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ATTITUDE OF STAFF AND STUDENTS OF NASARAWA STATE UNIVERSITY, KEFFI ON THE AWARENESS, AVAILABILITY AND UTILISATION OF LIBRARY INFORMATION RESOURCES

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ABSTRACT

This study was on the availability, awareness and utilisation of information resources by staff and students of the Nasarawa State University, Keffi (NSUK). It identify the types of information resources available in the Nasarawa State University, Keffi (NSUK) Library, establish if staff and students are aware of available resources in the Nasarawa State University, Keffi (NSUK) Library and examine the types of information resource utilise by staff and students of Nasarawa State University, Keffi (NSUK) Library. Three research questions guided the study. The instrument used for data collection was a researcher self-developed observation checklist. The instrument was used to identify the availability of information resources in the library while the other was used to solicit information on users' awareness and utilisation of the library resource. The study uses the descriptive survey with a population of 2181. The sample size of 436 was drawn using a simple 20% of the entire population. Data was analysed using simple percentage. From the finding it can be seen that the library has some information resources which can support teaching, learning and research as is obtainable in academic environments. The available resources include reference materials (Dictionaries, encyclopedias and others), textbooks, curriculum-based text, journals, newspapers, online catalogue, online data bases among others. On the other hand, awareness of available information resources by users, result revealed that users are aware of some available information resources in the library. Result also shows that the users (Staff and Students) utilise some of the available information resources. It was concluded that, the library have some useful information resources, that user are aware of some of the available resources and in the same vain utilises them. Finding also shows that users are not aware of some resources available in the library. Based on the findings of this study, it was recommended that; library should acquire more information resources especially ICT based ones, information access policies should be adjusted for more openness and the NSUK library should make deliberate efforts to make users aware of available information resource to encourage utilisation of available information resources.

Keywords: Attitude, Awareness, Availability, utilisation, information resources, staff, students

Introduction

The library as a warehouse of knowledge is the heart of the development of the world and it is an essential need and requirement that enables an individual to function. Knowledge is the most important factor that is required for an individual or organisation to function, flourish and take decisions that will lead to the improvement of human livelihood. This knowledge is acquired, processed and put into different disciplines of human endeavor in the library. Knowledge is one of the major resources in human development. Based on the foregoing, it behooved that information/knowledge should be accurate, relevant and current which is an important precursor of technological development and innovations. Information is said to be a group of processed data that can help an individual deduce an implication and value judgment in decision making. For information to be useful for human development, it must be processed, available and easily accessible to use on a timely base and user need to be aware of it existence. This is the role libraries all over the world irrespective of their type and size have been doing for a long time. Libraries have a significant role of procuring, processing, managing and making available this information to users in the form of knowledge.

According to Akpe, Ajav and Ngunna (2018), the library serves as an agency for acquisition, collections, organization, storage, preservation and dissemination of information. Libraries across the globe have one central goal which they try to achieve in providing services to its users. It is therefore important that library resources should be made available and to be utilise by users. It is also important that users are aware of the resources available in the library with the aim of encouraging usage by patrons to improve the overall development of the nation. Awareness of available resources and the utilisation of same will enhance users' academic performance and in turn help in the development of the educational institutions.

Information resources when available and users are not aware of its availability is of no important because they have not served the purpose it is meant for. Onye (2016) posits that awareness of an information resources mean that patron knows that the particular resource exists in the holding of a library. This feature is very important as it is only when you know something is in existence (aware) that you can think of utilizing it. Awareness of an information resources prepositioned availability. Availability simply put means an information resource is physically present when the information resource is needed. Availability means that the information resources are within reachable domain of the user when the user decides to utilise it. It means the resources can be easily accessed. Another importance of the library is utilisation of information resources which refers to the situation where available resources are been put to use by patrons. Utilisation means the resources are available for patrons to use. The library has the important role of ensuring that users are aware of the resource available in their holding as this could help to attract users to make use these resources and hence help the library to perform the require role of acquiring, processing, storing and disseminating information effectively.

Utilisation is the ability to make practical way to utilise something effectively (Uzoigwe, 2024). The International Standard Organization defined utilisation as (an act to which a commodity can be used by some) users to meet their targeted goals, objectives, efficiency and effectiveness with all amount of satisfaction in the way of use. It is the process of making use of something that is available. Uhegbu (2017) opined that utilisation of information resources is the process of putting into appropriate use an acquired knowledge. It involves the utilisation of information resources and services in the library. The use of information resources differs from one individual to the other, and from one university library to the other, according to their political needs, information, social- economic, academic and educational imperatives as well as the level of knowledge usage. The use of information resources will outperform the current trends that are needed to find the data spread across the library activities and the process of drawing conclusion, (mostly in continually hindrance by their reliance on ad hoc, task specific frameworks in the new readers' service technologies).

In the words of Ojedokum (2017), the use of information resources is dependent on the kind of information needed to users. It must be made known that the need for information resources exists and the need is defined. Therefore, there is no doubt saying that the use of information resources is one factor that is used for advancing knowledge. This informs the reason why information resources and library services are introduced in the university libraries. Philip (2025) maintain that the use of information resources will offer users greater opportunities in products that are standard and quite different from their predecessors, i.e. current information and the ease in getting library services.

Utilisation entails the individuals that use the item, does so with ease and speed to enable them achieved their task and goal with ease, as observed by (Dumas & Redish, 2013). The use of information resources either in electronic or manure form, sales or educational purpose requires careful attention for it to provide efficient results. University libraries will continue to encourage the use of information resources by ensuring that information to their users at the appropriate time, a medium for communicating and reaching out to its users, and by improving on the creation of a virtual presence in the library.

Statement of the Problem

The establishment of the Nasarawa State University, Keffi (NSUK), like other academic institutions of higher learning, the university library was established alongside with the aim and obligation it was meant for. This library was saddled with the responsibility of providing educational support for the academic performance of both staff and students of the institution in the area of research output and learning. Some information resources are provided and made available in the library but most of these resources cannot be utilised as they are seen in the shelves gathering dust without been used. The question which readily comes to mind is why are some information resources not utilised? Is that users are not aware of the existence of these resources? All this are not yet known, it is on this backdrop that this study on awareness, availability and utilisation of information resources by staff and students of the Nasarawa State University Keffi (NSUK) was being undertaken.

Objectives of the Study

The objectives of the study are to:

1. identify types of information resources available in the Nasarawa State University, Keffi (NSUK) Library;
2. establish if staff and students are aware of available resourcesin the Nasarawa State University, Keffi (NSUK) Library; and

3. examine the types of information resources utilise by staff and students of Nasarawa State University, Keffi (NSUK) Library.

Research Questions

1. What are the information resources available in Nasarawa State University, Keffi (NSUK) Library?
2. Are staff and student aware of available information resources in Nasarawa State University, Keffi (NSUK) Library?
3. What are the information resources utilised by staff and students OF Nasarawa State Universit, Keffi (NSUK) Library?

Review of Related Literature

Primarily, libraries are established and saddled with the duty of acquiring, organizing, preservation and effective delivering of information to information seekers and users. This requires the capacity of the library to meet the various needs of its users by providing them required information resources needed for their learning, teaching, research and life-long career development. The ability to utilise available information resource is centered on the awareness that such resources is in existence in a library. Awareness of information resources entails that information resources be carefully arranged conspicuously placed or displayed in a way that user will know of its presence in the library.

Awareness according to Alhaji and Ndubisi (2022) refers to a condition of consciousness of information resources in the library. Even when a user is aware of an available resource, accessibility of such resources is another factor that must be considered and satisfied to ensure use. There are various methods which can be used to create awareness of the existence of an information resource. Libraries employ various methods to achieve the above objective and commonly among them, according to Olayinka, Isaiah, Dooshima, and David (2022), are displays on the open shelf, selected dissemination, library tours and new arrival display among others. To create awareness on available information resources in the library, it is important that information resources be arrange so that users can easily identify, locate and use them when needed.

The term availability of information resources refers to readily access to information with little or no stress for the library for service delivery. Availability of information resources in the library is not just enough; users must know of their existence to be able to use them effectively and to put to use what is available. Users must possess requisite skills that will enable them to exploit these technology and services. Information resources may be available in various formats via various channels. But then, there are different questions begging for answers. Are they being accessible? Do the users really have access to the information and avail themselves of the effective service delivery being provided by the library? The availability and awareness is one of the key elements in transition from a closed transition to utilisation.

Furthermore, availability in this context is defined as the probability that the system is operating properly when it is requested for use. In other words, availability is the probability that a system has not failed or is undergoing a repair action when it needs to be used. Availability refers to a quality of being able to be used or to obtain something (Warren, 2025). It is the readiness to perform for specified purpose, under pre-determine conditions. The availability of information resources is about being made accessible as needed, when needed, and where needed. In other words, the availability of information resources relates to the provision for the inclusion of the information sources in the collection of libraries at the disposal of users in the universities. Availability of information resources relates to the ease with which information can be accessed by librarians and library users (Ternenge & Kashimana, 2019).

The other element to look at is availability of information resources. Availability has been explained severally by various sources. Availability refer to information resources been within the vicinity of the library. Availability of an information resource is a situation whereby the information resource is within reachable domain of the library when the information resource is needed by library patrons and can easily be accessed (Kumar, 2015). Being available implies that information resource is at the place it is needed when it is needed. Availability of information resources as pointed out by Wu, Thompson, Vacek, Watkins, and Weidner (2016) is central to human development as non-availability of necessary and needed information may lead to chaos and untold volume of loss. For any library to flourish, it is important that their information resources are available and up to date in their details.

Important factors affecting availability of information resources could be related to high cost of this resources and the steady creation of new fields of knowledge amidst others. But no matter the level of availability of information resources, if those resources are not utilised they are of no importance. Utilisation refer to the information resources been but to use for a desired purpose. Utilisation of information resources is the extent to which information resources are actually used for teaching, learning, and research. Utilisation of information resources is the major trust of the library since the library changed from been a cultural monument to a knowledge acquisition and information communication center. Based on the realizations of this change librarians and information professional in the library sphere develop the need to educate their users in ways of finding information for their day to day activities. Utilisation means making use of available information resources by users at the right time through the desired medium.

Methodology

The population of this study used was two thousand, one hundred and eightyone (2181) which comprised of 38 staff members and 2,143 students of the Faculty of Education in Nasarawa State University, Keffi (NSUK). Descriptive research was employed for this study. A sample size of 436 was gotten using twenty percent (20%) of the entire population based on adoption from the sample frame. Observation checklist was used to collect data from respondents for the study. The checklist was administered on the library staff and students of NSUK. Random sampling technique was adopted for the study. Data collected was analysed using simple percentage to answer researches. Decision rule was based on simple percentage.

Data Analysis and Results

The checklist was administered to the Nasarawa State University Library which contained inventory of information resources available in the library. A total number of 436 questionnaires were administered to respondents. Out of the 436 questionnaires administered, 426 were returned given a percentage of (97.7%). And of the number returned, 351 (82%) were deemed good and useful for this study.

RQ 1: What are the information resources available in Nasarawa State University, Keffi (NSUK) Library?

Table 1: Checklist on Information Resources Available

S/N	Items	Available	Not Available
1	Dictionaries	√	X
2	Encyclopedias	√	
3	Gazettes	√	
4	Indexes		X
5	Abstracts		X
6	Handbooks	√	
7	Government pub	√	
8	Year books		X
9	Textbooks	√	
10	Curriculum based Resources	√	
11	Journals	√	
12	Magazines	√	
13	Newspaper clipping		X
14	Pamphlets		X
15	Correspondence		X
16	Fictions	√	
17	Picture books		X
18	Radio		X
19	Tapes		X
20	Recorders		X
21	Realia		X
22	Discs	√	
23	Television/ cable satellites		X
24	Video cd	√	
25	Video cassettes		X
26	Motion pictures		X
27	Charts		X
28	Posters		X
29	Online catalogue (OPAC)	√	
30	Computer resources.	√	

32	Online data bases	√	
	Total mean %	15(48.4%)	16(51.6%)

Field Survey, 2024

Table 1 shows response on the checklist showing the information resources available in the library of the Nasarawa State University, Keffi (NSUK) Library. Thirty-two information resources where listed and finding shows that the university library have fifteen (15) of the itemized information resources. The available information resources represent 48.4% of the listed items. However, the library did not have 16 of the information resources, this represents 51.6%.

RQ 2: Are staff and student aware of available information resources in Nasarawa State University, Keffi (NSUK)Library?

Table 2: Awareness of Staff and Students of available Information Resources

S/N	Items	Aware	Not Aware
1	Dictionaries	√	
2	Encyclopedias	√	
3	Gazettes		X
4	Handbooks		X
5	Government pub		X
6	Textbooks	√	
7	Curriculum based resources	√	
8	Journals	√	
9	Fictions	√	
10	Discs		X
11	Video cd	√	
12	Online Catalogue (OPAC)		X
13	Computer resources.	√	
14	Magazines	√	
15	Online Data bases	√	
	Total mean %	9(60%)	6(40%)

Field Survey, 2024

Table 2 is response showing the awareness of the respondents indicating that of the 15 items available in the library, users are aware of the availability of some of these items. The response shows that the users were aware of 60% (9) of the resources. The resources users are aware of include online data bases, magazines, computer resources, textbooks, dictionaries and others. On the other hand, users are not aware of the availability of 6 representing 40% of the available items.

RQ 3: What are the information resources utilised by staff and students?

Table 3: Response on Types of Information Resources Utilised

S/N	Items	Utilise	Not Utilise
1	Dictionaries	√	
2	Encyclopedias	√	
3	Gazettes		X
4	Handbooks		X
5	Government pub		X
6	Textbooks	√	
7	Curriculum based resources	√	
8	Journals	√	
9	Fictions	√	
10	Discs		X
11	Video cd		X
12	Online Catalogue (OPAC)		X
13	Computer resources.		X
14	Magazines	√	
15	Online data bases		X
	Total %	7(46.7)	8(53.3)

Field Survey, 2024

Table 3 is response by users (staff and students) of the library. Out of the 15 available items users responded that they utilise. The 7 items utilised by users represents 46.7% of the items that are available in the library. Items utilised by user are, encyclopedias, textbooks, journals and curriculum-based information resources. On the flip side user do not utilise 8 of the available information resources which represent 53.3%.

Discussion of Finding

From the finding it can be seen that the library has some information resources which can support teaching, learning and research as is obtainable in academic environments. The available resources include reference materials (Dictionaries, encyclopedias and others), textbooks, curriculum-based text, journals, newspapers, online catalogue, online data bases among others. With a total of thirty-two information resources that where listed, finding indicates that Nasarawa State University, Keffi (NSUK) Library have fifteen (15) information resources available in its library, which represent 48.4% of the listed items. However, the library did not have 16 of the information resources.

The library however did not have the like of maps, tape recorders, newspaper, motion pictures to mention a few. To buttress the findings, Abisoye (2010) broke it down by saying that, information resources are those documents that support both teaching and learning in academic environment such as textbooks, journals, encyclopedia, dictionaries etc. On the other hand, awareness of available information resources by users, revealed that users are aware of some available information resources in Nasarawa State University, Keffi (NSUK) library. Users are aware of the availability information resource like dictionaries, encyclopedias textbooks and curriculum-based resources including journals computer resources and online data bases. Out of the fifteen 15 items available in the library, users are aware of the availability of some of these items, with response shows that the users were aware of 9 (60%) of the resources.

On the other hand, users are not aware of the availability of 6 representing (40%) of the available items. Users are however not aware of the availability of information resources like gazette, handbooks and government publications neither are they aware of availability of Discs and Online Public Access Catalogue (OPAC). This phenomenal occurs because some of these information resources such as government publications may not be accessible by the users and hence concerted efforts is needed for user to know of their existence and availability in the library. In regard to the findings, Alhaji and Ndubisi (2022) that refers awareness to a condition of consciousness of information resources in the library. Even when a user is aware of an available resource, accessibility of such resources is another factor that must be considered and satisfied to ensure use. He also listed various methods which can be used to create awareness of the existence of an information resource. Olayinka, Isaiah, Dooshima, and David (2022) opined that display of information resources on the open shelf, selected dissemination, library tours and new arrival display among others are ways to create awareness. This is in line with the agreement that says to create awareness on available information resources in the library, it is important that information resources be arrange so that users can easily identify, locate and use them when needed.

Of the 15 available items, it was shown that (users) both staff and student utilize 7 out of the 15 information resources, which represents 46.7% of the items that are available in Nasarawa State University, Keffi (NSUK) library. These information resources that are utilize by the users are dictionaries, encyclopedias, textbooks, curriculum-based resources, journals, computer resources among others. Users however, do not utilize many of the available information resources like handbook, government publications, disc, and (OPAC). On the other side user do not utilize 8 of the available information resources which represent 53.3% including online data bases and some computer resource respectively. The lack of utilization of some information resource could be attributed to unawareness of the existence of this set of resources in the library which is an issue that will need proactive action by the library to improve on for the betterment of the library. This buttress (Warren, P. 2025) argument that states that availability and awareness is one of the key elements in transition from a closed transition to utilization. That availability in this context is defined as the probability that the system is operating properly when it is requested for use. In other words, availability is the probability that a system has not failed or is undergoing a repair action when it needs to be used.

Conclusion

Based on findings from this study, it can be concluded that the library of the NSUK have information resources that can help them perform their tripartite function of learning teaching and research. Staff and Students are aware of some of these resources and utilise some of them. However, the university lacks some information resources and users are not aware of some of the information resources available in the library which made the user not to utilise available information resources.

Recommendations

Based on this conclusion, it is recommended that the library

1. NSUK library should acquire more information (especially online and computer based) resource to improve its holding and hence encourage more usage.
2. Policies on access to information resources should be eased so to make for access to these resources as open as possible.
3. NSUK library should make deliberate efforts like selective dissemination of information (SDI) and Current Awareness Programs that make user know what is available in the library especially are regarding their area of specialization.

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