, the library has a holding of more than 223,870 volumes of books, 102,099 journals, magazines, thesis/dissertations, government and special collections. The library system currently comprises the main library and several outreach libraries. <https://aauekpoma.edu.ng/library/about-the-library/>. The library operates a hybrid library system as it provides print and non-print information resources. <https://aauekpoma.edu.ng/library/about-the-library/> The library's objectives include providing information in support of the learning process, research and advanced study by faculty members and researchers, personal self-development, meeting the information needs of Edo State in particular and Nigeria in general, and cooperation with other libraries with a view to developing a network of academic library resources which are at the disposal of staff and students (<https://aauekpoma.edu.ng/library/about-the-library/>).

Despite the availability of library resources and services, many undergraduates in AAU face challenges in utilizing these resources and services. These challenges include inadequate library facilities, inadequate library staff, inadequate library budget, inadequate library collections, inadequate library access, inadequate library training, and inadequate library awareness. These challenges hinder students' access to library resources and services.

This research work aims to investigate the extent to which undergraduates in AAU utilize library resources and services, identify the challenges that hinder students' utilization of library resources and services, and recommend strategies to improve students' utilization of library resources and services. The research work also aims to contribute to the literature on library utilization by undergraduates and provide insights into the role of libraries in supporting students' academic success.

Statement of the Problem

Meaningful academic success can only be achieved when there is a functional library with adequate information resources that are well utilized. In tertiary institutions, students constitute the largest demographic within the academic community and are anticipated to be primary users of the academic library. This study seeks to explore the extent to which undergraduate students at Ambrose Alli University (AAU) utilize library resources and services, identify the barriers that limit their usage, and propose strategies to enhance their engagement with

library resources and services. Additionally, this research aims to contribute to the existing body of literature on library utilization by undergraduates, providing valuable insights into the pivotal role libraries play in supporting students' academic achievement and success. The study will also contribute to the body of knowledge on library utilization by undergraduates and provide insights into the role of libraries in supporting students' academic success.

The objectives of this study

The objectives of this study are aimed at addressing the research problem and providing practical solutions to improve students' Assessment of Use of Library Resources by Undergraduates Students in Ambrose Alli University, Ekpoma, Edo state.

1. To find out the resources available for the undergraduate students utilization in the library
2. To examine the extent of use of the library resources by undergraduate students.
3. To find out the level of undergraduate students satisfaction in the use of library resources.
4. To identify the challenges that faces undergraduate students' use of library resources.
5. To examine the strategies to improve on the ' use of library resources.

Literature Review

Resources and Services available for utilization in the library

Academic libraries have a traditional responsibility to provide access to high-quality, up-to-date information resources in various formats (print, non-print, ICT) to support teaching, learning, and research. The advent of digital resources has necessitated innovative approaches to information delivery. Effective libraries must formulate policies to maintain resource availability during periods of scarcity or delay (Smith, 2016). The adequacy of library resources and services to support learner needs and the university curriculum is crucial (Buhari, 2016). It is worth noting that the electronic information resources have come to stay. Obande BO, Osakwe J, Ujakpa M M. (2020).

Library services facilitate academic excellence and personal development by providing access to electronic resources, lending services, interlibrary loans, document delivery, user education, and information literacy programs (Oyedipe et al., 2018). Anticipating user needs and demonstrating results is essential for libraries to remain relevant (Kiriri, 2018). Users' value of library services is a critical measure of their importance and

usefulness. Library information resources, including print and electronic materials, are vital for efficient library functioning. Academic libraries play a fundamental role in tertiary institutions, improving learning and knowledge dissemination by providing timely information to meet university and community needs (Maxwell, 2018).

Use of the library resources and services

Adequate provision and usage of library resources and services are the centre piece around which library functions revolve. Access and optimal use of information resources and services therefore become imperative for library users. Mashayabo (2017), notes that the utilization of library resources is an ingredient that led to success in an academic pursuit. Mashayabo adds that use as an activity is still the most valid majors of any item of worth to a library or information system. Access to quality library resources and services provided by academic libraries presupposed that library users would made effective use of the various library resources and services to attain qualitative learning as well as academic and research excellence. Research by Barfi, Afful-Athur, and Agyapong (2017) highlights the significance of library resource availability in creating an enabling environment for utilization, which in turn supports teaching and learning. Ilori (2019) emphasizes that availability is the primary determinant of information resource use, surpassing all other factors. A study by Jamogha, Jamogha, and Godwin (2019) found that undergraduates' use of library information resources was low, except for monographs/textbooks and reference materials. Similarly, Salubi Ezra and Nekhwevh's (2018) study reveals that most Generation Z students rarely or never use e-journals and library databases.

In contrast, Mani et al.'s (2019) study on e-resource usage among Manonmaniam Sundaranar University students shows that 78.3% of respondents were aware of and utilized e-resources, with 63% using them 2-3 times a week. The study highlights the importance of libraries in facilitating e-resource usage and suggests providing training to overcome constraints such as lack of training (39% of respondents). The study concludes that libraries play a crucial role in promoting e-resource usage and recommends training to enhance effective usage.

Challenges that faces use of library resources and services

Studies have identified various challenges hindering the effective utilization of library resources. Uzogbu et al. (2012) reported that unavailability of resources (42%), power failure (27%), and disorganized materials (17%) were the top challenges. Mamo and Amidu (2016) found that lack of current information resources and improper shelving were major factors. Olajide and Otunla (2015) noted that lack of time was the primary challenge. Barfi et al. (2018) identified non-involvement of lecturers in book selection, few up-to-date materials, poor library instruction, and unavailability of automatic generators as significant hindrances. Aniogbolu and Okpousung-Nina (2020) highlighted lack of adequate information infrastructure and power outages as major problems. Onye (2016) emphasized the importance of information literacy in utilizing library resources effectively. Their study found that textbooks (100%), computers (84%), internet (46.1%), and films (13.2%) were available in the library.

Olajide and Adio (2017) found that library resources like abstracts, indexes, yearbooks, and atlases were neither satisfactory nor readily available. Ebijuwu (2018) identified lack of knowledge of search techniques, insufficient user training, lack of awareness, delay in downloading, and constant power failure as major constraints to electronic resource use. Similarly, Mozeh and Ubwa (2017) reported that textbooks (82.72%) and dissertations (99%) were highly rated but faced challenges in utilization. In the same study challenges identified were lack of orientation, poor state of library, poor reading environment, and inadequate function of ICT among others.

Strategies to improve on the' use of library resources and services

Adebayo, & Adeyemo, (2021), provides a review of the literature on information literacy skills among undergraduate students in Nigerian universities. The authors discuss the importance of information literacy skills for successful project writing and highlight the challenges that undergraduates face in developing these skills. They also provide recommendations for improving information literacy skills through library orientation programs and workshops. Al-Ajmi & Al-Bahar (2020), stated in a systematic review of the literature on the role of library services in supporting undergraduate students'

research skills. The authors discuss the importance of library services for successful project writing and highlight the factors that contribute to effective library service utilization by undergraduates. They also provide recommendations for improving library services to support undergraduate students' research skills.

In an article of Al-Mahrooqi & Al-Mahrooqi (2021), wrote on the impact of library orientation programs on undergraduate students' information literacy skills. The authors discuss the importance of library orientation programs for improving undergraduates' library resource utilization skills and highlight the factors that contribute to the effectiveness of library orientation programs. They also provide recommendations for improving library orientation programs to support undergraduate students' information literacy skills. The authors Al-Mohannadi & Al-Mohannadi, (2021) provides a systematic review of the literature on the role of library staff in facilitating undergraduate students' library resource utilization skills. The authors discuss the importance of library staff in supporting undergraduate students' library resource utilization skills and highlight the factors that contribute to the effectiveness of library staff in facilitating undergraduate students' library resource utilization skills. They also provide recommendations for improving library staff's role in facilitating undergraduate students' library resource utilization skills. Aniogbolu and Okoh (2017) note that information literacy is the adoption of appropriate information behaviour to identify, through whatever channel or medium, information well fitted to information needs, leading to wise and ethical use of information in society.

Aniogbolu and Okoh (2017) define information literacy as the ability to adopt appropriate information behavior to identify and utilize relevant information from various channels or mediums, leading to wise and ethical information use in society. Al-Mudhaffar and Al-Mudhaffar (2021) investigated the impact of library resources and services on undergraduate students' academic performance. They emphasized the importance of library resources and services for academic success and identified factors contributing to their effectiveness. The authors also provided recommendations to enhance library resources and services for undergraduate students. To overcome financial challenges, librarians must possess good money management skills to ensure adequate funding and affordable access to information resources, particularly digital and online resources. Uriel (2016) found that students' internet usage highlights the

need for libraries to increase technology and digital information resources, improving availability and accessibility beyond print formats.

Methodology

This study employed a descriptive survey design. The population of this study is Eight thousand four hundred and fifty-nine (8459) library registered users of Ambrose Alli University, Ekpoma. These users are students of all faculties and departments in the institution. The sample for the study was accidental sampling technique. The sample size was determined as calculated using 2024 QuestionPro Survey Software at confidence level of 95% and margin of error at 5% and the population is 8549 registered users. The sample size is 389 registered users, questionnaire was the instrument used for the collection of data for this research, the Statistical Package for Social Science (SPSS) version 23.0 was use to generate frequency counts, simple percentages, mean and standard deviation.

Results Analysis and Discussion

Table 1: Questionnaire Response

Number of Questionnaire Administered	Number of Questionnaire Returned	Percentage of Questionnaire Returned
389	347	89%

A total of 389 copies of the questionnaire were distributed and 347 (89%) copies were returned. The response rate of (89%) is considered adequate for the study. This is because according to Dulle, Minish-Majanja and Cloete (2010) the standard and acceptable response rate for most studies is 60% which also relate to Dovetail.com (2023) who opined that a good survey response rate typically ranges between 5% and 25%, depending on industry norms. Anything .from 25% to 60% is also acceptable for in-person surveys, which usually attract a larger number of responses

Table 2: Demographic Information of the Respondents

Gender	Frequency	Percent
MALE	150	43.2
FEMALE	197	56.8
Total	347	100.0

Research Question One: What are the resources available for the undergraduate students’ utilization in the library?

Table 3: resources available for the undergraduate students’ utilization in the library

Table 3 presents responses of resources available for the undergraduate students’ utilization in the library. The aggregate mean of 2.50 which is equal to the criterion mean of 2.50 shows that resources are available for the undergraduate students utilization. With regard to students’ response on the question resources available for the undergraduate students’ utilization in the library, the most available for utilization were textbooks in print format with the mean of (3.32), e-books (3.20), online databases (3.53), and e-journals (3.95) respectively. Thus, it can be concluded that there are resources available for students’ utilization.

Research Question Two: What is the extent of use of the library resources by undergraduate students?

Table 4 shows that with an aggregate mean of 2.55 which is more than the criterion mean of 2.50, it can be deduced that extent of use of the library resources by undergraduate students is high especially with textbooks in print format, e-books, online databases and e-journals which were very highly above the criterion mean with their mean above. However, the highest extent of resources commonly utilized were the e-resources. This may not be far fetch that respondents at the tip of their fingers can access the e-resources.

Table 5 shows that the students’ are satisfied in the use of library resources considering that the aggregate mean of 2.71 is greater than the criterion mean of 2.50. It is evident that out of the numerous resources listed above, E-journals (3.87) has the most level of satisfaction followed by online Database (3.86), E-books (3.83), etc. while CD-ROMs and the Card Catalog were the least in the level of satisfaction in the use of library resources.

Table 3: Resources available for the undergraduate students' utilization in the library

resources available for the undergraduate	VHA %	HA %	OA %	NA %	mean	SD
Textbook (in print format)	233(67%)	16(5%)	76(22%)	22(6%)	3.32	1.02
Card Catalogue	4(1%)	5(1%)	117(34%)	221(64%)	1.40	.58
Reference Materials	27(8%)	134(39%)	180(52%)	6(2%)	2.53	.66
E-Book	7(2%)	8(2%)	240(69%)	92(27%)	3.20	.57
Newspapers	95(29%)	121(35%)	20(6%)	111(32%)	2.58	1.20
Journals (in print format)	5(1%)	6(2%)	133(38%)	203(59%)	1.50	.61
Online Databases	202(58%)	133(38%)	7(2%)	5(1%)	3.53	.61
Theses and dissertations	8(2%)	201(58%)	132(58%)	6(2%)	2.61	.56
CD-ROM	0	0	0	347(100%)	1.00	.00
E-Journals	334(96%)	3(1%)	6(2%)	3(1%)	3.93	.39
Videos	100(29%)	122(35%)	2(6%)	123(35%)	2.57	1.24
Online Public Access Catalogue (OPAC)	10(3%)	9(3%)	217(63%)	111(32%)	1.80	.64
Audio-Visual (YouTube)	111(32%)	39(11%)	114(33%)	83(%)	2.51	1.20
Total Mean					2.50	
Aggregate Mean/SD					2.50	
Criterion Mean					2.50	

Table 4: Extent of use of the library resources

extent of use of the library resources	VHE %	HE %	LE %	VLE %	Mean	SD
Textbook (in print format)	247(71%)	5(1%)	93(27%)	2(1%)	3.43	.90
Card Catalogue	3(1%)	5(1%)	94(27%)	245(71%)	1.34	.55
Reference Materials	133(38%)	210(61%)	2(1%)	2(1%)	3.37	.52
E-Book	224(66%)	115(31%)	5(1%)	3(1%)	3.61	.56
Newspapers	94(27%)	136(39%)	117(34%)	0	2.93	.78
Journals (in print format)	224(65%)	116(33%)	4(1%)	3(1%)	3.62	.56
Online Databases	230(66%)	117(34)	0	0	3.66	.47
Theses and dissertations	204(59%)	5(1%)	4(1%)	134(39%)	2.80	1.45
CD-ROM	0	0	0	347(100%)	1.00	.00
E-Journals	224(65%)	113(33%)	6(2%)	4(1%)	3.61	.59
Videos	100(29%)	122(35%)	2(6%)	123(35%)	2.93	.78
Online Public Access Catalogue (OPAC)	249(72%)	93(27%)	3(1%)	2(1%)	1.30	.51
Audio-Visual (YouTube)	210(61%)	1(0%)	134(39%)	2(1%)	3.21	.98
Total Mean					2.55	

Research Question Three: What is the level of undergraduate students' satisfaction in the use of library resources?

Table 5: level of undergraduate students' satisfaction in the use of library resources

level satisfaction in the use of library resources	VHA	HA	OA	NA	Mean	SD
	%	%	%	%		
Textbook (in print format)	242(70%)	6(2%)	94(27%)	5(1%)	3.40	.93
Card Catalogue	14(4%)	14(4%)	10(3%)	309(89%)	1.23	.71
Reference Materials	19(6%)	304(86%)	12(4%)	6(3%)	2.97	.44
E-Book	312(90%)	17(5%)	13(9%)	5(1%)	3.83	.55
Newspapers	90(26%)	5(1%)	135(39%)	117(34%)	2.20	1.16
Journals (in print format)	299(66%)	20(6%)	91(26%)	7(2%)	3.36	.94
Online Databases	321(93%)	8(2%)	12(4%)	6(2%)	3.86	.54
Theses and dissertations	9(3%)	93(27%)	241(70%)	4(1%)	2.31	.53
CD-ROM	0	0	0	347(100%)	1.00	.00
E-Journals	321(93%)	14(4%)	5(1%)	7(2%)	3.87	.51
Videos	91(26%)	241(70%)	8(2%)	7(2%)	3.20	.57
Online Public Access Catalogue (OPAC)	6(2%)	7(2%)	206(59%)	128(37%)	1.69	.60
Audio-Visual (YouTube)	128(37%)	202(58%)	9(3%)	8(2%)	3.30	.63
Total Mean					2.71	

Research Question Four: What are the challenges that face undergraduate students' use of library resources?

Table 6: a challenge that faces undergraduate students' use of library resources

level satisfaction in the use of library resources	SA	A	SD	D	Mean	SD
	%	%	%	%		
information resources	198(57%)	124(36%)	16(5%)	9(3%)	3.47	.71
Inadequate of awareness of the library resources	201(58%)	133(38%)	7(2%)	6(2%)	3.52	.63
Inadequacy of user Education/ orientation	205(59%)	132(38%)	4(1%)	6(2%)	3.54	.61
The library has few guide to direct users to appropriate sections of the library	92(27%)	6(2%)	116(33%)	133(38%)	2.20	1.20
Inadequate provision of photocopying services within the library	93(27%)	4(1%)	116(33%)	134(39%)	2.16	1.20
Inadequate of Internet facility	225(65%)	115(33%)	6(2%)	1(0%)	3.63	.54
Low speed of Internet services	226(65%)	117(34%)	2(1%)	2(1%)	3.63	.53
Library location is far	105(30%)	55(16%)	20(6%)	167(48%)	2.30	1.33
Inadequate knowledge in the use of ICTs	8(2%)	91(26%)	135(39%)	113(33%)	1.98	.83
Poor reading environment	4(1%)	4(1%)	337(97%)	2(1%)	2.03	.25
for learning and research	12(4%)	94(27%)	114(33%)	127(37%)	1.78	.88
Power outages	217(63%)	144(33%)	8(2%)	8(2%)	3.56	.68
Hours of Opening	95(27%)	4(1%)	133(38%)	115(33%)	2.23	1.18
information sources in the library are obsolete	9(3%)	7(2%)	93(27%)	238(69%)	1.39	.66
Lukewarm attitude of the Staff	4(1%)	113(33%)	114(33%)	116(33%)	3.00	.84
Users not informed of new Arrival	319(92%)	11(3%)	10(3%)	7(2%)	3.85	.55
Total Mean					2.76	

Table 7: Strategies to improve on the' use of library resources

the strategies to improve on the use of library resources	SA	A	D	SD	Mean	SD
	%	%	%	%		
information resources	215(62%)	118(34%)	10(3%)	4(1%)	3.57	.61
Provision of more library resources	221(64%)	116(33%)	7(2%)	3(1%)	3.60	.58
Improved user Education/ orientation	335(97%)	0	8(2%)	4(1%)	3.92	.44
Provision of enough guide to direct users to appropriate sections of the library	92(27%)	243(70%)	7(2%)	5(1%)	3.22	.55
adequate provision of photocopying services within the library	92(27%)	237(68%)	11(3%)	7(2%)	3.20	.58
Training and retraining of library staff	225(65%)	115(33%)	6(2%)	1(0%)	3.95	.32
Acquisition of current library resources	226(65%)	117(34%)	2(1%)	2(1%)	3.59	.60
Adequate knowledge in the use of ICTs	105(30%)	55(16%)	20(6%)	167(48%)	3.31	.95
Improved on the conducive reading environment	8(2%)	91(26%)	135(39%)	113(33%)	3.90	.47
for learning and research	217(63%)	144(33%)	8(2%)	8(2%)	3.58	.62
Uninterrupted power	12(4%)	94(27%)	114(33%)	127(37%)	3.90	.47
Right attitude of the staff	93(27%)	242(70%)	7(2%)	5(1%)	3.22	.55
Hours of Opening	95(27%)	4(1%)	133(38%)	115(33%)	2.50	1.25
information sources in the library should be updated	9(3%)	7(2%)	93(27%)	238(69%)	1.84	1.33
Users informed of new Arrival	4(1%)	113(33%)	114(33%)	116(33%)	3.84	.57
Total Mean					3.41	

Aggregate Mean/SD

3.41 0.15

Criterion Mean

2.50

It is found from the survey of table 6 which indicates that there are many challenges that faces undergraduate students' use of library resources the respondent with aggregate mean of 2.76 which is greater than the criterion mean of 2.50. The major challenges as agreed by the respondents stated in the table 4.5 is Users not informed of new Arrival (3.85) followed by inadequate internet facilities and Low speed of Internet services both at mean of (3.63), Power outages (3.56) , and Inadequacy of user Education/ orientation (3.54) while for learning and research (1.78) was less than 2.50 as the criterion mean because it was not considered as much a constrain. These constraints correspond with Okoye and Ejikeme (2010) who stated that inadequate

skills to navigate the internet, unstable power supply and many more challenges militate against e-resources access.

Table 7 shows that there are lots of Strategies in which the' use of library resources can be improve on which was totally agreed by the respondents with the aggregate mean of 3.41 which is greater than the criterion mean of 2.50 except for information sources in the library should be updated with the only mean less than the criterion mean of 2.50.

Conclusion and Recommendation

The findings that undergraduate students' of Ambrose Alli University, Ekpoma, Edo State are satisfied with the resources that are available in the library and they are highly utilized especially the e-resources which are e-journals, e-books and online databases. It was discovered that undergraduate students' also had challenges in their utilization of library resources which includes: Inadequate awareness of the library resources, Inadequacy of user Education/ orientation, The library has few guide to direct users to appropriate sections of the library, Inadequate provision of photocopying services within the library, Inadequate of Internet facility, Low speed of Internet services. Further recommendation were for Libraries to have a strong network and bandwidth to access e-resources and to provide better automated services and also the librarians should organize seminars, workshop and trainings regularly for undergraduate students' to keep them updated for new trends in the library.

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