

Full Length Research

Information needs and utilization of information resources by undergraduate students of library and information science, Michael Okpara University of Agriculture

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This study examined the information needs and utilization of library resources by LIS students of MOUAU. The study was guided by four specific objectives and four research questions. The study employed descriptive survey research design, while the population of the study is two hundred and fifty two (252), comprising of 100 level students (110), 300 level students (2), and 400 level students (140). The complete census method was used as the sampling technique. Only one instrument (questionnaire) was used. The questionnaire was validated by professionals from LIS Department, MOUAU. Mean was used in analyzing data for the study. The study identified that books, journals, reference materials and Indexes/abstracts are the information needs of undergraduate students of LIS in MOUAU library, identified that books, journals, dictionary, magazine and abstracts are the information resources utilized by undergraduate students of LIS in MOUAU library, indicated that out datedness of library resources, short opening hours of the library, inconsistent power supply, poor attitude of librarians, breakdown of facilities and unavailability of some of the information resources are the challenges in utilizing information resources in MOUAU Library. Identified provision of current library resources, early opening of the library, constant power supply, librarians to be courteous, maintenance of facilities in the library, and increased availability of library resources as solutions to the challenges of utilizing information resources in MOUAU Library. The study therefore recommended that: The management of the university should ensure that library resources identified in the study such as books, reference materials and indexes/abstracts, are adequately provided. The university library should conduct training for undergraduate students on the use of OPAC, CD-ROM and Electronic Data Bases. The university authority should ensure that current library materials are provided, maintain early opening of the library, constant power supply, librarians should be courteous, facilities in the library should be maintained. The universities that established university libraries should make sure that adequate fund is made available to the university libraries to enable them acquire all the necessary library resources to satisfy the information needs of undergraduates and other library users.

Keywords: Information needs, utilization of library resources, students

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INTRODUCTION

Background to the Study

An essential variable that establishes the level of enhancement and academic development of undergraduates in any university is to a large extent determined by information. The level of relevance that is attached to information needed determines the information utilized by the information seeker. The assessment of information needs and utilization of library resources by undergraduates, especially undergraduate students of library and information science, is quite necessary for supporting the undergraduates to access and utilize information required for their academic growth and performance. Information is a source or a facilitator of change or transformation (Wilson and Gapsiso, 2014). Similarly, it is not an end itself, rather it is a critical input resource used to achieve a desired end (Okpara, 2014). In agreement with this assertion, Wit (1990) noted that one basic objective of information is that it must help in solving problems. Information is a basic resource in any developmental stage which should and be acknowledged by planners, developers, government and their agencies (Chester and Neenamegan, 2006). Chukwu (2005), in his words opines that information is a critical resource to the growth and development of any individual or nation. It is an important and useful tool of development in any society.

However, the main aim of the university library is to support teaching, learning and research in ways consistent with, and supportive of the institution's mission and goals (Oyewusi, 2009). The main function of the university is to meet the information, research, and curriculum needs of its students, faculty and staff (Reiz, 2004). In the same vein, the main purpose of a university library is to support the objectives of a university, which are in the areas of learning, teaching, research and service (Aina, 2004). Okunu, (2011) defines university library as the heart and blood of the university.

The university library in any university setting provides the information needs for its users, which is made of the undergraduates, postgraduates, lecturers etc. information needs in the words of Anigbolu, Anyaobi and Olisa (2010), differ according to area of specialization. Understanding of information needs according to Anunobi, Ogbonna and Osochukwu (2014) will help in the realization of health, political as well as other socio-economic needs. Information needs is recognition that one's knowledge is insufficient to satisfy an objective that one has (Okokwu&Nnam, 2013). Information needs are made available without limitation to sex, age, and race, religious, educational or social status. The libraries provide information resources such as books and other material, arranged and maintained to meet the users' wide and varying information needs to meet the political, academic, trade and business pursuits of people (Leigh & Robert, 1999).

More so, information needs can therefore be said to be the quantity and quality of information an individual or group of users need to have for their work, recreation and many others that can be satisfactory. Thus, information needs arise wherever individuals find themselves in condition requiring information to deal with the situation as they deem fit. In other words, lack of information needed to accomplish a task results in information needs which several authors have variously described and explained ((Singh and Satija, 2006).

Further-more the value attached to the information resources in the library is determined by its utilization. Utilization of information resources and services according to Schutte (2004), has led to the shift from emphasis of the book and journal collection to an emphasis on information services or from ownership to utilization. Schutte (2004) further argues that the shift has been necessitated by new trends in the provision of higher education and developments in electronic information storage and their accessibility over computer networks. Ekhiamenor (2003) posited that facilities that attracted the greatest amount of patronage were e-mails, catalogues and databases, e-journals, www resources and software.

However, university libraries cannot effectively satisfy the information needs of its users without information resources. Chimah, (2012), defines the term 'resource as a source of supply, usually in large quantity. A person is said to be 'resourceful' when he/she is capable of handling difficult situations. Also, resources are those materials, strategies, manipulations, apparatuses or consultations that help the researcher to enhance research and development.. Library resources are collections like books, Encyclopedia, Dictionaries, Journals, etc. Library resources provide adequate library services to help in the delivery of actual needs of the library user according Daniel (2005) involve assisting readers in obtaining services from the libraries. It also includes all the services or assistance given to the library users to help him/her make adequate use of the services with minimal waste of time. The main tools for actualizing library services are called library resources materials. Library services are also that aspect of librarianship which deals with the interpersonal relationship between the libraries and library users.

Many academic libraries have their information resources in the print form as contrasted with more advanced countries where a greater percentage of libraries have their information resources in electronic and digital form. Electronic books, electronic periodicals as well as electronic reference materials should take the centre stage; despite the benefit of electronic resources the print resources still maintain a variety of reasons. Ajayi and Akinniyi (2004), in their own opinion of evaluation of information resources considered the nature of library resources.

In view of the above premise therefore, there is need to examine the information needs and utilization of library resources by undergraduate students of library and information science in the universities.

Statement of the problem

Libraries in the 21st century have been repositioned to adequately satisfy the information needs of library clientele, especially the undergraduate students of the university libraries. In the same vein the University Library of MOUAU, Abia State has invested heavily in the acquisition of library resources in a bid to enhance teaching, learning and research in their institution. Library resources have also become very important in improving the academic performance of students in the university community. Library resources enable students' especially undergraduate students of LIS to access and utilize first-hand information which is timely and current.

However, despite these numerous benefits derivable from library resources, it is speculated by some authors that undergraduate students of the universities may be lacking in utilizing resources in the university libraries, while on the other hand, other authors are of the view that a number of undergraduate students are utilizing resources in the university libraries.

The impression is that many students have either shallow knowledge of use of the library or the library resources do not satisfy their information needs. This situation may lead one to begin to ask whether or not there is availability of information resources in the university libraries to satisfy the information needs of the students, as well as what the future holds for the students on graduation.

Unfortunately, a thorough study of published and unpublished research works show that no study has been conducted on information needs and utilization of library resources by undergraduate students of LIS, MOUAU. This is a problem situation that requires attention. It is based on this development that this study was aimed at examining the information needs and utilization of library resources in MOUAU library by undergraduate students of LIS, MOUAU.

Purpose of the Study

The main purpose of this study will be to examine the information needs and utilization of library resources by undergraduate students of library and information science, MOUAU. The specific objectives will be, to:

1. identify the information needs of undergraduate students of LIS MOUAU,
2. Ascertain the level of utilization of information resources in MOUAU library by undergraduate students of LIS, MOUAU.
3. To identify the challenges of utilizing information resources in MOUAU library by undergraduate students of LIS, MOUAU, and
4. identify solutions to the challenges of utilizing information resources by undergraduate students of LIS, MOUAU.

Research Questions

The following research questions will be formulated to guide the study.

1. What are the information needs of undergraduate students of LIS, MOUAU?
2. What is the level of utilization of information resources in MOUAU library by undergraduate students of LIS?
3. What are the challenges of utilizing information resources in MOUAU library by undergraduate students of LIS?
4. What are the solutions to the challenges of utilizing information resources in MOUAU library by undergraduate students of LIS.

Significance of the Study

The result of this study is expected to be beneficial to the following:

Undergraduate students, teaching staff in the library schools, university library management and researchers.

The study will sensitize the undergraduate students of the university on their information needs and the library resources available in the university library for utilization.

Teaching staff in the library schools will also benefit from the study. Staff especially lecturers in the library schools would find the study a worthy companion as the study will make available and enrich the literature for effective research, teaching and learning of information needs and utilization.

It is expected that the study would assist the university library management in providing information resources to satisfy the information needs of users, especially undergraduate students of LIS.

Researchers would also benefit from the result of this study. The study is going to encourage researchers to engage in further research on information needs and utilization of information resources in the university library. The study is going to open gaps in the literature which researchers could investigate in their further studies in their quest for publications.

Scope of the Study

The geographical scope of this study is Abia State. Specifically, the study will cover the university library, MOUAU. The content scope of the study will include the following: Information needs of undergraduate students of LIS, MOUAU, utilization of information resources in the university library by undergraduate students of LIS, challenges of utilizing information resources in MOUAU library by undergraduate students of LIS, and solution to the challenges of utilizing information resources in the university library of MOUAU by undergraduate students of LIS.

LITERATURE REVIEW

This chapter presents a review of related literature on the study. The review of literature is organized as follows:

CONCEPTUAL FRAMEWORK
REVIEW OF EMPIRICAL STUDIES
SUMMARY OF LITERATURE REVIEW

CONCEPTUAL FRAMEWORK

Literature related to this study will be reviewed under the following sub-headings: Concept of Information Needs; Concept of Utilization, Concept of Library Resources, Problems associated with the Use of Library Resources and Strategies for Enhancing the Use of Library Resources

Concept of information needs

The view that information need motivates information behaviour is an implanted postulation of the user-oriented standard which focuses upon what people think, do and feel when they need and use information (Case, 2002). Information need is a personal, psychological, sometimes inexpressible, vague and unconscious condition. There are four levels of information need that an individual passes through before he or she encounters an information system or the services of information professional (Bruse, 2005). These levels are: visceral need, conscious need, formalized need, and compromised need. The aim of a library or an information system is to accomplish some needs for documents and information for users or prospective users. Such needs may, for instance, be related to educational, research and professional, recreation, cultural or to personal development (Birger, 2007). The term information need Over time has been used in different ways. In words of Aina (2004), "every individual whether literate or not, has information needs, which are critical for survival.

Information is needed because it affects people's lives. People need information to get answers to specific questions. Therefore, information need arise whenever individuals find themselves in a situation as they deem fit. According to Singh and Satija (2006), the concept needs can be known through the various terms such as want (a state or fact of being without or having an insufficient, absence or deficiency of necessities), desire (an unsatisfied longing or craving), demand (to require, asking for what is due or asking for something, and requirement (a need, a thing needed, necessary condition). Information according to Fiankor and Adams (2004) is the amount of positive information an individual or group of people need to have for their work, recreation and many other like satisfaction. This however implies that lack of information needed into accomplish tasks results in information need. Their concept of information need also means

the need for information whenever individuals are faced with situation that requires knowledge to handle such situation. Therefore, information need is a gap in person's knowledge, when experienced at the conscious level as a question, gives rise to a search for an answer.

According to Tackie and Adams (2007), literature on information needs and information seeking, acknowledges that work related to information seeking is different from everyday information seeking. They further state that information influencers, such as accessibility, availability, and familiarity of source consumed determines the suitability of the information. People according to Safahieh (2007) essentially need information for five broad functions and these functions are the fact- finding function, which provides answers to specific question, the current awareness function, which keeps information up-to-date, the research function, which investigates a new field in-depth, the briefing function, which obtains a background understanding of an issue, and the stimulus function, which provides ideas to obtain stimulus.

Information need stems from a vague awareness of something missing and as culminating in locating information that contributes to understanding and meaning.

Library patrons seek information because they need information resources to survive in all sectors of life (Ajiboye and Tella, 2007, Fiankor and Adams, 2004, Fatima and Ahmad (2008)). The information need (or need for information) is a factual situation in which, there exists an inseparable interconnection with "information" and "need", information needs can therefore be said to be the amount of positive information an individual or group of users need to have for their work, recreation and many other like satisfaction. Thus, information need arise wherever individuals find themselves in a situation requiring knowledge to deal with the situation as they see fit. In other words, lack of information needed to accomplish a task results in information need which several authors have variously described and explained ((Singh and Satija, 2006; Fiankor and Adams, 2004; Adeniyi, 2007).. Information needs are diverse and constantly changing and not amenable to generalization. Information needs can be social, economic, political, cultural or educational. However, information need is characterized mostly by the information seeking behaviour of the person in need of information. Information seeking behaviour is a broad term, which involves a set of actions that an individual, such as undergraduates, takes to express information needs, seek information, evaluate and select information and finally uses this information to satisfy his/her information needs (Fatima and hmad, 2008). It is therefore described as an individual's way and manner of gathering and obtaining information for personal use, knowledge, updating and development.

Concept of utilization

Information utilization is the putting into appropriate use of acquired information. Utilization of information differs from person to person and from one corporate organization to the other according to their information needs and other socio economic imperatives (Uhegbu, 2007). It can be viewed within the context of need, accessibility and function performed. The ultimate purpose of utilizing information is to satisfy the seeker's need. Because user's needs are varied, their satisfaction amounts to a high level achievement for them (Nkamnebe, 2014).According to Tiefel (2004), most library users are unaware of the quality and variety of information available in the library. As a result, it is the duty of the library to device a means to create awareness about the varieties of services the library could offer.

According to Bar-Ilan (2003), discipline has a major influence on usage pattern and preference, and the faculty members in science tend to use the Internet more intensively than faculty members in the Humanities or Social Sciences. Bar-Ilan (2003), further noted that age also plays an important role in the usage of information resources; the younger the students and faculty members are the more they utilize electronic information resources. Similarly, Waldman (2003) found out that use was influenced by computing skills of academics.

Osunrinde, (2002) maintains that once a user is connected to the Internet such user can link up with any part of the world for whatever purpose the user has in mind. He further states that for an information user to be able to utilize information resources effectively there is need to equip such user with skill such as information literacy skills, information retrieval skills, computer literacy among others as a strategy to promote electronic resources usage. Madhusudhan, (2010) argues that the major barrier to the use of electronic journals is the lack of subscriptions in relevant fields of studies and the lack of user orientation or training. This means some users are likely to be deprived of the required information for their academic work. Academic libraries need to invest more in the training and provision of more e-resources to meet the information of all users. Omotayo (2010), found that academics at Obafemi Awolowo University, Ile-Ife, in Nigeria used electronic information resources mostly for literature searching in research and for professional growth. On the other hand, Shukla and Mishra (2011), studied use of electronic information resources by research scholars at Banaras Hindu University, India. The study found that research scholars prefer electronic resources to print resources. The study also showed that majority of the respondents frequently use electronic information resources daily or weekly.

The study of Obaje and Camble (2008), revealed that information resources were mostly used for literature searches during project, dissertation and thesis writing as well as for personal research by staff. In a related study carried out to access the use of e-resources by library users by Soyizwapi (2005), it was found that postgraduate students used electronic information databases, but that a few of the databases were not used. It was also found that a number of problems were experienced by postgraduates in the process of using the databases. Aina (2004), is of the opinion that the different information user's categories have different information needs which a library must try to satisfy. Aina further stated that the user is very critical to the services of a library; hence the user must be constantly request to access the services and resources provided, since this will help the library to improve upon its services. According to Ukachi and Okeke (2012), it is necessary to evaluate users' perception and their utilization of services provided by electronic libraries vis a vis the objectives for establishing them, their perception about the resources in the library is positive study. Bhatti (2014) carried out a study on Internet-based information use pattern of pediatricians in Pakistan and found that majority of the respondents frequently use Internet and Internet based resources for medical literature search.

Concept of Library Resources

Library resources are collections like books, Encyclopedia, Dictionaries, Journals, etc. Library resources provide adequate library services to help in the delivery of actual needs of the library user according Daniel (2005) involve assisting readers in obtaining services from the libraries. It also includes all the services or assistance given to the library users to help him/her make adequate use of the services with minimal waste of time. The main tools for actualizing library services are called library resources materials. Library services are also that aspect of librarianship which deals with the interpersonal relationship between the libraries and library users.

Library services are the formalized provision of library resources in diverse forms by a librarian who is interposed between the users and available library service- s sources. Katz (2002) wrote that library services involve spirit of human which aims at establishing the content between then right user and the right library resources at a right time. Library patrons in Federal University Otuoke need library resources that is timely genuine and up-to-date in order to provide quality graduate. In other words, the need to be informed conscious of the education sector is to continue to make progress. Ezeala (2009) enumerated library services used in the library as follows, current awareness services, statistical data analysis, selective dissemination of information (SDI), document delivery, loaning photocopy, internet/ e-mail services, ROM database searching indexing & abstractly microfilming and facsimile, etc. These library services are essential at this point in time building up the information require- d by the researchers. Emejorho and Nwalo (as cited in Okafor 2010) emphasized that library services is much more that collection building, it entails the use, storage and organization of library collection and making it accessible to the users. Adeogun (2009) was of the opinion that the value of library services in not possessing library resources but in providing access to it. Availability of information sources has encouraged the utilization of library and information re- sources are also governed by its availability (A-jayi&Akinniyi, 2004).

Association American Library Association (2000), research analysis showed that majority of students did not utilize library resources for various reasons. Most of the students mentioned that there was no need to use library materials. Some students found personal textbook and class notes to be sufficient. Other reported having difficulty in locating, selecting and identifying the materials needed by them in the library. Most of the students argued that few or none of their lecturers gave them reading list or referred them to the library. This leads to underutilization of the library resources.

Library resources are collections like books, Encyclopedia, Dictionaries, Journals, etc. Library resources provide adequate library services to help in the delivery of actual needs of the library user according Daniel (2005), it involve assisting readers in obtaining services from the libraries. It also includes all the services or assistance given to the library users to help him/her make adequate use of the services with minimal waste of time. The main tools for actualizing library services are called library resources materials. Library services are also that aspect of librarianship which deals with the interpersonal relationship between the libraries and library users.

These three levels of measure of satisfaction are defined by the information resources, facilities and services in this study. These sources of satisfaction, when properly harnessed may contribute to users' overall satisfaction. The accuracy, completeness, precision, and relevance of the information materials obtained from public library by a user are measures of the product performance. Information resources currently exist in print and electronic formats and they are rapidly evolving. According to Haruna (2002), for user satisfaction to be achieved, there should be a sustained process of collection evaluation and such quality assurance can be attained via currency, accuracy of facts, relevance, coverage and content analysis of information resources in university libraries.

Hence, in recent times, evaluating users' satisfaction with the information resources, facilities and services of public libraries has become a major concern and an integral part of library and information science practitioners (Ogunsola, 2004). This is because the ultimate aim of all libraries as a service oriented organization is to satisfy the needs of its clients. Thus, users' satisfaction with the information resources, facilities and services provided by libraries whether public or academic has become the melting pot of the present day librarianship and information science (Saliu, 2002). In this regard, the International Federation of Library Association (IFLA) set the minimum standards for information resources, facilities and services to be provided by public libraries (IFLA, 2001). The information resources include fiction books, non-fiction books, textbooks, newspaper/magazines, pictures and posters, records and tapes, audio and video, toys, CD-ROM and Braille materials. Facilities to be provided include reading tables adequate enough for users, sitting chairs, bookshelves, library space, fans, lighting, ventilation, flooring, restaurant, location of exit point, notice board/bulletin, photocopiers, vehicle parking space, computers, carrels, periodical racks, circulation desks and other facilities that would make users comfortable for reading (IFLA, 2001). While the services include community information services, recreational activities, reference services, storytelling, reading competition, career information, customer care, adult literacy education, mobile Library resources are collections like books, Encyclopedia, Dictionaries, Journals, etc. Library resources provide adequate library services to help in the delivery of actual needs of the library user according Daniel (2005) involve assisting readers in obtaining services from the libraries. It also includes all the services or assistance given to the library users to help him/her make adequate use of the services with minimal waste of time. The main tools for actualizing library services are called library resources materials. Library services are also that aspect of librarianship which deals with the interpersonal relationship between the libraries and library users.

Challenges of utilizing library resources

There are number of problems associated with the use of library resources by undergraduate students of the university. In universities in Nigeria, especially universities, in Abia State, despite several advantages of library resources and its positive effect on students' academic performance in universities, students are yet to harness the opportunities provided by electronic resources due to some challenges (Aniedu & Uzuegbu, 2014). According to Chandel and Saikia (2012), one of the problems associated with the use of library resources is pricing. Price at which library information resources are bought is not fixed, thereby making subscription for library resources such as electronic resources very difficult. More-so, there is no standard pricing model for electronic resources yet different publishers have different price policies which are subject to change from time to time.

Further-more, library resources such as electronic information resources are not visibly available to users when compared to other information resources like print materials which are visibly available for knowing and use. Libraries subscribe to the different electronic resources of different publishers/vendors, as information sources remain scattered and not convenient to the users for browsing and searching (Chandel & Saikia, 2012). Library information resources need to be well managed and integrated for access with a single stroke of key so as to facilitate easy utilization by users. According to Chandel and Saikia (2012), electronic resources are remotely located and often remain under the ownership of the publishers or vendors. Libraries can only have access to these resources when they meet the term and conditions of the publishers and this poses serious problems especially after the expiry date of the subscription. Archiving of back files is also a problem. Library shall have to pay maintenance and licensing charges for back issues, if the responsibility of archiving is assigned to the publishers.

According to Manda, (2006), Internet access is not widely available. Efficiency is also poor as many libraries in African countries experience downtime, several times daily. He reported lack of ICT knowledge and skill among the problems associated with the use of electronic information resources by students. Furthermore, Jensen (2005) posited that there are also many external systemic factors militating against the use of library information resources by users, such as electricity, transport networks, import duties etc.; which impact on Internet service delivery on the African continent. In some institutions, access is limited, not only by the number of Internet service points, but also by the time access available. Among the problems cited by Minishimajanja (2007) are (a) re-skilling so as to improve ICT competency, (b) lack of systems manager/support staff/ICT experts and (c) low level of epistemological access.

The challenges of using library information resources according to Omeluzor (2015), include the following: poor information technology, infrastructure development; lack of knowledge on how to use e-journal, lack of facilities, lack of time and awareness and large mass of irrelevant information, the need to filter the results from search, download delay, failure to find information, inadequate or lack of search skills, high cost of access, inaccessibility of some electronic resources and difficulties in navigating through electronic resources.

According to Danuta (1996) finance is a major resource for organizational effectiveness and without it nothing meaningful will be achieved. It should be borne in mind right from the onset that computerization of library operations like acquisition and circulation control is an expensive venture, and a time consuming process. Also, Ikem and Ajala

(2004) noted that the problem of funding is the major constraint of ICT application in libraries. According to them, the problem of funding is more than just acquiring the hard and software but updating and maintenance are very crucial in order to sustain it.

Strategies for enhancing utilization of library resources

In order to facilitate the use of library resources by undergraduate students, a lot of strategies have to be put in place. Pejova (2006) recommends that developed and less developed countries have to embark on collaborative joint projects between professionals from these countries as a method of developing information literacy skills which will enable students to acquire the necessary information retrieval skills which will enable them to exploit the massive library resources that exist today. Also, Katundu (2002), notes that due to the fact that only librarians are engaged in the teaching of library science discipline, information literacy has not received much attention in the curriculum. Similarly, Heseltine (2000) posited that a successful information literacy programme can be made to relate information sources to various courses. This way it will become functional and more meaningful to students.

Further-more, Dai (2000), opined that there is need for a library consortium that will ensure collective acquisition of library resources. This will make it possible for students from financial weak university libraries to adequately utilize the jointly-acquired ICT facilities. A consortium with the collective strength of resources of various institutions available to it is in a better position to resolve the problems of managing, organizing and archiving the library resources. Therefore, for students to maximally benefit from the quantum of library information resources available around the globe, consortium is very imperative. Today libraries world over are forming alliances, for the purpose of identifying and addressing common needs arising from the utilization of library information resources, especially growing importance of the Internet and the World Wide Web.

According to CyprailfeanyiUgwu (2017), undergraduate students should be given orientation or more education on how to identify, use and evaluating information resources. Hardy (2010) argued that as the availability of information has expanded exponentially, well trained academic librarians ought to be positioned to help readers navigate and evaluate library – based information resources. This education should target specific skills set such as browsing skills, basic online searching skills and advanced search strategy. This can be achieved by integrating online information searching into the university curricular.

Review of related empirical studies

A lot of related empirical studies have been carried out on information needs and utilization of library resources. Some the results reveal that textbooks, journals, electronic resources etc, are the information resources needed to satisfy the information needs of undergraduate students of the university. Some of the results also reveal that undergraduates utilize available library resources, while other results reveal that undergraduate students do not adequately utilize library resources in the university libraries.

Nkamnebe, (2014), evaluated the use of library resources and services by students of Paul University, Awka in Anambra State, Nigeria. The study adopted descriptive survey research design. Population of the study is 276 students of Paul University; Awka. There was no sample for the study because the population could be managed by the researcher. The instrument for data collection was the questionnaire and observation. Data generated was analyzed using percentages, frequencies and mean rating. Findings revealed that students fairly use the library for their studies. It also revealed that resources currently available are fairly adequate and fairly accessible to the students. It was recommended among others that the habit of using the library should be inculcated into students through avenues such as organizing library display, library exhibition, library orientation, and inclusion of use of library as a course in the university's curriculum so as to attract students to the library.

Similarly, Afebuameh, James (2012), examined the information needs and the sources of information preferred by private secondary school teachers in Ibadan. Purpose of the study was to survey the information needs and the sources of information preferred by private secondary school teachers in Ibadan. The descriptive survey design was used for the study. The instrument for data collection was the questionnaire. Population of the study was 300. The purposive sampling technique was used. Descriptive statistics of frequency count, percentage and mean were used to analyze the research questions Findings of the study revealed that majority of the teachers required information for educational issues and for preparing lecture notes. Almost all the teachers preferred asking colleagues for information. It was recommended that the school librarian should acquire recent material to cover the school curriculum; and there should be regular users' education.

Onyeleke (2016), carried out a study to investigate the information needs and gathering behavior of lecturers in the Faculty of Law, Imo State University, Owerri. Purpose of the study was to identify the information needs seeking behavior of lecturers in Faculty of law, Imo State University, Owerri. The descriptive survey method was used to conduct the study. Instrument for data collection was the questionnaire. Population of the study is 28. The sample of the study is 22. The sampling technique is purposive sampling technique. Findings of the study revealed that the lecturers need information to prepare lecture notes, write articles for publication carry out administrative functions, prepare for court cases, and out of curiosity to gain knowledge. The findings further revealed that the lecturers consulted the following information sources: professional and academic journals; law reports; databases; colleagues; textbooks; e-books and e-journals; as well as conference papers. Furthermore, some factors influenced the lecturers' choice of information resources and they include: currency and relevance of resources; ease of use; quality, accessibility, availability and affordability of resources. Also the findings revealed are challenges the lecturer encounter in efforts to satisfying their information needs and they are: outdated books and journals; inadequate information resources; disjointed series of law reports; unreliable internet services and expensive resources.

Luqman Ayanlola Atanda and Chinu Uchendu (2019), conducted a study on Information Sources and Utilization of Library Resources and Services by the Students of Federal University Otuoke, Bayelsa State, Nigeria. Purpose of the study was to investigate information sources and utilization of library resources and services in Federal University Otuoke, Bayelsa State, Nigeria. Population of the study was 297 students out of which two hundred and ninety five (295) was completed for analysis. Survey design was used for the study. Accidental sampling technique was used for the study. The data collected were analyzed using mean and standard deviation for all the three research questions. The finding of the study shows that there is a positive relationship between availability and utilization of library resources and services. There is a positive relationship between availability and utilization of library resources and services. There is a positive relationship between availability and utilization of library resources and services. The study was recommended that the librarian should endeavor to stock the library with those information resources which are in high request as this would lead to increased utilization by the library patrons. Librarians should ensure that library resources with subject scope, fact and concepts are acquired as this would boost all information resources acquired by the library. There should be a database that provides information resources which enables library patrons to search for information electronically.

Summary of Literature Review

This chapter explores in depth the literature on information needs and utilization of library resources in the university libraries. This is done under three broad headings: conceptual framework, and review of related empirical studies, the concepts on the subject of the study (information needs and utilization of library resources) were discussed. The review defined the genesis of information needs and library resources globally and narrowed it down to the Nigerian scenario, captured recent developments by discussing challenges of utilizing library resources, showing how this enhances academic performance of undergraduate students of the university. Also, the study reviewed strategies for enhancing the use of library resources by undergraduate students. However, most of the works reviewed are on information needs and utilization of library resources in both developed and developing countries.

Under related empirical studies, a greater part of the publications (over 50%) are on information needs, utilization and library resources in both developed and developing countries. The materials reviewed include: online resources which are retrieved from the web, books and journal articles retrieved from the libraries. The literature showed that much has been written about information needs and utilization of library resources in university libraries globally, but none has been written about information needs and utilization of library resources by undergraduate students of library and information science, Michael Okpara University of Agriculture, Umudike, Abia State. This is the gap identified, which this study attempts to fill.

METHODOLOGY

Presentation of methods and the procedures used for conducting the study was discussed in this chapter. They are discussed under the following: design of the study, area of the study, population of the study, sample and sampling technique, instrument for data collection, methods of data collection and methods of data analysis.

Design of the Study

The descriptive survey design was used in conducting the study. The descriptive survey research is used for collection

of standardized information from a sample that is considered as representation of a particular group or population (Akuezuiilo & Agu, 2003). This design is considered for the study because it generated the relevant and useful data from a sample that is representative of the population of the study for generalization.

Area of the Study

The area of the study is Michael Okpara University of Agriculture, Umudike (MOUUAU). Umudike is a semi-urban settlement in Ikwuano Local Government Area, Abia State, Nigeria. Umudike is about 11 km south east of Umuahia. Its geographical coordinates are 5° 28' 0" east.

The headquarters is in IsialaOboro. It has an area of 281 km and a population of about 437,893. It is made up of about 57 villages and communities; it is also bounded by Ini Local Government Area, Obot Akara Local Government Area both in Akwalbom State, Isiala Ngwa South, Umuahia South and Umuahia North local Government Area. Umudike can be referred to as the food basket of Abia State basically because of its rich agricultural produce it is endowed with.

Ikwuano is derived from the coming together of four related brother namely: Oboro, Ibere, Ariam-Usaka and Olokolkwu. Ikwuano Umuahia was one of the local government areas that were created by the former military head of state, Retired General Ibrahim Badamosi Babangida in 1991 when Abia east was carved out from the old Imo State. Ikwuano is one of the six local governments that make up Abia Central Senatorial Districts. Ikwuano houses the famous MUOAU under which the MOUUAU Demonstration Secondary School exists, the National Root Crops Research Institute Umudike (NRCRI) as well as Government College Umuahia. Umudike is known for her agricultural activities. Umudike is the connecting hub between Abia State and Akwalbom. The fertility of its soil has enhanced the farming and production of Cocoa, making produce over 150 tons of cocoa annually. It produces over 200 tons of palm-oil every harvest season. Umudike is blessed with a large deposit of Kaolin Clay in Obunta. The area also produces palm-wine. Umudike has the first palm-wine bottling factory in South East, Nigeria.

The library studied is the MUOAU library. The use of Umudike has research and educational implications. It provides an insight into the state of information needs and utilization of library resources by undergraduate students in MOUUAU library. This will give rise for more studies to understand the state of information needs and utilization of library resources by undergraduate students in. The result of this study will also provide the facts needed to compare library resources density in MOUUAU library.

POPULATION OF THE STUDY

The population of the study is 252 undergraduate students of Library and Information Science, MOUUAU .Out of 252 undergraduates, 100 level undergraduates is 110, 200 level undergraduates – Nile, 300 level undergraduates is 2 and 400 level undergraduates is 140 (Admission list, 2016/2017 – 2019/2020).

SAMPLE AND SAMPLING TECHNIQUE

Sample of the study is 25 undergraduate students of library and information science, MOUUAU. Proportionate stratified sampling technique was used to select 25 undergraduates from the total population of 252. 25 represent 10% of the total population (252). This is in line with Afolabi (2008), which recommends that if the population is between 1000 to 5000, 10% will be used as the minimum sample size. In order to achieve the target of the proportionate stratified random sampling, 10% of the undergraduate population of library and information science that took part in the study was sampled.

INSTRUMENT FOR DATA COLLECTION

The instrument for data collection is the questionnaire. The questionnaire is titled: "Information Needs and Utilization of Library Resources Questionnaire (INULRQ)". The questionnaire was arranged in two (2) sections. Section (A) requests bio data and has three (3) items. Section B which answered research questions has four (4) clusters. Cluster – 1 which has seven (8) items deals with the information needs of undergraduate students of Library and information Science, MOUUAU. Cluster – 2 which answered research question two (2) has eight (8) items and deals with level of utilization of library resources in MOUUAU Library. Cluster – 3 which answered research question three (3) has seven (7) items and deals with challenges of utilizing library resources in MOUUAU Library. Cluster – 4 which answered research question four (4) has seven (7) items and deals with solutions to the challenges of utilizing library resources in MOUUAU Library.

The total number of items is thirty (30). The questionnaire was designed using strongly agree, agree, strongly disagree, and disagree. The options are as follows: SA – Strongly Agree, A- Agree, SD – Strongly Disagree and D- Disagree.

VALIDATION OF THE INSTRUMENT

The instrument was face-validated by two experts from the department of library and information science, Michael Okpara University of Agriculture, Umudike. The experts were asked to ascertain the appropriateness and suitability of the items as they relate the study. The experts included or removed any item they considered appropriate or inappropriate. After all the necessary adjustments by the experts, the items were restructured taken into consideration all the imputes of the experts.

METHOD OF DATA COLLECTION

The instrument was administered to the undergraduate students of library and information science by the researcher. The researcher used two weeks to administer and collect the instruments. A total of 25 copies of the questionnaire were administered to undergraduate students of library and information science. The completed questionnaire was collected back after completion. This method ensured high return rate.

METHOD OF DATA ANALYSIS

The data collected was analyzed using descriptive statistics (mean) to answer the research questions. For answering research questions, any item with the mean value of 2.50 and above was regarded as accepted; otherwise they were regarded as rejected. Mean was used for all the research questions. 2.50 was used as benchmark. Hence, any item with mean value of 2.50 and above was interpreted as accepted, while any item with mean value of less than 2.50 was interpreted as rejected.

The mean was calculated thus:

$$\bar{X} = \frac{\sum FX}{N},$$

Where: \bar{X} = Mean, N = Total number of respondents
F = Frequency

Σ = Summation Sign

The response values used in this study are: 4, 3, 2 and 1.

$$\text{Criterion Mean} = \frac{4+3+2+1}{4} = \frac{10}{4} = 2.50 \text{ (cut off point)}$$

RESULTS AND DISCUSSIONS

This chapter presents the results of data analysis and discusses the findings of the study. It was presented under descriptive analysis, findings and discussion of findings.

PRESENTATION OF RESULTS

Research Question One: What is the extent of utilization of information resources in the university library?

Table 1. Mean Responses on the Information Needs of Undergraduate Students of LIS MOUAU

S/N	Items Statement	VHE	HE	LE	VLE	REMARK
1	Books	16	6	2	1	3.48
2	Journals	15	5	2	3	3.28
3	Dictionary	14	5	4	2	3.25
4	CD-ROM	2	2	15	6	2.00
5	OPAC	-	-	10	15	1.4
6	Magazines	14	5	-	6	3.08
7	Encyclopedia	5	7	8	5	2.48
8	Electronic Data Bases	2	1	10	12	1.72
9	Abstracts	8	6	6	5	2.68
	Cluster Mean					2.69

The result of data analysis presented in table 1 shows that the cluster mean of the information needs of undergraduate students of LIS in MOUAU Library is 2.56, which is greater than the criterion mean of 2.50 on a four point rating scale. This shows that the extent to which undergraduate students of LIS need information resources in MOUAU Library is high.

Table 2. Mean Responses of Undergraduate Students of LIS MOUAU on the Level of Utilization of Library Resources in MOUAU Library

S/N	Items Statement	VHE	HE	LE	VLE	REMARK
10	Books	18	4	2	1	3.56
11	Journals	16	5	4	-	3.48
12	Dictionary	13	6	4	2	3.2
13	CD-ROM	2	2	16	5	2.04
14	OPAC	-	-	11	14	1.44
15	Magazines	13	6	1	5	3.08
16	Encyclopedia	4	8	7	6	2.4
17	Electronic Data Base	-	1	8	16	1.4
18	Abstracts	9	5	5	6	2.68
	Cluster Mean					2.59

The result of data analysis presented in table 2 shows that the cluster mean of the level of utilization of information resources in MOUAU Library is 2.59, which is greater than the criterion mean of 2.50 on a four point rating scale. This shows that the extent to which undergraduate students of LIS utilized information resources in MOUAU Library is high.

Table 3. Mean Responses of Undergraduate Students of LIS MOUAU on Challenges you Experience in Utilizing Library Resources in MOUAU Library

S/N	Items Statement	SA	A	D	SD	REMARK
19	Out datedness library resources	15	5	3	2	3.32
20	short opening hours of the library is	14	6	2	3	3.24
21	inconsistent power supply	16	5	3	1	3.44
22	poor attitude of librarians	13	7	2	3	3.2
23	Breakdown of facilities	14	6	3	2	3.28
24	Unavailability of some of the information resources needed	17	2	4	2	3.36
	Cluster Mean					3.31

The result of data analysis presented in table 3 shows that the cluster mean of challenges of utilizing information resources in MOUUAU Library is 3.31, which is greater than the criterion mean of 2.50 on a four point rating scale. The result shows that all the items listed are the challenges students experienced in utilizing information resources in MOUUAU Library.

Table 4. Mean Responses of Undergraduate Students of LIS MOUUAU on Suggest Solutions to the Challenges of Utilizing Information Resources in the Library

S/N	Items Statement	SA	A	D	SD	REMARK
25	Provision of current library resources	16	9	-	-	3.64
26	Early opening of the library	17	5	3	-	2.88
27	Constant power supply	16	6	2	1	3.48
28	Librarians to be courteous	18	5	-	2	3.56
29	Maintenance of facilities in the library	15	5	3	2	3.32
30	Increased availability of library resources	14	7	3	1	3.36
	Cluster Mean					3.37

The result of data analysis presented in table 4 shows that the cluster mean of solutions to the challenges of utilizing information resources in MOUUAU Library is 3.37 (cluster mean), which is greater than the criterion mean of 2.50 on a four point rating scale. This result indicates an agreement that all the items listed are the solutions to the challenges experience in utilizing information resources in MOUUAU Library.

SUMMARY OF FINDINGS OF THE STUDY

Based on the results of data analysis, the study:

- 1) Identified that books, journals, reference materials and Indexes/abstracts are the information needs of undergraduate students of LIS in MOUUAU.
- 2) Identified that books, journals, dictionary, magazine and abstracts are the information resources utilized by undergraduate students of LIS MOUUAU library.
- 3) Indicated that out datedness of library resources, short opening hours of the library, inconsistent power supply, poor attitude of librarians, breakdown of facilities and unavailability of some of the information resources are the challenges in utilizing information resources in MOUUAU Library.
- 4) Identified provision of current library resources, early opening of the library, constant power supply, librarians to be courteous, maintenance of facilities in the library, and increased availability of library resources as solutions to the challenges of utilizing information resources in the MOUUAU Library.

DISCUSSION OF FINDINGS

Discussions on findings of the study are presented as follows:

Research Question 1: Information Needs of Undergraduate students of LIS MOUUAU

The study revealed that the following library resources are the information needs of LIS students MOUUAU: books, Journals, dictionary, magazines, encyclopedia, electronic data base and indexes/abstracts. This finding agrees with that of Ukachi and Okeke (2012), whose findings revealed that users are satisfied with availability of materials in the library.

Research Question 2: Extent to which Undergraduates utilize the Resources in the University Library

The study revealed that the following information resources: books, Journals, magazines, encyclopedia, electronic data base and indexes/abstracts are utilized to a high extent by LIS students of MOUUAU. The findings of the study agree with that of Luqman Ayanlola Atanda and Chinu Uchendu (2019), who found that respondents utilized materials in the library.

Research Question 3: Challenges Experienced by Undergraduate Students of LIS in Utilizing Information Resources in MOUAU Library

The study further found that some of the challenges experienced by undergraduate students of LIS in utilizing information resources in MOUAU library are as follows: Out datedness of library resources, Short opening hours of the library, inconsistent power supply, Poor attitude of librarians and unavailability of some of the information resources This findings conforms with that of Jensen (2005) who reported that inconsistency of power supply unavailability of library resources are challenges respondents experienced in utilizing information resources in university library.

Research Question 4: Strategies to the challenges of utilizing information resources in MOUAU library by Undergraduate Students of LIS

The findings of the study revealed that the Strategies to the challenges of utilizing information resources in MOUAU library include the following: Provision of current library resources, early opening of the library, Constant power supply, Maintenance of facilities in the library and Increased availability of library resources. This finding is in agreement with Dai (2000),his findings revealed that solution to the challenges of utilizing information resources in the library is to make available library resources through consortium.

CONCLUSIONS AND RECOMMENDATION

Summary

The study examined the information need and utilization of library resources by undergraduate Students of Library and Information Science, MOUAU. The study adopted descriptive survey research design. Population of the study is 252. Through proportionate stratified sampling technique, the sample size of 25 undergraduate students was used as the respondents from which data for the study was collected.

The instrument used for data collection is a structured questionnaire. The instrument was captioned "Information Needs and Utilization of Library Resources Questionnaire (INULRQ). The instrument was validated. The validity of the questionnaire was determined by experts in the department of Library and Information Science. Data for the study was collected by the researcher with the help of the Course Representatives through face to face administration.

The data collected were analyzed using descriptive statistics method such as means, to answer the research questions. Results of data analysis identified the following as information resources in MOUAU library that were utilized to a high extent by undergraduates of LIS: books, journals, reference materials, and indexes/abstracts. Also identified as information needs of undergraduate students of LIS in the university library are: books, journals, reference materials, and indexes/abstracts. Challenges experienced in utilizing information resources in the university library identified are: Out datedness of available library resources, short opening hours of the library, inconsistent power supply ,poor attitude of librarians, breakdown of facilities and unavailability of some of the information resources needed. Identified as strategies to the challenges experience in the utilization of library resources in the library by undergraduate students of LIS are: Provision of current library resources, early opening of the library, constant power supply, librarians to be courteous, and maintenance of facilities in the library and increased availability of library resources.

CONCLUSION

From the results and findings obtained in this study, the following conclusions were drawn:

- (1) The most needed library resources by Undergraduate students of LIS MOUAU are books
- (2) The major library resources that undergraduate students of LIS MOUAU utilized to a high extent in the library are books.
- (3) The major challenge faced by undergraduate students of LIS MOUAU in the use of library resources in MOUAU library is inconsistent supply of power.
- (4) The main strategy to the challenges of utilizing library resources is the provision of current library resources.

IMPLICATIONS OF THE STUDY

The findings of the study have implication for the management of libraries in Abia State who are directly responsible for the provision of library resources in libraries. They must ensure that library users especially undergraduates are adequately satisfied through the provision of current library resources.

The findings of this study on information needs of undergraduate students of LIS MOUAAU revealed that the following library resources are needed by undergraduate students of LIS MOUAAU: Books, journals, reference materials and indexes/abstracts. Undergraduate students of LIS do not need OPAC, CD-ROM and Electronic Data Bases. This implies that there is need to organize training on the use of OPAC, CD-ROM and Electronic Data Bases by the management of the university libraries for undergraduate students of LIS.

However, the findings of the study on the extent to which undergraduate students of LIS utilize resources in the university library revealed that books, journals, reference materials and indexes/abstracts are the library resources that undergraduate students of LIS MOUAAU utilize. OPAC, CD-ROM and Electronic Data Bases are not adequately utilized by LIS students. This has an implication on the academic performance of undergraduates which reflects on the quality of graduates that graduate from the university.

The findings of the study on the challenges experience in utilizing information resources in the university library revealed that the following challenges were identified: currency of library resources is low, opening hours of the library is short, power supply is inconsistent and unavailability of some of the information resources needed. Also, constant breakdown of facility is not accepted as a challenge. This has an implication on the academic performance of pupils and this will in turn reflect on the quality and strength of the graduates from the university.

The findings of this study on strategies to the challenges of utilizing information resources in the university library identified the following as strategies to the challenges of utilizing library resources in MOUAAU library: Provision of current library resources, early opening of the library, Constant power supply, Maintenance of facilities in the library and Increased availability of library resources. This implies that there is urgent need for the government and other authorities concerned to implement the strategies to avoid the falling standard of education in the university.

Government as the financiers or funding authorities of the universities in the country should ensure that library resources are provided in the university library, if they are to function efficiently and effectively. This study has revealed the need for adequate utilization of library resources in the university library to the government and other relevant authorities; it is left for them to provide all the necessary information resources to satisfy the information needs of undergraduate students in the university.

RECOMMENDATIONS

The following recommendations have been made based on the findings, discussions and implication of the study:

1. The management of the university should ensure that library resources identified in the study such as books, reference materials and indexes/abstracts, are adequately provided.
2. The university library should conduct training for undergraduate students on the use of OPAC, CD-ROM and Electronic Data Bases.
3. The university authority should ensure that current library materials are provided, maintain early opening of the library, constant power supply, librarians should be courteous, facilities in the library should be maintained.
4. The universities that established university libraries should make sure that adequate fund is made available to the university libraries to enable them acquire all the necessary library resources to satisfy the information needs of undergraduates and other library users.

LIMITATIONS OF THE STUDY

The findings of the study were limited by the following factors: The inability of the researcher to extend this study to other universities in Abia State but could not due to time and economic issues.

SUGGESTIONS FOR FURTHER STUDIES

In view of the limitations of the study, the following suggestions are made for further research:

1. A study on the information needs and utilization of library resources by undergraduate students of polytechnics in Abia State, Nigeria.
2. A comparative study of the information needs and utilization of library resources by undergraduate students of polytechnics and universities in Abia State.

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