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The effect of budgeting on the provision of user services in colleges of education libraries in Benue State

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This study was carried out to determine the Effect of Budgeting on the Provision of User Services in the Colleges of Education Libraries in Benue State. This study is a survey research designed. Two research questions were adopted for the study. The population of the study comprised of all the librarians and final year students of the Colleges of Education Libraries in Benue State. The simple random sampling technique was used to draw a sample of 337 respondents from the two Colleges of Education Libraries in the area. A self-constructed questionnaire titled "Effect of Library Budget on the Provision of User Services Questionnaire (ELBPUSQ) was used as an instrument for data collection. Data collected for the study was analyzed using mean and standard deviation to answer research questions. The findings of the study revealed that budgeting has high effect on the Provision of User Services. The findings also revealed low effect of User Satisfaction on the Provision of User Services in Colleges of Education Libraries in Benue State. The study concluded that there is significance effect of budgeting on the Provision of User Services and a significant effect of User Satisfaction on the Provision of User Services in Colleges of Education Libraries in Benue State. Finally, it was recommended that the College Libraries in Benue State should make adequate budgeting for the provision of user services in order to make the users to be satisfied with the services proffered to them.

Keywords: Budgeting, User Services, Colleges of Education libraries

INTRODUCTION

Education all over the world is recognized as a potent means of achieving progress by an individual as well as the society as a whole. In the developed and developing countries, they strive to put educational systems and programs designed to enable them achieve their set goals. Adelabu in Aju and Karim (2016), states that education is the opportunity given to individuals for self-

improvement, the inculcation and sustenance of basic and positive basic life skills. These could be achieved both in the formal and non formal system of education. Education enhances freedom of interaction among members of the societies and also develops the society through modernization. It enables one to be independent and also helps every member of the society to know the quality and value of life. The educational structure of a given society varies according to how the society wants it

to be. The Nigerian educational structure is basically in three level structures namely: primary education, secondary education and tertiary education which college of education is one of the levels of tertiary institution under study.

College of Education is that institution of learning that is mandated to train middle level teacher manpower for the Nigerian education system. These teachers are trained and are awarded the Nigerian Certificate of Education (NCE) or Bachelor of Education (B.ED) at the successful completion of the course. Educational programs offered in the Colleges of Education consist of teaching, learning, procedures, curriculum and research. They are centers of learning, teaching and research. In order to achieve their aims as centers of learning, teaching and research, it has become imperative for established College of Education to have and own a library. Library as an indispensable source of information in the academic system makes learning library-centered, instead of the traditional teacher-centered learning process. A library is known to be the power house to any center of learning and it is one of the key component departments in any institution of learning such as the College of Education. No educational institution can function well without a library this is because; the primary aim of a library is to support learning, teaching and research. Abdul (2009) stressed that the central focus of any educational institution including the College of Education is the library because it is the place where students and staff resort for academic nourishment.

Library that is established, maintained and administered by a College to meet the needs of its staff and students is known as a College library. One of the major objectives of College libraries is to ensure that their collections and services are designed to meet the objectives and information requirements of the parent institution (National Commission for Colleges of Education, 2013). In order to fulfill this objective, the College library provides services usually referred to as user services or reader services.

User services are the various services rendered to the library users directly and these services are meant to bring the library, its services and its personnel into direct contact with the library users. These services are user education, current awareness, reference, lending, inter-library loan, indexing and abstracting, circulation and photocopying services. User education is the process of making the user to be able to use the library efficiently and effectively. Current awareness service is a personalized service that is being rendered to the users in anticipation. Reference service is the assistance given to users in the location of information materials. Lending service helps the user to borrow materials for use in the library and outside the library. Inter-library loan service is when a material required by a library user is not available, the librarian arrange for a loan from another

library on behalf of the user. Indexing and abstracting services, abstracts are brief summary of the essential component of an author's work that presents the main points. An index is a pointer to a specific item of information. Circulation service is where library materials circulate from every unit and the lending process takes place. Photocopying service produce copies of part or whole periodicals, articles, documents or records desired by a user quickly.

College library is recognized as an important symbol in the establishment of the colleges to aid the institution to achieve the instructional goals. However the college library provides services at a smaller scale and they are expected to support the major objectives of the college, which is to provide highly skilled middle-level man power. Ekere (2014) states that college library have a collection on a limited number of subject fields. A College of Education library could be geared towards the production of teaching manpower. Thus, the collections consist largely of books and journals on education. Research materials are not commonly part of the college library collection since it is not usually part of the objectives of the parent institution to support serious research activity. Its main objective is to provide materials and services which will now and in the future best contribute to the fulfillment of the objectives of the institution. Thus library becomes an integral part of the college in manpower development.

The function of the college library is to contribute to the intellectual and social development of students and the staff. Although it could be that the library's intellectual mandate and the users' preferences will sometimes be in conflict, the intellectual and social development of students and staff can be facilitated through collecting relevant materials and information, establishing the conditions that enable immediate access to the collection and encouraging the effective use of materials available in the library as well as materials found in remote access (North West Academic Libraries, 2007).

Similarly, the National Commission for the Colleges of Education (2013) sees the need for the library and insists on its guidelines for the running of libraries in Colleges of Education that such institution must mandatorily have a library. It states that "There shall normally be one central college library except for multi-campus colleges and the library shall have status of an academic department NCCE (2013)".This underscores the importance of college library in the development of social and intellectual mandate of the students.

All college libraries perform common functions to support the course of their parent institution. These functions range from the collection of appropriate materials, preservation of materials, organization of the collection, to the dissemination of the information. Such functions do not complete the list; they are the primary ones as they serve to illustrate the fact that most

functions of the library are closely related to the major purposes of the institution. The library is largely linked to the teaching program of the institution as it encourages and promotes independent study among the users.

Every college library service exists for the sole aim of satisfying its users. How well this purpose is served is a measure of the effectiveness of that administration and library service provided. Hence, there is a need for libraries to understand the users' needs and satisfy them in order to support on-going learning activities (Kassim, 2009). A library presents almost the same problems as are encountered with in any other social institution as school, a college or a commercial or industrial undertaking.

Budgeting which is usually associated with funding and planning is a financial plan of what money to be spent and for what purpose for a certain period.

The concept of budgeting has been defined according to the Dictionary for Library and Information Science (2004) as the total amount of funds available to library expenditure over a fixed period of time usually one or two years. Budgeting is an element of fiscal planning which include; financial planning, accounting and control, (Nwachukwu, 2005). It is a financial plan for a defined period of time, usually a year and an estimate of cost, revenues and resources over a specified period which reflects financial condition and goals. It is one of the most important tools that serve as planning of action for achieving qualified objectives standards for measuring performance and device for copying with foreseeable situations. Ekwelem (2014) defines library budget as the total amount of money which is available for library purpose after the estimate of anticipated needs has been approved by the appropriate authority. It is a statement that commits resources to activities, project or programs. Again Nwachukwu (2005) attest that it aims at showing where money is going or physical inputs and outputs have taken place. Oyelude (2012) the term budgeting refers to the act of planning for expenditure and revenue over a specified period. All library activities especially user services are subject to expenditure and income which must be accounted for in budget. It is an estimate of what sums of money the library will need in the coming year for carrying out its services. It is the duty of the librarian to identify the libraries needs and always guide and participate in the formulation of the budget. Therefore, without budgeting administration may not be effective as most services hinge on availability of funds. The effective academic services require resources for study and research, trained competent staff at all levels, generous provision and equipment.

The National Commission for Colleges of Education (NNCE) guidelines (2003) for running libraries recommends the allocation of ten percent (10%) of the institutions yearly expenditures for the library. The budgeting and funding processes are continuous ones and they involve different persons at different levels in the library. The question now is how does budgeting influences the provision of user services in Colleges of Education Libraries in Benue State? There is need to critically investigate the relationship between the library budgeting, provision of user services and the satisfaction of the users in terms of services proffered to them.

Objectives of the study

The main objective of the study is to determine the effect of budgeting on the provision of user services in Colleges of Education libraries in Benue state. The specific objectives of the study are to:

1. Determine the effect of budgeting on the provision of user services in the Colleges of Education Libraries in Benue State.
2. Find out the user satisfaction with the provision of user services in the Colleges of Education Libraries in Benue State.

Research Questions

The following research questions guide the study:

1. How does budgeting effect the provision of user services in the Colleges of Education libraries in Benue state?
2. How are users satisfied with the provision of user services in the Colleges of Education Libraries in Benue State?

METHODS

A survey research design was adopted for the study. The population comprised of all the librarians and final year student from two Colleges of Education libraries. A simple random sampling technique was used to draw a sample of 337 respondents from the two colleges in the area. The instrument for data collection was a structured questionnaire. A total of 337 copies of questionnaire were administered to the librarians and students from the two colleges. Data collected for the study was analyzed using mean and standard deviation to answer the research question.

Findings and discussions

The analyzed data is presented in table, followed by presentation and discussion

Question 1: How does budgeting effect the provision of user services?

Table 1. Mean and Standard Deviation of Effect of Budgeting on the Provision of User Services

S/N	Item	Mean	Std Deviation	Decision
1	Budgeting effects the provision of user education programs in the library.	3.69	.48	High effect
2	Budgeting effects the provision of resources for study and research, trained competent staff at all levels.	3.69	.48	High effect
3	Budgeting effects the library to provide seats in carrels for reading.	3.69	.75	High effect
4	Budgeting effects the lending processes to be effective in the circulation service unit.	3.31	.94	High effects
5	Budgeting effects the registration of users in libraries by providing borrowers tickets.	3.54	.77	High effect
6	Budgeting effects the facilitation of information resources for lending processes.	3.23	1.23	High effect
7	Budgeting effects the improvement of the collections in the reference services unit.	3.38	1.12	High effect
8	Budgeting effects to create awareness on new developments in the users field of study through Current Awareness Service.	3.38	1.12	High effect
9	Budgeting effects abstractors to provide summaries of information materials to users by indexing and abstracting services.	3.08	1.44	High effect
10	Budgeting effects indexers to provide directions to information	3.54	.77	High effect
11	Budgeting effects the library to engage in inter library loan services.	3.23	.92	High effect
12	Budgeting effects the provision of photocopying services to avoid mutilation and theft of library materials.	3.46	.51	High effect
13	Budgeting effects the library to provide guides for easy identification of library materials.	3.69	.48	High effect
14	Budgeting has enabled the library to provide notices for easy identification of library materials.	3.69	.48	High effect
	Total	**3.50**	**0.82**	**High effect**

Table 1 reveals that the 14 items have mean ranges from 3.69-3.23 and SD 1.44-0.48 with a grand mean of 3.50 and SD 0.82, this result indicate that budgeting had high effects on the provision of user services. This result is in line with Oyelude (2012) who in his study observed that it is the duty of the librarian to identify the libraries needs and always guide and participate in the formation of the budget. This result shows that without budgeting administration may not be effective as most services hinge on availability of funds. The study also corroborates with Ekwelem (2014) who agrees that it is the amount of money which is available for library purpose after the estimate of anticipated needs has been approved by the appropriate authority.

Question 2: How are users satisfied with the provision of user services in the Colleges of Education libraries in Benue State?

Table 2. Mean and Standard Deviation of effect of User Satisfaction with the provision of User Services

S/N	Item	Mean	Std Deviation	Decision
1	Lending services	3.56	.50	High effect
2	Reference and information services	3.38	.50	High effect
3	User education	3.35	.64	High effect
4	Photocopying services	1.76	.56	No effect
5	Binding services	1.53	.56	No effect
6	Internet literature searching	1.63	.65	No effect
7	Display services	2.52	.92	Moderate effect
8	Security of users property	1.73	.75	No effect
9	Provision of guides and notices	2.73	.85	Moderate effect
10	Opening hours	2.11	1.11	Low effect
	Total	**2.43**	**0.70**	**Low effect**

Table 2 reveals that all the 10 items have mean ranges from 3.38-1.53 and SD 1.11-0.50 with a grand mean of 2.43 and SD 0.70, this result indicate that user satisfaction has low effect on provision of services. This result agrees with Ezeala and Yusuf (2011) who opines that the users are satisfied with the services of the library. This result also corroborates with Ojasalo (2009) that user satisfaction is when the users of the library are receiving a good quality service and the services rendered meet their expectations. In line with Bua and Yawe (2014) made a comparative study on user satisfaction with the management of library services in three academic libraries in Benue State of Nigeria. Based on their findings the study revealed that empirically user satisfaction with library services was not found to be sufficiently high. The present study also corroborate with Naidu (2009) carried out a study on user perceptions of services quality and the level of user satisfaction at the Mangosuthu University of Technology Library, UMLAZI, Dubai. The study revealed that majority of the students rated the overall service quality as poor. The present study reveals that students from the Colleges internet literature searching, security of user property and opening hour services offered to them. This implies that user satisfaction with user services has low effect.

CONCLUSION

Based on findings of the study, it was concluded that there is a significant effect of Budgeting on the provision of user services. The study also showed that there was a significant effect of user satisfaction on the provision of user services in Colleges of Education Libraries in Benue State.

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