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International Journal of Academic Library and Information Science

Full Length Research

Library Resources Development for Social Services and Information Management in Public Libraries of Nasarawa State

[1]Suleiman Musa (BLS, MLS, Ph.D), [2]Agube A. Solomon (BSC, PGDE AND MSC) and [3]Dogara Kudu (BLS, MLS)

[1]Department of Library and Information Science, Nasarawa State University, Keffi
[2]department Of Social Development Nasarawa State Polytechnic, Lafia
[3]department of Library and Information Science, Nasarawa State Polytechnic, Lafia

This paper examined the impacts of library resources development for social services and information management in public libraries of Nasarawa State. The descriptive survey method was used in carrying out the research. Two hundred and sixty five were returned out of the 267 questionnaires randomly distributed to library users in the selected Public Libraries in Nasarawa State. The data collected was analyzed using frequency distribution tables and percentages. The result from the study revealed that information resources available for public libraries are reference materials, text books which information resources like audio visual, electronic information resources and foreign publications are not much available in the public libraries. Challenges of public libraries are lack of funding by state government, inadequate resources, lake of trained security, lack of internet services and lack of resource management.

Key Words: Library Resources, Developments, Social Services, Information Management

INTRODUCTION

Public libraries are worldwide phenomena. They exist in different societies, in different forms, in different cultures and at different stages of development. All the Public libraries have some commonalities that they shared in characteristics in the world. According to IFLA/UNESCO, Public Library Manifestor (1997) that public libraries are the life gateway to knowledge development and its provides a basic condition for lifelong learning, independent decision making and cultural development of the individuals and social groups in the society. They provide access to knowledge, information and work of the imagination through a range of resources and services to it esteem users in the society. The services of public libraries are meant equally and available to all users regardless of their race, nationality, age, religion, educational attainment and so on. Libraries resources and its information management develop, humanities especially it users through its social services that they

renders in the society.

Reitz (2004) stated that, the roles and effectiveness of public libraries in nation building especially in Nigeria are very great, but it found that Nigeria public libraries perform poorly below expectation in almost all aspects due to limited resources allocated to the library's agencies. In the same vein, Usherwood and Linley (1999) viewed public library's roles in information management, delivery, and changing society values on information they offers on educationally and economic impact. The use of the library resources and services enhances on the new technological development in the society. Which invariably have the potential to change the perception of the users of public libraries in Nigeria towards a better future towards positive development of mankind and public libraries help to empower the users through enrichment and development of their lives and that of their communities for better future.

STATEMENT OF THE PROBLEM

Public Libraries in Nigeria have been noted for adopting foreign model with little or no adaptation to the local content for the need of it users. Over the years, public libraries are characterized by low patronages that are attributed to the inappropriateness in the library collections and lack of consultation between the library officers and the existing potential users. Public libraries in Nigeria were established without prior examination of the information needs of those who were the users of their services.

The challenges of findings innovative approaches in harnessing public library data or materials to make its services more useful for the users and to be more accessible for the public users is still not accessible to all its users. And also lack of non-adequate and current library materials and information services to its users. Most of the materials in the public library in Nigeria are not current, which discourage it users for patronizing their services in Nigeria.

OBJECTIVES OF THE STUDY

The general objectives of the study are to find out the effectiveness of library resources and services that public library render to their users.

The specific objectives are:

i.   To identify Information resources available for users in public libraries
ii.   To identify the adequacy of information resources in public libraries for resources management and social services.
iii. To identify the effectiveness of library resources and services that public libraries render to their users.
iv.   To identify the problem of Resources management and social services in public libraries
v.   To suggest ways that public libraries can have available resources for effective social services and information management.

RESEARCH QUESTIONS

This study aims at study the following questions

1.   What are the information resources available for user in public libraries?
2.   What are the adequacy of information resources in public libraries for resources management and social services?
3.   What are the effectiveness of library resources and services that public libraries render to their users?
4.   What are the problems of Resources management in effective services provision to the users?
5.   What are the ways that public libraries can have available resources for effective social services and information management?

LITERATURE REVIEW

Public libraries in under-developed and developing countries should be regarded as an agency among other agencies that promote education and eliminate illiteracy among people. According to Onwubiko & Uzoigwe (2014) stated that, public libraries have been noted to improve literary through various information and educational services they render overtime through their resources such as books, journals, newspapers, internet services to mention but few to their users and the entire members of the community.

Adimorah (1990) and Okiy (2003) examines the challenges of public libraries in Nigeria and discovered that the tempo of public libraries development in the country in the years immediately after independence and after the Nigerian Civil war could not be sustained due to inadequate supports by the establishing authorities, demoralized and inadequate workforce and inadequate accommodations. All the listed variables affect the functioning of public libraries negatively especially the public libraries. However, the concern authorities give no attention to the development and maintenances of public

library resources.

The public library is the avenue through which the overall information resources are made freely available to all the communities. The IFLA/UNESCO public library manifesto issued in 1949, revised in 1972, 1994 and 1997 declared.

"The public library is the local centre of information sources of all kinds and it provides information for knowledge and made information readily available to its users. The services of the public libraries are provided on the basis of equal access for all, the needed information resources to all its users, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials are provided for those users who cannot, access needed information for their professions and personal guide for their well beings. Whatever reason, the regular services and materials, provided by public libraries for example, those of linguistic minorities, people with diabetes or people in hospital or prison" and so on.

Public libraries are designed to provide information on agriculture, building, trade, health care, and other aspects of human activities which are required mostly by the rural dwellers because the lack access to other sources of assistance. Ebiwolate (2010) noted that Nigeria information services are still elitist, serving only 20% of the educated elite group while the 80% illiterate rural dweller wallow in information deprivation. Edom (2012) collaborated this when he observed that in the rural communities there is lack of telecommunication infrastructures, electricity and reluctance on the part of internet services providers (ISPS), such as cybercafé operators and other stakeholders to extend their internet services. Hence, the information environment of this silent majority is yet to record any marked improvement in this period of information explosion (Ejedafiru 2015).

UNESCO (2010) and National Library of Malaysia (2011), outlined the following functions of Public Libraries as:

1. Supporting both individual and self-conducted education as well as formal education at all level to its users.
2. Providing opportunities for personal creative development for its users
3. Promoting awareness of cultural heritage, appreciation of scientific achievement and innovation
4. Providing access to cultural expression of all performing arts
5. Supporting the oral tradition
6. Ensuring access for citizens to all sorts of community information
7. Providing adequate information services to local enterprises, association and interest groups to its users

8. Facilitating the development of information and computer literacy skills
9. Supporting and participating in literacy activities and programmed for all age groups and initiating such activities if necessary
10. To provide for educational development of all people in the community.

On the other hand, information management is the process of storing and safe guarding and retrieving of information for the benefit of the users and that of the community. That is keeping records for future use for the benefit of the users. In spite of the importance of information in all human activities and development, it preservation has not be given needed attentions. It is a term that is difficult to define because it has several dimensions. Information means many things to different people. To some people, information is news, while others sees it as facts. Librarians' associate information with records knowledge and the microbiologist consider information as the genes in DNA, which are transmitted from one generation to the other (IFLA 1997).

METHODOLOGY

Methods of data collection; questionnaire is employed as methods of data collection survey designed was used. The Population of the study; the total population of the study is 2667 registered users of the three public libraries. However, the sample size that represented the entire population of the study was 10 percent that is 267. The questionnaire was administered on 267 randomly selected registered library users, representing 10 percent of users' population. Finally 265 completed questionnaires were returned. Method of data analysis; Data was analyzed using frequency distribution tables and percentages.

ANALYSIS

Table 1: What are the information resources available for users in public libraries?

Table 1: Information resources available for use

Items	Frequency	Percentage %
Text Books	251	95%
Reference Materials	265	100%
Serial/Journals	210	79%
Audio Visuals	65	25%
Government Publications	262	99%
Electronic Information Resources	58	22%
Foreign Publication	89	34%

Sources: Field survey August, 2017.

Table 1 Shows that the respondent indicated 100% for reference materials are provided for users, 99% agree that government publication are provided, 95% chose text books, 79% serial/Journal, 34% foreign publication, 25% Audio Visual information resources, while, 22% indicated electronic information resources. The findings revealed that information resources available for users in public libraries are text books, reference materials, serial, Journals and government publication as supported by majority 100%, 99%, 95%, 79% of the respondents, based on data collected in the fields.

Table 2: What are the adequacy of information resources in public libraries for resources management and social services?

Table 2: Adequacy of Information Resources

Information Resources	Frequency	Percentage %
Text Books	220	83%
Reference Materials	159	60%
Serial/Journals	120	45%
Audio Visuals	40	15%
Government Publications	188	69%
Electronic Information Resources	45	17%
Foreign Publication	32	12%

Source: Field Survey August, 2017.

Table 2 shows that, the respondents indicated that text books 83%, while, government publications are 69%, reference materials are 60%. 45% of respondents indicated the serials/Journals, 15% of the respondents indicated audio visuals, 17% indicated electronic information resources, while 12% of the respondents indicated foreign publication. However, respondents did not respond to audio visual, electronic information resource and for foreign publication. It clearly shows that, the information resources are not available in those public libraries especially in those area mentions as supported by the respondent on data collected in the field.

Table 3: What are the effectiveness of library resources and services those public libraries renders to their users.

Respondents were asked of the effectiveness of library resources and services provided in the public library. From the analysis above, majority of the respandance on references services shows very high effects 232 (88%) and also extension services indicated very high effects 170 (64%) while the respondents indicate high effects on the lending services 148 (56%). However, there are some major members of respondents that indicate low effects on reprographic services 140 (53%). Again the majority of

Table 3: effectiveness of library resources and services

Library Resource Services	VHE	HE	LE	VLE
User education		44 (17%)	61 (23%)	160(61%)
Mobile library services	-	-	-	255(100%)
Inter library loan services	-	23 (9%)	40 (15%)	202 (76%)
Lending	84 (32%)	148(55%)	21(9%)	10(4%)
Internet services	-	-	64 (24%)	201 (76%)
Reprographic services	-	114(43%)	140(53%)	11 (4%)
References services	233(88%)	20 (8%)	13 (5%)	-
Extension services	170(64%)	61 (23%)	22(8%)	12 (5%)

Where VHE = very high effects, HE = high effects, LE= low effects, VLE= very low effects.

the responds from the respondents shows that there is very low effects on mobile library services 202 (76%), internet services 201 (76%) and user education 161 (61%) these shows that library resources and services are not effectively impacting on the library users.

Table 4: What are the problems of Resources management in effective services provision to the users?

Table 4: Problems of Resources Management

Problems of Resources Management	Frequency	Percentage %
Lack of funding by the government	249	98%
Inadequate resource/ Story facilities	236	89%
Lack of Train Security personnel	225	85%
Lack of Internet Services Operators	265	100%
Lack of train Librarians	228	86%
Government Neglect	253	95%

Source: Field Survey August, 2017.

The data above revealed that the highest respondents are, lack of internet service operators 100%, lack of funding by the government 98%, government neglect 95%, the respondent indicated inadequate resources/ story facilities are 89%, again, Lack of train Librarians 86%, lack of train security personnel are 85%. The findings revealed that all the variables mention are

Table 5: Solution to public libraries availability of resources

Solutions to availability of resources	Frequency	Percentages %
Mass literacy programme	227	86%
Training of Libraries Staff	243	94%
Provision of Library Resources	236	89%
Government should be Funding Public Libraries	26	99%
Inclusion of More Services	232	88%
Automation of library	*236*	*89%*

Sources: Field Survey August, 2017.

problems of resources management of public libraries as supported by up to 85% and above of the majority asked in the field.

Table 5: What are the solutions to public libraries availability of resources for effective social services and information management?

The researcher soughs to find out the solution to availability of resources in public libraries in Nasarawa State. Table 4 shows the analysis of data on the way forward for availability of resources in public libraries. It is evident that government should be funding public libraries 99%, training of library staff 94%, provision of library resources and Automation of library 89%, Inclusion of more services 88%, and Mass literacy programme 86%. The findings revealed that all the above mention variables are ways or solution to public libraries availability of resources for effective social services and information management as supported by up to 85% and above in each of the variables based on the data collected from the respondents in the field.

DISCUSSION OF FINDINGS

Findings of the study as analyzed in table 1 shows that the area of respondents for resources available for use in public libraries are reference materials, text books, serials/journals and government publication, most of the respondents have not seen audio visual, electronic information resources, and foreign publication. This is supported by Ifidon (2006). Who opines that services in a library could be said to be excellent and appreciative if only there are books and other library resources available in the library.

The result of table 2 on the adequacy of information resources, in the public libraries shows that text books, government publication, reference materials and serial/journals are provided for the users. On the need for provision these resource. Onwubiko (2014) suggest that public library provide materials in wide range of subject to cater for all levels of demands. It could be noted that at this period of information and communication technology public libraries in Nasarawa state are yet to embrace it

fully.

Analysis of data in table 3 shows that the main challenges hampered the use of social services in public libraries, lack of funding by the government, inadequate resources, lack of trained security, lack of internet services, lack of resource management, and government neglect. This finding agrees with Nwokeocha (1998) who opined that there is government neglect on the role of public library to the society. There is also lack of recognition of the state libraries by the government decision makers. That is why most public libraries in Nigeria are at the mercy of God.

The respondent agreed that mass literacy program, training of library staff, provision of adequate resources, funds of public libraries by the government, inclusion of more services and automation of public libraries. Diso (1994) in his study that Nigeria and other developing countries of the word begin to use information and communication technology (ICT) to show the multi-dimensional problems of the public libraries and the community at large.

CONCLUTION

public libraries should be encouraged and supported by the state government in other to alleviate problem of lack of information resources in public libraries therefore, there is needs for the state government and non-governmental organization to help fund the public libraries were electronic information resources should be made available, like in internet and digital resources, connection of information data based regionally and locally to ease access to information that will enhance personal and community development. On the whole adequate budgetary allocation should be approved for public libraries to make the libraries functional and attractive to users that are in desperate need of information for human capacity development.

RECOMMENDATIONS

Arising from this research are the following findings and recommendation are made:

☐   There should be awareness on the type of services which the public libraries provides to their users

☐   The state government should provided subvention to public libraries for effective information resources management of public libraries

☐   There should be internet connectivity to help the public libraries staff and users to join millions of the world population in the global village

☐   Recognizing the vital role played by public libraries in the area of information, education , economic, politics, culture and other social activities

☐   Mobile library services should be revitalized to ensure effective service delivery of public libraries.

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