

## Full Length Research

# Assessment of Library Users' Information Needs and Utilization of Library Facilities in Auchi Polytechnic, Auchi, Edo State, Nigeria

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The study investigated Library Users' Information Needs and Utilization of Library Facilities in Auchi Polytechnic, Auchi, Edo State, Nigeria. Five research questions were answered in the study. A descriptive research design was adopted for this study. The population of the study consists of the library users that used the library during the period of the study. The population of is 40 respondents. The entire population was used as sample of the study adopting total enumeration sampling technique. Self-administered questionnaire with close ended questions suitable for quantitative analysis was the major instrument design and used to elicit information for the study. The data collected were coded and captured analysis with the aid of Statistical Package for Social Science (SPSS) and analyzed using descriptive (simple percentage) and inferential (relative importance index, weighted mean score mean and standard deviation) statistical tools. Findings revealed that to borrow library materials, to study at the library, to charge phones and laptops, to work on assignments and to work on research/project are the major reasons why people visit Auchi Polytechnic. It recommended in the study that more awareness should be created to the library users about the least used library services and facilities such as current awareness services, disability support services and E-library as non-usage of these facilities and services could be as a result of no awareness of the library users about these services and facilities.

**Keywords:** Library Users, Information Needs, Utilization, Library Facilities, Auchi Polytechnic, Nigeria

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## Introduction

One of the most important facilities in educational institutions that students' opinion should be sought for maintaining academic excellence is the library. According to Jamilah (2020), academic libraries are valuable facilities in any learning institution because they provide an environment for students to advance their knowledge. Libraries are also valuable to teaching staff (faculty) because they provide an enabling research environment. Therefore, they are considered the heart of a learning institution. Libraries must be structured to support these learning needs. Nonetheless, an interesting observation is that there is an underutilization of the library facilities in most institutions, which is counterproductive to the goals and objectives of the library department with regard to enhancing access to information. An effective and efficient academic library system is expected to contribute significantly to students' development ((Jamilah, 2020). According to Parbie et al. (2021), the academic library is the center of information, learning and research activities. A library form part of the main components of every institution and hence, if under-resourced, it will undermine the very purposes of the institution. Recent trends and advancements in technology have led to the modernization of library services, including the development of vast online databases with a wealth of information to guide learning and research (Delaney & Bates, 2015).

## Statement of the problem

It is crystal clear that successful use of Library resources involves the positive attitude of both the school and the student (Adesoji & Oluwaremilekun, 2020). Attitude is related to behavior because it's one reaction towards any occurrence which show how one has felt. It is also the root in individual emotions, behaviours and in socio-economic and political background. It is also important to note that adequate materials and personnel, as well as the good and efficient use of library resources determines the types of attitudes with which the students regard their academic performance (Adesoji & Oluwaremilokun, 2020). Due to the indispensable contribution of library facilities to students' academic performance over decades and around the world, academics professionals' researches such as Jamilah (2020). Ifeka et al. (2013), Adesoji and Oluwaremilokun (2020). Ukachi et al. (2014) and Parbie et al. (2020) have examine users' attitude to library facilities usage in different locations around the world and their studies reveals a high rate of library usage. However, all the studies were measure mainly on users' perception and none of the studies was carried out in Auchi Polytechnic.

According to Adesoji and Oluwarrmilekun (2020), the academic library is a place in the school where vast collection of academic books is kept. These books are made available to the students to increase their knowledge and understanding on various subjects. A school library plays a great role in the life of student. It is the store house of knowledge. In a library, students can find books on various subjects such as history, geography, environment, political science, literature etc. Academic Library help to plan, implement and evaluate inquiry-based programmers that will ensure student acquire skills, analysis and organize information, problem-solve and communicate their finding in any assignment given proving. Therefore, the school library can be seen as an integral to learning process.

It is against this background that this study attempts to investigate Library Users' Information Needs and Utilization of Library Facilities in Auchi Polytechnic, Auchi, Edo State, Nigeria.

## Objectives of the Study

- i. To identify the Users of Auchi Polytechnic Library
- ii. To examine the reasons why people, visit the library in the Auchi Polytechnic Library
- iii. To ascertain the frequency of use of the library services and facilities by Users in Auchi Polytechnic.
- iv. To determine Effectiveness of services and facilities provided used in Auchi Polytechnic Library.
- v. To identify Challenges faced by library providers in the effectively discharged of their duties in Auchi Polytechnic

## Research Questions

- i. Who are the Users of Auchi Polytechnic Library?
- ii. What are the reasons why people, visit the library in the Auchi Polytechnic Library?
- iii. What is the frequency of use of the library services and facilities by Users in Auchi Polytechnic?
- iv. What Effectiveness of services and facilities provided used in Auchi Polytechnic Library?
- v. What Challenges faced by library providers in the effectively discharged of their duties in Auchi Polytechnic?

## Literature Review

The library offers a wide range of activities that attract students, for example an internet connection, academic journals, books, inter-library borrowing facilities study environment and photocopy and printing services. Students can visit the library to engage in any of these activities (Jamilah 2020). The library has a set of rules and regulations that students are expected to adhere to. For instance, the production of student identification documents and maintaining silence throughout the building. Sometimes students forget to carry their identification documents with them, which prevents them (Jamilah, 2020).

Librarians' attitudes are crucial in rejecting, adopting and implementing information technology in Libraries. Everyone has an attitude. Some individuals' attitudes propel them along, helping them to deal with new challenges, overcome obstacles and accomplish their objectives. Others have attitudes that are anchors, slowing them down or stopping them in accepting the innovation and changes in their life and workplaces (Adesoji & Oluwaremulokun 2020). Attitude according to Adesoji and Oluwaremilokun (2020), has been defined as an important concept that helps people to understand the social world. It helps us to define how we perceive and think about others, as well as how we behave towards them.

## Reasons Why People Visit the Library

One main objective a library is established is to reader services to members of its parent institution through the provision of information resources and services that support learning, teaching, and research (Udem et al. 2020). The philosophy of librarianship as opined by Adeoye and Popoola (2011) is based on the rendering of effective library services as well as the provision of relevant resources to users. The university libraries are normally evaluated on the basis of their significant benefaction to the successful achievements of the parent institutions (Dewey, 2014). As virtual parts of their host institutions, goals and objectives and have in recent year's endeavored to demonstrate their values to the respective user communities (Egberongbe, 2018). However, people visit library are to borrow library for different reason, Parbie et al, (2021) noted that the reasons why people visit library are to borrow library materials, to study at the library, to work on assignments, to work on research project, to work on publications, to prepare for examination quizzes questions and to read for leisure

## Library Services and Facilities

According to Ajegbomogun and Diyaolu (2018), academic Libraries are Libraries attached to the higher institution of learning to support the teaching, learning and research activities of the parent institution by providing adequate resources to fulfill the objectives of the library. Library facilities are those facilities required to be acquired by the library for effectiveness of library services. The availability of these facilities can have a strong impact on knowledge sharing among staff since it will add value to their service delivery. Correlation among the library facilities and knowledge sharing is even more crucial and important for the libraries know the strength and weakness of their resources. In other words, this implies that if facilities such as current printed materials, printers, internet/email, multimedia projectors, CDROMs, air conditioners /fans are adequately available in the library it will eventually create a conducive working environment for the staff and enhance their job performance (Ajegbomogun & Diyaolu, 2018).

Nitecki (2011) states that the size design, equipment and services offered by a library depend on what the library intends to be effective and efficient access to information and use of information depend on communication facilities such as computers, internet, printers, scanners, telephones, fax, and adequate supply of electricity. However, according to Udem et al. (2020), some library services and facilities include reference book, users orientation services, computer/internet services, reprographic services bibliographic service, staff assistance serves, serial services, bindery services, disability support services, catalogue and classification services, circulation services, users registration, current awareness services, book reserve services, recreation services, research assistance services, open and closed access services, preservation and conservation services, interlibrary loan services, reading furniture, toilet facilities and internet access.

## Challenges Faced by Library Providers in the Discharged of their Duties

The library is an important learning resource in any academic institution. Recent trends and advancements in technology have led to the modernization of library services, including the development of vast online databases with a wealth of information to guide learning and research (Delaney & Bates 2015). However, despite these developments, the utilization of library services is not optimal in most learning institutions, which limits the realization of educational benefits that accrue from library use (Jamilah, 2020)), Library providers need to comprehend the specific needs of prospective library users to meet them. Without the knowledge, it is impossible to optimize the services provided by the library for the benefit of institutional academic programs. However, some challenges are faced by library providers in the discharges of their duties. Ajay and Deepak (2017) identified these challenges as outdated a materials on shelves, books are not properly shelf by staff, limited access and insufficient, availability of modern facilities, lack of literature search skills among student place books at the wrong shelf after usage, computer are not sufficient, poor library accommodation, insufficient user orientation/formal training programs, lack of or poor internet connection, increase in workload due to inadequate staff, disruptive electricity supply, security issues, unfriendly library users behavior, lack of cooperation between library Staff and Journal are not enough and update.

## Methodology

This study adopted a descriptive research design. Thus, using questionnaire to elicit information from the respondents. The population of the study consists of the library users that used the library during the period of the study. The population of is 40 respondents. The entire population was used as sample of the study adopting total enumeration sampling technique. Self-administered questionnaire with close ended questions suitable for quantitative analysis was the major instrument design and used to elicit information for the study. The questionnaire was structured on a 5-point and 4-point.

Likert scale. Respondents were requested to indicate their perceptions on the subject based on their knowledge and experience. The data collected were coded and captured analysis with the aid of Statistical Package for Social Science (SPSS) and analyzed using descriptive (simple percentage) and inferential (relative importance index, weighted mean score mean and standard deviation) statistical tools.

## Results

A total of 40 questionnaires were administered to the respondents and 40 questionnaires representing 100% of the questionnaire distributed were retrieved.

**Table 1:** Showing socio-economic characteristics of respondents

S/N	Gender	Frequency	Percentage
1.	Male	18	45.0
2.	Female	22	55.0
Designation		Frequency	Percentage
1	Library Officer	13	32.5
2	Assistant Librarian	3	7.5
2	Librarian	7	17.5
3	Senior Librarian	2	5.0
4	Deputy librarian	0	0.0
5	Others	15	37.5
Duration of Work of the Library			
1	2 years and below	10	25.0
2	3-5 years	4	10.0
3	6-8 years	2	5.0
4	9 years and above	24	60.0
Academic Qualification of Respondent		Frequency	Percentage
1.	WASC/SSCE	6	15.0
2.	NCE/OND	6	15.0
3.	HND/B.SC	25	62.5
4.	M.SC/MBA	2	5.0
5.	Ph.D.	0	0.0
6.	MLIS	1	2.5
<b>Total</b>		<b>40</b>	<b>100</b>

The respondent's socio-economic characteristics presented in Table 1 revealed that the female respondent was more than the male. Female respondent are 22 representing 55.0% while male are 18 representing 45.0%. The table also showed that 32.5% of the respondents are library officers, 17.5% of the respondents are Librarian, 7.5% of the respondents are assistant librarian, 5.0% of the respondents are senior librarian, 37.5% of the respondents had others designation such as senior library officer, assistance chief librarian, Librarian II, Chief clerical Officer, foreman, principal library officer, bindery assistant, support staff, admin. Officer, porter, assistant chief officer and chief conf. secretary. While none of the respondents is a deputy Librarian. For duration of work at the library, it shows that majority of the respondents (60.0%) had work in the library for a period of 9 years and above, 25.0% of the respondents had work in the library for a period of 2 years and below, 10.0% of the respondents had work in the library for a period of 3 – 5 years while 5.0% of the respondents had work in the library for a period of 6-8 years. For Academic qualification of the respondents, it reveals that majority of the respondents are HND/B.SC holders (62.5%). 15.0% of the respondents are NCE/OND AND WASCE/SSCE holders, 5.0% of the respondents are M.SC/MBA holders while 2.5% of the respondents had MLIS. This shows that the respondents are educated and are deemed fit to respond correctly to the questions asked and information from them could be reliable. This shows that all the respondents are deemed fit and qualify to provide answers to the questions and therefore information provided by them are reliable.

**Table 2** showing the users of Auchu Polytechnic Library

S/N	Factors	SA	A	N	D	SD	RH	Rank
1	Students	25	12	0	3	0	0.90	1 <sup>st</sup>
2	Academic Staffs	13	18	3	4	2	0.78	2 <sup>nd</sup>
3	Independent Researcher	5	17	9	7	2	0.69	3 <sup>rd</sup>
4	Non-Academic Staffs	4	14	12	7	3	0.65	4 <sup>th</sup>
5	General Public	2	2	5	12	14	0.46	5 <sup>th</sup>

The users of Auchu Polytechnic Library presented in Table 2 revealed that students and academic staffs were the major users of Library. These are ranked 1<sup>st</sup> and 2<sup>nd</sup> with a relative important index of 0.90 and 0.78 respectively. Next in the ranking in independent researcher ranking 3<sup>rd</sup> with a relative important index of 0.69. The least users of library in the study area are Non-academic Staffs and the General Public. They were ranked 4<sup>th</sup> and 5<sup>th</sup> with a relative important index of 0.65 and 0.46 respectively.

**Table 3:** Showing the reasons why people visit the library in the study area.

S/N	Reason	SA	A	N	D	SD	WMS	Rank
1.	To borrow library materials	22	15	3	0	0	4.48	1 <sup>st</sup>
2.	To study at the library	25	11	3	0	1	4.48	1 <sup>st</sup>
3.	To charge phones and laptops	22	12	4	0	2	4.30	2 <sup>nd</sup>
4.	To work on assignments	15	21	3	1	0	4.25	3 <sup>rd</sup>
5.	To work on research/project	14	23	2	1	0	4.25	3 <sup>rd</sup>
6.	To clearance	14	22	3	1	0	4.23	4 <sup>th</sup>
7.	To read for leisure	20	14	2	0	4	4.15	5 <sup>th</sup>
8.	To bind project	20	10	6	4	0	4.15	6 <sup>th</sup>
9.	To register for library ID card	10	25	3	2	0	4.08	7 <sup>th</sup>
10.	To prepare for examination quizzes questions	13	17	6	4	0	3.98	7 <sup>th</sup>
11.	To make use of the internet	4	17	0	9	0	3.90	8 <sup>th</sup>
12.	To work on publications	16	11	7	4	2	3.88	9 <sup>th</sup>
13.	To get past questions	15	14	5	0	6	3.80	10 <sup>th</sup>
14.	Group discussion	12	14	8	6	0	3.80	10 <sup>th</sup>
15.	To make photocopy	14	10	0	8	8	3.35	11 <sup>th</sup>

The reason why people visit Auchu Polytechnic, library presented in table 3 revealed that to borrow library materials, to study at the library, to charge phones and laptops, to work on assignments and to work on research/project are the major reasons why people visit Auchu Polytechnic, library with a weighted mean score of 4.48, 4.30 and 4.25 ranking 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> respectively. Next in the rank are for clearance to read for leisure, to bind project and register for library ID card ranking 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> with weighted mean score of 4.23, 4.15, 4.08 respectively. The least reasons why people visit Auchu Polytechnic library are to work on publications, to get past questions, group discussion and to make photocopy with a weighted mean score of 3.88, 3.80, 3.35 ranking 9<sup>th</sup>, 10<sup>th</sup> and 11<sup>th</sup> respectively.

**Table 4:** showing the users frequency of use of the library services and facilities in Auchu Polytechnic.

S/N	Services/Facilities	VF	F	N	R	NV	Mean	STD.D	Rank
1	Open and closed access services	11	19	19	0	0	4.03	.733	1 <sup>st</sup>
2	Circulation services	14	14	8	4	0	3.95	.986	2 <sup>nd</sup>
3	Staff assistance service	13	14	9	2	2	3.90	.982	3 <sup>rd</sup>
4	Research assistance services	19	3	10	2	5	3.67	1.492	4 <sup>th</sup>
5	Reference book	11	14	6	8	1	3.65	1.167	5 <sup>th</sup>

**Continuation of Table 4**

6.	Bibliographic services	10	10	15	5	0	3.55	1.005	6 <sup>th</sup>
7.	Book reserve services	9	10	15	6	0	3.53	1.011	7 <sup>th</sup>
8.	Recreation services	12	13	6	2	7	3.53	1.432	8 <sup>th</sup>
9.	Interlibrary loan services	7	14	15	1	3	3.53	1.062	9 <sup>th</sup>
10.	Bindery services	4	20	9	5	2	3.53	.905	10 <sup>th</sup>
11.	Reprographic services	8	18	6	2	6	3.50	1.301	9 <sup>th</sup>
12.	Computer internet services	11	6	17	4	2	3.50	1.155	9 <sup>th</sup>
13.	Users orientation services	5	19	7	9	0	3.50	.987	9 <sup>th</sup>
14.	Serial Services	4	15	14	7	0	3.40	.900	10 <sup>th</sup>
15.	Reading furniture	20	15	5	0	10	3.38	1.514	11 <sup>th</sup>
16.	Preservation and conservation services	11	10	7	0	12	3.20	1.604	12 <sup>th</sup>
17.	Users Registration	19	0	5	1	15	3.18	1.866	13 <sup>th</sup>
18.	Toilet facilities	4	17	8	4	7	3.18	1.279	13 <sup>th</sup>
19.	Catalogue and Classification Services	10	9	7	3	11	3.10	1.566	14 <sup>th</sup>
20.	Current awareness services	11	0	5	6	8	3.00	1.450	15 <sup>th</sup>
21.	Disability support services	10	0	9	6	15	2.60	1.598	16 <sup>th</sup>
22.	E-library	0	0	13	5	22	1.78	.920	17 <sup>th</sup>

The user's frequency of use of library services and facilities in the study area presented in table 4 shows that open and closed access services, circulation services and staff assistance services are the mostly used library services and facilities with a mean of 4.03, 3.95, 3.90 and standard deviation of .733, .986 and .982 ranking 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> respectively. Next in ranking are research assistance services, reference book and bibliographic services with a mean of 3.67, 3.65, 3.65, 3.63 and standard deviation of 1.492, 1.167 and 1.005 respectively. The least used library services and facilities in the study area are current awareness services, disability support services and E-library with a mean of 3.00, 2.60, 1.78 and standard deviation of 1.450, 1.598 and 920 ranking 15<sup>th</sup>, 16<sup>th</sup> and 17<sup>th</sup> respectively.

**Table 5:** Showing the effectiveness services and facilities provided used in Auchi Polytechnic Library.

S/N	Services/Facilities	VE	E	N	NE	RH	Rank
1	Reference book	21	12	2	5	0.88	1 <sup>th</sup>
2	Preservation and conservation services	11	17	10	12	0.79	2 <sup>nd</sup>
3	Circulation services	18	13	3	6	0.77	3 <sup>rd</sup>
4	Catalogue and Classification Services	18	7	12	4	0.76	4 <sup>th</sup>
5	Computer internet services	12	18	8	2	0.75	5 <sup>th</sup>
6	Bindery services	16	9	12	3	0.74	6 <sup>th</sup>
7	E-Library	15	13	6	6	0.73	7 <sup>th</sup>
8	Book reserve services	12	18	4	6	0.73	7 <sup>th</sup>
9	Staff assistance services	13	15	8	4	0.73	7 <sup>th</sup>
10	Current awareness services	8	21	7	4	0.71	8 <sup>th</sup>

**Continuation of Table 5**

11	Reading furniture	16	8	9	7	0.71	8 <sup>th</sup>
12	Disability support services	7	22	5	6	0.69	9 <sup>th</sup>
13	Users orientation services	7	21	6	6	0.68	10 <sup>th</sup>
14	Users registration	9	19	2	10	0.67	11 <sup>th</sup>
15	Bibliographic services	8	16	11	5	0.67	11 <sup>th</sup>
16	Interlibrary loan services	9	14	12	5	0.67	11 <sup>th</sup>
17	Recreation services	9	14	11	6	0.66	12 <sup>th</sup>
18	Reprographic services	9	12	11	8	0.64	13 <sup>th</sup>
19	Serial Services	8	8	17	7	0.61	14 <sup>th</sup>
20	Research assistance services	8	10	10	12	0.59	15 <sup>th</sup>
21	Open and closed access services	7	7	14	12	0.56	16 <sup>th</sup>
22	Toilet facilities	8	8	7	17	0.54	17 <sup>th</sup>

The effectiveness of services and facilities provided used in Auchi Polytechnic library presented in table5 shows that reference book preservation and conservation services and circulation services are the most effective library services and facilities provided with a relative importance index of 0.88, 0.79 and 0.77 ranking 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> respectively. Next in ranking are catalogue and classification services, computer internet services and bindery services with a relative importance index of 0.76, 0.75, 0.74 respectively. The least effective library services and facilities provided/used in the study area are research assistance services, open and closed access services and toilet facilities with relative importance index of 0.59, 0.56 and 0.54 respectively.

**Table 6:** Showing the Challenges faced by library providers in the effectively discharged of their duties in Auchi Polytechnic.

S/N	Challenges	SA	A	N	D	SD	Mean	STD.D	Rank
1	Outdated material on shelves	13	9	4	8	6	3.38	1.497	1 <sup>st</sup>
2	Journal are not enough and update	6	15	7	12	0	3.38	1.079	1 <sup>st</sup>
3	Lack of literature search skills among students	9	12	8	5	6	3.33	1.366	2 <sup>nd</sup>
4	Student place books at the wrong shelf after usage	9	10	8	9	4	3.28	1.320	3 <sup>rd</sup>
5	Limited access and insufficient availability of modern facilities	7	15	4	10	4	3.28	1.301	4 <sup>th</sup>
6	Unfriendly library users' behavior	17	3	5	1	14	3.20	1.800	5 <sup>th</sup>
7	Insufficient user Orientation/formal training programs	12	6	5	7	10	3.08	1.607	5 <sup>th</sup>
8	Lack of cooperation between library staff	14	8	0	0	8	3.00	1.867	6 <sup>th</sup>
9	Disruptive electricity supply	13	0	2	22	3	2.95	1.484	7 <sup>th</sup>
10	Increase in workload due to inadequate Staff	10	4	7	4	15	2.75	1.645	8 <sup>th</sup>
11	Poor library accommodation	9	6	2	14	9	2.80	1.522	9 <sup>th</sup>
12	Lack of or poor internet connection	6	4	9	13	8	2.68	1.328	10 <sup>th</sup>
13	Computer are not sufficient	3	8	9	12	8	2.65	1.231	11 <sup>th</sup>
14	Books are not properly shelf by staff	1	7	2	21	9	2.25	1.080	12 <sup>th</sup>
15	Security issues	0	0	15	18	7	2.20	.723	13 <sup>th</sup>

The challenges faced by library provided in the effectively discharged of their duties in the study area presented in table 6 revealed that outdated materials on shelves, journal are not enough and update, lack of literature search skills among students, students place books at the wrong shelf after usage and limited access and insufficient availability of modern facilities were the most important challenges faced by library providers in the effectively discharged of their duties,

these were ranked 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> with a mean of 3.38, 3.33, 3.28 and standard deviation of 1.497, 1.079, 1.366, 1.320, 1.301 respectively. Next in ranking are unfriendly library users' behavior, insufficient user orientation/formal training programs and lack of cooperation between library Staff with a mean of 3.20, 3.08, 3.00 and standard deviation of 1.800, 1.607 and 1.867 respectively. The least challenges faced by library providers in the effectively discharged of their duties in the study area are computer are not sufficient, books are not properly shelved by staff and security issues with a mean of 2.65, 2.25, 2.20 and standard deviation of 1.231, 1.080 and 0.723 ranking 11<sup>th</sup>, 12<sup>th</sup> and 13<sup>th</sup> respectively.

## Conclusion

Library is an important part of any school. It is a Universe of knowledge, a place for acquiring or providing information through various sources made available in various format. It plays a virtual role in widening the knowledge users which leads to attainment of intellectual achievement, the study shows that student and academic staffs are the major and most effective users of library. Research has proven that students who often visit the library to borrow library materials, study at the library, work on assignments and also to work on research/project have positive effect in their academic performance than those who do not. Library users view libraries as places to borrow books and read textbooks but are unaware of other rich content they can access through libraries. Even though library users may make limited use of library resources, they can access through libraries as reliable source of information for their academic pursuits. However, the findings of this study indicated that most users don't take advantage of some provided library facilities services such as the reference book, preservation and conservation services even when the study has shown that these library facilities services are the most effective of all services and facilities provided in the study area. As the need of the information is tremendous in every individual today, they are lured towards the easy access to information it could be the Internet or the other Information centers which they find as a reliable source of disseminating the knowledge that is important to them. Library services/facilities when adequately provided and used would produce great critical thinkers and well taught students for academic improvement. Though library providers faced some challenges in the effectively discharged of their duties, however, the study reveals that outdated materials on shelves, journal are not enough and update, lack of literature search skills among students, student place books at the wrong shelves after usage and limited access and sufficient availability of modern facilities are the major challenges faced by library providers in the effectively discharged of their duties in the study area.

## Recommendations

Based on the findings of the study; the following recommendations were made:

1. Library users who come to the library to carry out activities that does not add knowledge to them, such as to charge phones and laptops or for group discussion should not be allowed into the library so as to create more space for those who come to the library to study.
2. More awareness should be created to the library users about the least used library services and facilities such as current awareness services, disability support services and E-library as non-usage of these facilities and services could be as a result of no awareness of the library users about these services and facilities.
3. The library providers should consider looking into the least effective library services and facilities provided used so as to ensure they are more effective.
4. The study recommended that the library providers should ensure they look into the challenges faced by library providers in the effectively discharged of their duties so as to staff productivity.

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