

Exploring Information Sources by Users of Academic Libraries in Kaduna State, Nigeria

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Abstract

This article examined information sources of library users in academic libraries, Kaduna State University, Nigeria. The descriptive design was used for the study, which was based on two research objectives: research question and hypothesis. The population of the study comprised of 700 users of Ahmadu Bello University, Zaria and Kaduna State University (students and faculty members). A multistage cluster random sample was used, and Yameni's formula was used to determine the sampled population. The questionnaire was used to collect data from respondents. A preliminary study was conducted at Kano State University of Science and Technology in Wudil to confirm the consistency of the instrument (i.e., Split half). Alpha Cronbach was selected for the test to verify the reliability coefficient, which indicated an average of 0.78, which showed that the tool was consistent. Data were collected using frequency, percentages, and inferential statistics (i.e., ANOVA) statistical analysis of hypothesis testing was done at a confidence level of 0.05 using SPSS version 23.0. Among other things, the results showed that a higher percentage of respondents agreed to 328 (93.7%) seeking information in the library. In comparison, very few respondents (4 (1.1%) confirmed that they were looking for information in information centres and Internet cafes, and 472(67.4%) were the most desired sources of information by respondents who asked for information. In comparison, 672 (96.0%) of CD ROMS were the least preferred sources of information for respondents from both institutions. The study concludes that the sources of information for library users in the university setting should be adequately explored o respond effectively to users' information needs. The results of the tests showed that respondents differed significantly in the use of information sources by their faculties. Finally, it recommended that other sources of information such as OPAC, book catalogue, magazines /online/printed, and the like should be updated from time to time to adapt to up-to-the-minute growth and respond to the general trend.

Keywords: Academic Libraries, Explore, Information Sources, Kaduna State, Users.

Introduction

Globally, the importance of information sources in academic libraries cannot be overemphasized in an academic setting (Ntui & Udah, 2015). Information is an essential factor contributing to the advancement of a country. Therefore, each

library user needs information for a variety of reasons to survive, regardless of age, race, and social background (Thanuskodi, 2013, cited in Adekanye, 2015). The use of information sources is of great benefit to users or even necessary for their academic results.

For this reason, libraries acquire sources of information that meet the needs of their users (Ntui & Udah, 2015). Hence, the user is the most critical element in the academic library of the twenty-first era, any effort to build a comprehensive library in the 21st century is pointless if the library and its sources of information are not intended for use (Isaac, 2011). Information sources are always crucial for the successful use of academic libraries. It appears that libraries have recently noticed the user's complaint because; they seem to finally wake up to provide updated sources of information to their users (Bakika, 2002). Recent studies conducted by Marcela (1999) cited in (Bakika, 2002) showed that libraries are the most preferred sources amongst numerous sources. As a result, the library provides library users with appropriate and up-to-date information sources for the promotion and development of its users (Suleiman, 2018). Aina (2004), cited in Suleiman (2019), opined that library users are all people using the services provided by the library. The term also includes many names such as customers, and the like clientele, information users, information seekers, patrons, readers, Suleiman (2019) sees academic libraries as libraries found in an academic environment such as polytechnics, universities, colleges of education, and the like.

Problem Statement

There is no doubt that the library's strength lies in its research and utilization of its sources of information. A library with many easily accessible information sources will interest users (Ntui & Udah, 2015). Several studies on sources of information in Nigeria have shown that Nigerian students do not use the library sources for information (Ogba, 2013). According to Ossai (2009), they avoid using the OPAC. These oblige us to ask whether it was due to a lack of knowledge of information sources. However, Ahmadu Bello University Zaria, being among the leading institutions in Nigeria, there was no comprehensive study conducted on library information sources despite the institutions accommodating the most significant number of library clienteles in Africa, which put down a considerable knowledge gap. Kaduna State University is one of the emerging institutions of higher education in Nigeria that is as-well not covered by previous studies. Hence, the research to explore information sources by users of libraries in an academic setting in Kaduna State, Nigeria.

Research Questions

1. What is the Information Needs of users of libraries in Ahmadu Bello University, Zaria and Kaduna State University?

2. What are the major Information Sources through which users of libraries in A.B.U, Zaria, and KASU seek information in association with the respondents' demographic data?

Objectives

1. To discover the information needs of library users' in Ahmadu Bello University, Zaria and Kaduna State University.
2. To explore the significant sources of information through which library users' in A.B.U, Zaria, and KASU seek information in association with the respondents' demographic data.

Null hypothesis

1. **HO1:** There is no significant difference between library users' designation and the use of particular information sources in A.B.U, Zaria and KASU.

Literature Review

Studies conducted by Mannir (2007) indicated that the Internet allowed the Nigerian academic community to benefit from opportunities that would make them better educated and better informed. Related studies by Ajiboye (2007) showed that the vast number of respondents relied heavily on print materials such as books, textbooks, newspapers, and journals as sources of information for their courses and research and knowledge activities. It also showed that most students preferred to search for books on shelves and borrow magazines and journals directly, rather than searching for information using a database of abstract and index. However, Devi (2008), Gwari (2015), & Tahir (2008) studies revealed that conversation with friends was the preferred system of acquiring information among students. A survey carried out by Tahir (2008) showed that the majority of humanities teachers received information sources from their department's libraries, and an individual meeting was the most frequently utilized channel of communication, followed by the use of e-mail. Studies carried out by Suriya (2004) revealed that the majority of participants 61 (38.12%) visited the library and information centres regularly a week to satisfy their information needs. Finally, 91 (56.87%) of participants were examined based on the kind of searches carried out. Related studies conducted by Mahajan (2009) showed that library staff helped users to the fullest.

Concerning the sources of information, most respondents preferred e-mails and discussions with their teachers. Ogba (2013) investigated the information needs of graduating law students at the State University of Ekiti, Nigeria. Results pointed out that the participants preferred to make use of shelves to locate documents rather than using the OPAC and to keep away from library staff for help because of hostility. Kaushik and Kanchi (2007), cited in Ashisk (2013), found that 57.69% of respondents read newspapers daily, while 33.33% read occasionally. The majority of users, 58.33%, used public magazines, 14.73% read film magazines, and 16.67% read magazines for various competitions.

A study conducted by Thanuskodi (2012) cited in Adeyinka and Oluwatoyin (2019) on the use of OPAC by students and researchers at the Annamalai University Library, revealed that only more than three participants in the study used OPAC. Mubahsrah (2013) in Ntui and Uda (2015) showed that libraries are mainly attended by students/teachers to read textbooks, organize for assignments and leisure. The results indicated that Internet content is generally more reliable than traditional media and can reach millions of users (Johnson, & Kaye, 2000). Francis (2007), Inyiana (2007), and Aboderin (2011) revealed that the Internet had transformed the world into a global village where any institution that refuses to use it would cease to be relevant in the millennium. Related studies carried out showed that the Internet is an unavoidable resource that can be used in all areas of life to improve people's lives and solve social problems (Hag, 2004). Bower and Shiv (2011) showed that 97% of the respondents are functional dictionary users' and most of the searches by the respondents were performed through OPAC. The studies of Igbeka (2004) found out that CD-ROM had experienced low turnout of users' search through it. This as a result of insufficient knowledge on the part of the library users and library staff. Moreover, probably because the users' do not have the experience of using CD-ROM in their libraries.

Studies carried out by Weiss and Kovilpatti (Tamil Nadu) on the use of OPAC at the Unnamalai Institute of Technology. The finding showed that most of the studied participants indicated difficulty in the use of OPAC. Their reason was that they usually find complicated search engines. The study advocated the development of a simple OPAC system or databases for easy access (Sankari, 2013). In another study conducted at Obafemi Awolowo University, Ile-Ife showed that respondents gained knowledge in the electronic journal because of changing research trends. It was also found out that (102)41.63% of respondents used more than the monthly e-journal, (67)37.35% weekly, and (34)13.88% every two weeks. It finally showed that respondents frequently use electronic journals, and that energy reduction was a significant problem for respondents (Omotayo, 2010).

Methodology

Descriptive design was used to explore the sources of information from library users in academic libraries, Kaduna State, Nigeria. The population included 700 library users (students and faculty members) from Ahmadu Bello University, Zaria and Kaduna State University. Yamane's formula was used to verify the sampled size, and multistage cluster random sampling was also used to collect data from the sampled population using a questionnaire. A pre-study was conducted at Kano State University of Science and Technology, Wudil, to confirm the consistency of the instrument. Alpha Cronbach (Split half) was selected to test the reliability coefficient, which indicated 0.78. Moreover, 0.81, which showed that the tool was consistent. Data collected were statistically analyzed using frequency, percentages, inferential statistics, i.e., ANOVA, to test the hypothesis at a confidence level of 0.05 using SPSS version 23.0.

Results and Discussion

Table 1: Classification of Respondents by Gender

GENDER	ABU		KASU		TOTAL	
	Freq.	%	Freq.	%	Freq.	%
Male	260	73.0	232	67.4	492	70.3
Female	96	27.0	112	32.6	208	29.7
Total	356	100.0	344	100.0	700	100.0

Source: Field Survey: 2017

Table 1 shows the highest number of respondents who partake in the study as the most library users of academic libraries were male 492(70.3%). In comparison, 208(29.7%) showed females with less patronage to seeking information in the library. The finding confirms that male respondent's quest to find information in the library than their female counterpart, which recorded a low response rate. This development might be connected to the religious background associated with a female (users'), particularly in Northern Nigeria, where female education was not given much priority. This finding corroborates with the results of Stella (2014), which states that more males use the reference section of the library than females. However, the discovery of Nkiko and Yusuf (2006), cited in Onohwakpor (2011), revealed that reading improves and expands one's knowledge base, sharpens thought, and removes misunderstandings. This finding is also in conformity with the study of Agbuga and Xiang (2008) in Yusuf (2015), where the study observed gender differences in the pursuit of the realization of goals. That males reported higher performance goals than women.

Table 2: Classification of Respondents According to their Designation

DESIGNATION OF LIBRARY USERS'	ABU		KASU		Total	
	Freq.	%	Freq.	%	Freq.	%
Professor	0	0.0	16	4.7	16	2.3
Senior Lecturer	0	0.0	8	2.3	8	1.1
Lecturer	4	1.1	40	11.6	44	6.3
Postgraduate	52	14.6	48	14.0	100	14.3
Undergraduate	300	84.3	232	67.4	532	76.0
Total	356	100.0	344	100.0	700	100.0

Source: Field Survey, 2017

Table 2 indicates the designation of respondents in Ahmadu Bello University Zaria and Kaduna State University. However, the results of the findings in the above table showed that the primary users of the libraries at both Universities are undergraduate students representing 532(76.0%) and Postgraduate students

representing 100(14.3%). It further revealed that Professors, Senior Lecturers and Lecturers representing 16(2.3%), 8(1.1%) and 44(6.3%) least users of library for their research work instead they preferred to stay indoors in their offices and avail themselves with internet facilities provided to them by the management of the institutions. The implication is that, if they do not utilize the library, the aims and objectives of establishing libraries for research, learning, and teaching in an academic institution would not be met.

Table 3: Respondents Opinion on how library Users' Seek for Information

Sn	How do you seek information?	Institutions	SA		A		U		D		SD	
			Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%
1	I visit the library for information	ABU	160	44.9	136	38.2	24	6.7	24	6.7	12	3.4
		KASU	168	48.8	104	30.2	64	18.6	8	2.3	0	0.0
2	I visit information centres and internet cafes for it	ABU	116	32.6	136	38.2	60	16.9	40	11.2	4	1.1
		KASU	88	25.6	128	37.2	104	30.2	24	7.0	0	0.0
3	I usually ask my friends	ABU	52	14.6	128	36.0	96	27.0	68	19.1	12	3.4
		KASU	32	9.3	104	30.2	168	48.8	24	7.0	16	4.7
4	I listen to the radio and watch television to get information	ABU	96	27.0	108	30.3	72	20.2	44	12.4	36	10.1
		KASU	88	25.6	72	20.9	96	27.9	72	20.9	16	4.7
5	I read newspapers and magazines for it	ABU	68	19.1	120	33.7	88	24.7	44	12.4	36	10.1
		KASU	104	30.2	72	20.9	72	20.9	32	9.3	64	18.6

Source: Field Survey, 2017

Note: SA = Strongly Agree, A = Agree, U = Undecided, SD = Strongly Disagree D = Disagree

Library Users seek information for a variety of reasons that is crucial to their survival. Respondents from both universities were asked to answer questions about the various ways they seek for information. However, results from the findings in the above tab 3, showed that 328(93.7%) of the respondents strongly agree to patronize the library for information they need since the library is an avenue where their knowledge can be enhanced to boost their academic performance. 264(75.4%) of the respondents agreed that they visit information centres and Internet cafes. This finding is in agreement with the results of Mannir (2007), which indicated that the Internet offered the Nigerian academic community the opportunities that would make them better informed. Furthermore, 232(66.2%) for those respondents that usually ask friends for information, 192(54.6%) for newspapers and magazines. Another 184(52.6%) also indicated agreed that they seek information through listening to the radio and watching television. This study also corroborates with that of Devi (2008), Gwari (2015), and Tahir (2008), which showed that conversation with friends, was the preferred system of acquiring information among students. This means that a bigger proportion of respondents from both universities explicitly agree to visit the library for information. However, this is gradually being erased by the advancement of Information Communication Technology in the global community today.

Table 4: Respondents Opinion on Preferred Information Sources by Library Users in both Universities

Sn	Preferred information sources by users	ABU				KASU				Total			
		Yes	Freq.	%	No	Yes	Freq.	%	No	Yes	Freq.	%	No
1	Your preferred information sources are Journals/Online & Print	184	51.7	48.3	172	144	41.9	58.1	200	328	46.9	372	53.1
2	Your preferred information sources are Books/e-books	232	65.2	34.8	124	240	69.8	30.2	104	472	67.4	228	32.6
3	Your preferred information sources are Library catalogue/ Library guide	92	25.8	74.2	264	40	11.6	88.4	304	132	18.9	568	81.1
4	Your preferred information sources are the Online Public Access Catalogue	96	27.0	73.0	260	64	18.6	81.4	280	160	22.9	540	77.1
5	Your preferred information sources are Thesis/ Dissertation	48	13.5	86.5	308	40	11.6	88.4	304	88	12.6	612	87.4
6	Your preferred information sources are Seminar /Conference	68	19.1	80.9	288	48	14.0	86.0	296	116	16.6	584	83.4
7	Your preferred information sources are proceedings/papers	44	12.4	87.6	312	32	9.3	90.7	312	76	10.9	624	89.1
8	Your preferred information sources are Government Documents	40	11.2	88.8	316	48	14.0	86.0	296	88	12.6	612	87.4
9	Your preferred information sources are Bibliographies	128	36.0	64.0	228	112	32.6	67.4	232	240	34.3	460	65.7
10	Your preferred information sources are Newspapers & Magazines	256	71.9	28.1	100	80	23.3	76.7	264	336	48.0	364	52.0
11	Your preferred information sources are Internet	20	5.6	94.4	336	8	2.3	97.7	336	28	4.0	672	96.0
12	Your preferred information sources are CD-ROM	168	47.2	52.8	188	32	9.3	90.7	312	200	28.6	500	71.4
	Dictionaryes												

Source: Field Survey, 2017

Table 4 above showed the preferred sources of information that respondents seek to obtain information from both universities. 472 (67.4%) of the respondents preferred to find information through books and e-books. Similarly, 336(48.0%) respondents affirmed to use the internet as preferred sources of information. This finding supports the studies conducted by Francis (2007), Inyiana (2007), and Aboderin (2011), which revealed that the Internet had transformed the world into a global village where any institution that refuses to use it would cease to be relevant in the millennium. This result was also in line with the findings of Hag (2004), which showed that the Internet is an unavoidable resource that can be used in all areas of life to improve people's lives and solve social problems. Most of the respondents representing 568(81.1%) indicated that they do not seek information through catalogue/library, Online Public Access Catalogue 540(77.1%), Thesis/Dissertation 612(87.4%), and seminar/conference proceedings 584(83.4%). The finding further showed that bibliographies 612(87.4%, government documents 624(89.1%), newspapers and magazines 364(52.0%), CD ROM 672(96.0%), and Dictionaries 500(71.4%). In contrast to this study, the finding of Bower and Shiv (2011) showed that 97% of the respondents are functional dictionary users' and most of the searches by the respondents were performed through OPAC. This finding also supports the study of Igbeka (2004), which revealed that CD-ROM had experienced low turnout of users' searching through it. This finding is similar to those studies conducted in Ibadan by Igbeka (2004), which showed limited participation in the libraries of the University of Ibadan. Furthermore, this was due to the insufficient knowledge on the part of the library users and library staff, and probably the users do not have the skills to use CD-ROM in libraries. However, this finding implies that sources of information not preferred or mostly used by the respondents would become a problem in the future to access the library's information resources. No library can function effectively to provide users with information without these sources of information.

Null hypothesis

HO₁: There is no significant difference between library users' designation and the use of particular information sources in A.B.U, Zaria, and KASU.

Table 5: ANOVA on Mean Utilization of Information Sources by Designation of the Respondents from the two Universities.

Source	Sum of Squares	DF	Mean Square	F	Sig.
University	13.890	1	13.890	5.538	.019
Designation	88.816	4	22.204	8.852	.000
University * Designation	50.499	2	25.250	10.067	.000
Error	1735.704	692	2.508		
Corrected Total	1916.937	699			

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From the results obtained above, respondents differed significantly by their universities and by the designation of the users'. The observed F-values indicate these, 5.538 for the universities, 8.852 for the designations, and 10.067 for the interaction of the university users' designation. These were obtained at 1,692, 4, 692, and 2,692 degrees of freedom in the table. The probability level of significance confirmed for the tests are 0.019, 0.000 and 0.000 ($P < 0.05$). By these observations, the Hypothesis that there is no significant difference between users' designation and the use of particular information sources in A.B.U, Zaria, and KASU was rejected. The mean scores for the respondents of different designations are made known in Table 6;

Table 6: Mean Utilization of Information Sources by Designation of Respondents by their Universities

Designation	KASU		ABU	
	Mean	Std. Deviation	Mean	Std. Deviation
Professor	4.00	3.098		
Senior Lecturer	4.00	0.000		
Lecturer	4.60	2.362	7.000	.0000
Postgraduate	3.33	1.718	3.692	1.276
Undergraduate	3.66	1.270	3.013	1.615
Total	3.74	1.632	3.157	1.630

The mean scores on the table revealed that the level of utilization of the information sources is higher among lecturers in KASU and was followed by Senior Lecturers and professors with post-graduate having the least. For respondents from A.B.U, the lecturers had the highest and were followed by Postgraduate with undergraduate having the minimum level of utilization.

Summary

The significant discovery of this investigation includes:

1. The study established that male library users regularly exploit the library than their female colleagues at A.B.U and KASU. It was also revealed that members of faculty from both institutions, i.e., professors, senior lecturers, and other lecturers, utilize the library resources less than the postgraduate and undergraduate students.
2. It was discovered that a higher percentage of the respondents strongly agreed to seek information in the library.
3. Books/e-books were the mainly preferred information sources to search for information by the respondents.

Conclusion

It can be concluded that information sources in the university environment must be adequately explored to meet the information needs of users effectively. However, the library ought to be considered as a knowledge base for researchers and readers, regardless of gender and designation. Besides, the results of the tests of respondents from their universities differed significantly in the usage of information sources by their faculties; lecturers were significantly different from postgraduate and undergraduate respondents in their level of usage of information sources. There were no statistically significant differences in the use of information sources between Lecturers, Professors, and Senior Lecturers.

Recommendations

From the above findings, the following recommendations were put forward;

1. That library of both institutions should be well-equipped and upgraded with state-of-the-art resources and facilities that would encourage more users of the library to avail them with ample resources in the library.
2. That Lecturers/Faculty member should be stimulated by the administration/library management and stakeholders of these institutions by engaging and providing unique rich library databases/software, ensuring publicity/ enlightenment campaigns, workshops, seminars and the like regarding exceptional services of the library.
3. Those other sources of information such as OPAC, Book catalogue cabinet, journals /online/ print, among others should be updated and upgraded from time to time to incorporate new development to respond to the global pattern.

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