The Constraints to Effective Use of Federal University Library Lafia by Students

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Abstract   The cardinal aim of this research work is to understand how students make use of library resources and services in Federal University Library Lafia. The research design adopted for this study was a survey research. The sample size is five percent (5%) out of the total population of 3927 which is 196. The instruments used for data collection was questionnaires. The data gathered from the questionnaires was analysed and discussed using tables and percentages. The findings revealed that most of the students in Federal University Library Lafia make use of library. It was revealed that majority of the students recognized the presence of reference resources, text books, journals, newspapers and project in Federal University Library. It was also discovered that i Federal University Library has the problems of little resources in their courses of study, Users are not educated on how to use the library and the library has no guide to direct users to appropriate sections of the library. .It can be concluded that Federal University Library have available library resources and services, but were not fully utilized, the study finally recommends that the library management should endeavor to enhance their services through lending and online resources and services. Students should be sensitized on the importance and type of materials in the library during library orientation and how they can use the materials for assignment and research work.

Keywords   Library Information, Resources, Services, Utilisation

1. Introduction

The major aim of any university library is to support teaching, learning and research activities of its parent institution. University libraries must therefore, make sure that their services are well utilized as this is essential for the educational development of the students. In agreement with this, Rathinasabapathy (2005) posited that library is an important intellectual resource of the academic community, and helps them to fulfil the curriculum requirements and to promote studies and research. The library, however, includes the totality of human and organized materials resources available in both book and non-book format for providing and obtaining needed information (Ahuauzu, 2002).

The academic library has been described as the "heart" of the learning community, providing a place for students' and faculty to do their research and advance their knowledge. The librarians' and library staff provide numerous services to these users, addressing their diverse needs, characteristics, and interests. The library continues to fulfil its role as the heart of the university, despite the move away from print and towards electronic resources. The work the library undertakes contributes directly to the institution's academic mission and to equipping students with the skills and knowledge they need to achieve academically and to maximise their employability.

Similarly, Ajibero (2005) sees the University Library as the heart of the University and no other single non-human factor is as closely related to the quality of university education. The philosophy of librarianship is based on the concept of service and the provision of relevant materials for users. Professional Librarians have continued the struggle of collecting and organizing printed and other forms of recorded knowledge in other to satisfy both present and future users.

According to Hernon, Nitecki, and Altman (2009) academic institutions try to ensure students' academic success by providing them best teaching faculty and excellent quality supporting services: libraries, residential facilities, food services. These services not only increase their satisfaction but also create very pleasant image of the campus. Students' satisfaction with these services helps to convince both students and their parents that the educational program and campus services provide value for the money spent. Better service reputation of the institution helps in getting donations. High quality service creates loyal customers. Students and parents also give weightage to the

institutes which have good library facilities.

Libraries are essential to the core mission of colleges and universities across the nation. To that end, Kuh and Gonyea (2009) noted that "the library is the physical manifestation of the core values and activities of academic life, the library's central role in the academic community is unquestioned." Questioning the importance of libraries to student learning is, according to Kuh and Gonyea (2009) "almost heretical"; yet, along with other higher education colleagues, academic librarians face increased external pressure for accountability while also undertaking on going internal commitments to improvement.

Libraries are institutions that acquire, process and store information resources for the benefit of the user of their communities. Gutek (2008) noted that "libraries can be viewed as information systems that both reflect and influence, and even help to create, paradigms and authority, for they set limits in various ways on the ideas and information available to users." Yusuf and Iwu (2010) posit that the library stands in the same relationship to the society as the memory of an individual by making available and accessible to its users information required for teaching and independent study. Contemporary libraries as noted by Joe (2010) maintain collections that include not only printed materials such as manuscripts, books, newspapers, and magazines, but also art reproductions, films, sound and video recordings, maps, photographs, microfiches, CD-ROM, computer software, online databases, and other media. He also added that the mission of any library is "to collect, organize, preserve and provide access to knowledge and information. In fulfilling this mission, tertiary institution libraries collect, organize and preserve a valuable record of culture that can be passed down to succeeding generations. Weiner (2005) states that, the role of a library evolves as the priorities of the institutions evolve; and at the same time, tertiary institution libraries develop into distinct information centres with its own set of objectives and commitment within the academic community.

Tertiary institution libraries are those libraries attached to universities, polytechnics, colleges of education and other similar institutions of higher learning. They have long been recognized as the "hearts" of their parent institutions. Tertiary institution libraries are often considered the most important resources of an institution of higher education that offer programs beyond the high school level; provide necessary training for individuals wishing to enter professional careers. These Libraries exist to fulfill fundamental objectives, conservation of knowledge and idea, teaching and conducting high quality research (Akobi, 2008). She further stated that, for these responsibilities to be successfully executed higher institutions of learning and other colleges have always looked onto their libraries as indispensable tool. The programmes of the academic libraries vary by types of institutions (Jubb and Green 2007).

The general image of a library brought about the different categories of libraries by the entity that supports them. These entities include academic libraries; research libraries, special libraries etc. This study focuses on those tertiary institution libraries that are academic in nature. An important feature that distinguishes these tertiary institution libraries from other form of libraries is that they are academic in nature and therefore provide training for individuals to be able to enter professional careers. However, they are generally seen as tertiary institution libraries. In addition to the above, Halsey et al (2008) observed that, these libraries acquire, process and present information to users in a way that add to the teaching and learning and to the efficiency of their parent institutions. From the argument above, it can be said that these libraries are also academic libraries. The development of the library will depend, to a large extent, upon the provision of adequate information resources, library equipment and provision of training for library personnel. However, there is no academic library no matter how buoyant can acquire every information resources; take care of capital, recurrent as well as other expenditure due to the dwindling financial library, allocations, increased subscription rates and prices, to mention a few. These problems, according to Ekoja (2003), were as a result of poor economy, inadequate funding and the misappropriation of funds meant for resources development etc. .Hence, the library needs to continuously plan and build its resources so that it will be able to meet with the developmental trends in teaching and learning. Therefore, it has become a necessity for libraries to find alternative means of acquisition.

2. Statement of the Problem

Federal University Library Lafia has a very vital role to play in meeting the multidimensional demands for information and knowledge of students, teachers and research scholars. University library invests huge amount of money every year on the purchase, process and storage of information resources to serve its user. University libraries are at the centre of changes to the library system. Federal University Libraries must serve groups of users with diverse information needs and research skills. In addition to the structural challenges facing all libraries, academic/faculty/institute libraries must also confront a rapidly changing educational and publishing environment, in which the value and cost of a university education is being questioned. A higher demand for accountability means academic libraries must prove their value and the value of the university system. Yusuf and Iwu (2010) posit that the academic library stands in the same relationship to the society as the memory of an individual by making available and accessible to its users information required for teaching and independent study.

The University of Minnesota recently published results of a major study on the impact of library use on student success. The study found that there are statistically relevant data showing first-year undergraduate students who use the library and have a higher GPA for their first semester and

higher retention from fall to spring than non-library users. A decline in the usage of traditional library services at the university level suggests that students are looking elsewhere for information resources. There are different categories of users that make use of university libraries, among these are the undergraduate students. However, it is observed that majority of the students in Federal University Library Lafia rarely visit the library for their research works and therefore it is often difficult to assess if the library is meeting their needs as the aim of any good library is to satisfy all its users and thereby justify its existence. The aim of the study therefore, is to find out whether the library resources and services are adequately utilized by undergraduate students in Federal University Library Lafia and if not find a way of improving the situation.

3. Objectives of the Study

To examine the level of library usage by undergraduate students of Federal University Lafia.

1. To find out the types of library resources used by most undergraduate students in Federal University Lafia.
2. To examine the search strategy adopted by the undergraduate students in locating library materials in Federal University Lafia.
3. To find out if the undergraduate students are satisfied with the library information resources in Federal University Lafia.
4. To find out constraints to effective use of library resources by the students of Federal University Lafia.

4. Research Questions

1. What is the level of library usage by undergraduate students of Federal University Lafia?
2. What types of library resources are used most by the undergraduate students in Federal University Lafia?
3. What are the search strategies adopted by the undergraduate students in locating library materials in Federal University Lafia?
4. To what extent are undergraduate students satisfied with library services in Federal University Lafia?
5. What are the constraints to effective use of library resources by the students of Federal University Lafia?

5. Literature Review

Concept of Faculty Institution Libraries

Academic libraries are those libraries attached to universities, polytechnics, colleges of education and other similar institutions of higher learning. They have long been recognized as the "hearts" of their parent institutions. Tertiary institution libraries are often considered the most important resources of an institution of higher education that offer programs beyond the high school level; provide necessary training for individuals wishing to enter professional careers. These Libraries exist to fulfil fundamental objectives, conservation of knowledge and idea, teaching and conducting high quality research (Akobi, 2008). She further stated that, for these responsibilities to be successfully executed higher institutions of learning and other colleges have always looked onto their libraries as indispensable tool. The programmes of the academic libraries vary by types of institutions (Jubb and Green 2007).

The general image of a library brought about the different categories of libraries by the entity that supports them. These entities include academic libraries; research libraries, special libraries etc. This study focuses on those tertiary institution libraries that are academic in nature though they may be special in scope. They may specialize in one form of field of study or the other and primarily designed to serve users of their parent organizations, this may make them special in a way. An important feature that distinguishes these tertiary institution libraries from other form of libraries is that they are academic in nature and therefore provide training for individuals to be able to enter professional careers. However, they are generally seen as tertiary institution libraries.

In addition to the above, Halsey et al (2008) observed that, these libraries acquire, process and present information to users in a way that add to the teaching and learning and to the efficiency of their parent institutions. From the argument above, it can be said that these libraries are also academic libraries. The development of the library will depend, to a large extent, upon the provision of adequate information resources, library equipment and provision of training for library personnel. However, there is no academic library no matter how buoyant can acquire every information resources; take care of capital, recurrent as well as other expenditure due to the dwindling financial library allocations, increased subscription rates and prices, to mention a few. These problems, according to Ekoja (2003), were as a result of poor economy, inadequate funding and the misappropriation of funds meant for resources development etc. Hence, the library needs to continuously plan and build its resources so that it will be able to meet with the developmental trends in teaching and learning. Therefore, it has become a necessity for libraries to find alternative means of acquisition.

Library Resources and Services Evaluation

It is natural for human beings to evaluate things, events and other people around them. Librarians too indulge in this practice. They have the need to periodically measure the resources and services of their library as a way of ensuring that they are meeting the set objectives of the library. According to King, (2001) library evaluation began with the evaluation of retrieval systems in libraries, with parameters based on answerable questions revolving around recall and precision ratios of retrieval systems. Cullen (2003) also pointed out that the quest to evaluate library resources and

services in recent times has led to the design of Total Quality Management (TQM) systems. Consequently, libraries, including faculty's libraries, have been faced with challenges of justifying their contributions to the achievement of their parent organizations' goals. Evaluation is carried out to justify and quantify benefits of research library resources and services to users' information utilization for research.

According to Andaleeb and Simmonds (2008) Student perceptions and expectations of service from faculty libraries also vary, making it imperative to better understand and define specific student needs and to provide the type and level of service that meets them. Thus, Christopher and Vanaja (2005) assert that one element of high quality service is "the incorporation of users' personal needs and expectations into the development of programs and service. According to them, the continued success of a service organization such as anfaculty library depends on the organization's ability to adjust its products and services to correspond to user needs. Similarly, Danuta and Nitecki (2006) suggest that only customers justify the existence of a library. They also claim that "the assessment of how well a library succeeds depends on the user as a judge of quality. As these views gain greater acceptance among academic librarians, librarians must orient themselves and their programs to become better customer advocates and address their problem-solving needs.

Swanson (2009) posits that for a library to be sure that it is carrying out its mandate to its users, "the totality of features and characteristics of its resources and services must be able to satisfy all users' stated or implied needs." Questions about how far the totality of library resources and services meet users' needs are answered during library evaluation. Simmonds and Andaleeb (2001) argued that providing quality services in academic libraries is now a major issue among academic librarians; they see the library more in terms of the provision of and access to service quality than as just a physical place. Technology and automation have also changed the way people perceive libraries. As a result, the roles of libraries and librarians themselves have been re-evaluating their role as reflected in many literatures. They emphasize the provision of good library service as more important to the users than the mere physical library building. This perspective as stated in Simmonds and Andaleeb " article entitled: Usage of Academic Libraries: The role of service quality, resources, and user characteristics" (2001) is evidence in several recent studies on user's satisfaction with library services with academic libraries services. The authors stressed that access to information provided by libraries is seen as more important than the materials physically available in a library. Quality service is a competitive necessity for businesses and service organizations. Assessing service quality is therefore the first step in retaining costumers in today's competitive environment.

Therefore, when library customers are faced with a variety of alternative channels of information delivery, many of which are more convenient and can compete on cost, libraries need to re-examine the range and quality of services

they provide and develop systems for consultation and cooperation with their customer needs and customer expectations to the highest degree. Martensen and Gronholdt (2003) reviewed literatures and surveyed focus groups indicating that key determinant for library service quality were: electronic resources, collections of printed publications, other library services, technical facilities, library environment and human side of user service. Nwalo (2007) defined library evaluation as the quantification and comparison with laid down standards of library provisions and services. Lancaster (2008) also sees library evaluation as an evaluation of user satisfaction, which can be checked at three possible levels: effectiveness evaluation cost-effectiveness evaluation; and cost-benefit evaluation.

In simple terms, library evaluation is carried out to check and balance library activities with its mandate. This helps to see how the library is meeting its users' needs and also what decision to take and those to be revised. This is the reason why library evaluation has been referred to by some scholars as a management activity. According to Oyelude (2004) a good faculty library, after proper evaluation, should have the following qualities :relevant resources, ensure that adequate storage is provided for the collection, provide access to the collection through classification, cataloguing and other arrangements, develop strategies for access to grey literature and other formats of information that are unpublished or in non-traditional formats, put in place special library services to make library resources and services available through inter-library loans, telephone calls, and other means, facilitate retrieval of resources through self-help, or an intermediary who could be librarian or other information expert, have trained staff to organize resources and services, provide strategies for evaluation of information resources and services at stated intervals.

Library evaluation is specifically carried out to confirm if the foregoing criteria are present in faculty libraries. Cullen (2003) observes that several ways could be adopted to evaluate library resources and services. He noted that input evaluation based on finances, staff resources and collection, and output evaluation based on process efficiency measures are indices of how research library users perceive library resources and services provided by the library. Cullen (2000) specifically pointed out that libraries take pride in the early years of the 20th Century "in the size and quantity of the collection often focused on the number of rare and valuable items it contained, and the distinction of the staff as scholars and luminaries in their own right…" Hence, evaluation is based on these values expressed in terms of quantity of resources and quality of staff.

From a different perspective, Swanson (2009) posited that library evaluation can be carried out through internal inspection and external inspection. He states that internal inspections are carried out by librarians for evaluation but noted that "it is much harder for the person who has developed and operated the system to stand back and evaluate it objectively." External inspections solve the objectivity problem associated with internal inspection.

Basically, Cullen's perspective of library evaluation (1995) and (2000) were based on aspects evaluated and who carried out the evaluation. This is a further pointer to the problems of limitation surrounding ideal research library evaluation. Irrespective of the perspective in questions, library evaluation is carried out to understand the position of the library within the research institutes' information environment.

Utilization of Library by Users of Federal University Library

A lot of studies have been carried out on library use. This is so because it is the users that make the library and its services come alive. A library that is not used is as good as dead as it cannot justify its existence. It is therefore the use to which the library is put that infuses life into its resources and services; hence, use and user studies cannot outlive their usefulness. Akinade (2000) observed that the expectations of people are high when sourcing and retrieving information and when such information needs are not met, frustration usually set in and this may drive the users away from the library. Akande (2003) therefore noted that the use of library resources is uppermost in the minds of the libraries as this will enable the management know how best they can serve their users. Users' study is thus regarded as a veritable tool for the assessment of libraries and their services (Tsafe, 2004). However, literature has revealed that information availability does not mean accessibility and utilization; therefore, faculty libraries have to market their resources and services to attract users. Osinulu (2008) also confirmed in her study that low use of the library is due to lack of awareness on the part of users. Ozoemelem (2009), on the other hand, stated that informed library users know that libraries have resources that are more comprehensive and scholarly than most web sites provide but the problem is that these resources they are not straightforward like that on the webs. Though users use the library for different purposes.

Oyesiku and Oduwole (2004) study on the use of faculty library revealed that students use the library mostly during examinations period. In a study conducted by Igun and Adogbeji (2007) among the undergraduate students, majority of the students claimed that their main purpose of using the library is to update their knowledge and skills. It is therefore, essential to know the needs and opinions of the users in order to satisfy them. Ugah (2001) found out that textbooks account for most library visits. Don (2006) discovered that library computer access is utilized by students far more than faculty, while interlibrary loan services are used more by faculty members. He also noted that both undergraduates and faculty members appeared to be confident about finding needed print materials and accessing electronic resources at their institutions' libraries. In buttressing this Bassey (2006) posited that satisfying the request of users implies providing the actual information or services that will meet their needs. Olofinsawe and Oyeniyi (2010) affirmed that faculty libraries have to build strong collection of information resources in physical and digital format to cater for knowledge requirements of their users.

Users Satisfaction with Library Resources and Services

Libraries are service oriented organizations established for the provision of relevant information resources and quality services to meet their users" information needs. Sowole (2005) noted that users are described as the raison (reason for existence) of the library. Meeting the information needs of users requires the provision of the actual information resources and services that will satisfy the needs of users. Simmonds (2001) stated several factors that can influence user's satisfaction; these factors include responsiveness, competence and assurances, tangibles and resources. Sowole (2005) implored librarians to make maximum efforts to ensure that their library users derived the best possible benefits from the services they render. Materials are to be provided by libraries to support the learning, teaching and research processes and to provide assistance to users. However, user satisfaction has been defined by Ives as cited in Rebecca ape and Ugbagir (2012) as the extent to which users believe the library and information services available to them meet their information needs. The concept "User Satisfaction" is based on James et al. suggestion. as cited in Rebecca and Ugbagir (2012)) that if a library and information services meets user's information requirements, the user's satisfaction with the services will be increased, as a consequence enhanced users' research and productivity output. Conversely, if the services do not provide the needed information, the users will be dissatisfied, thereby diminishes their research and productivity output. Increasingly, users' satisfaction with information services provision is being recognized as an important factor affecting researchers' productivity for sustainable agricultural development (Ankpa, 2000). Yet most studies in the literature focused on information needs of users and not how satisfied users are with services provided despite its management importance. Jayasundara (2008) in his paper notes that user perceptions and expectation studies have become one of the most popular studies in the area of service quality in many academic libraries. The user expectations and satisfaction has been used to determine the service quality which is been seen as critical for service organizations to position themselves strongly in a competitive environment.

The library stands as a viable channel through which information is passed to customers. User's satisfaction with the information resources, facilities and services provided by libraries irrespective of the libraries has become a melting pot of the present day librarianship and information science (Saliu as cited in Iwhiwhu (2012). Awana (2007) also maintained that the friendly disposition of staff, the willingness of staff to assist a user get needed materials will encourage users satisfaction with library services. In like Swanson as cited in Ezeala (2011) posited that for a library to be sure that it is carrying out its mandate to its users "the totality of features and characteristics of its resources and services must be able to satisfy all users stated on implied

needs. Hiller (2001) has discussed the fact that library user satisfaction surveys have become widespread in libraries during the past twenty years. Surveys have often been used as a tool to assess service quality and user satisfaction. Perera (2005) submits that satisfying user needs is essential to the management of libraries. The management staff of a library should be aware of the current needs of their users, which may vary from one library to another as well as from time to time. Therefore, carrying out regular surveys on user needs at regular intervals on various aspects of library usage will be an invaluable guide in determining the future directions of library developments.

Similarly, Sureshchandar et al. (2002) found that service quality and customer satisfaction were highly related. User's expectations have increased as a result of rapid development of advanced information technology, increasing generation of new knowledge and information availability from both printed as well as online media. User satisfaction and optimization of resources have become important areas for libraries to maintain awareness of. Many libraries especially the university libraries are focusing on evaluation of the users' needs and their satisfaction with their services. User surveys can provide useful perceptions of service quality in libraries. For example Texas University libraries conducted focus group studies in 2001 with graduate and undergraduate studies in order to gather specific information related to their satisfaction with and confidence in the assistance provided at library service points. The sessions revealed that users were generally pleased with the assistance provided them by professional staff at reference desks and that they found librarians to be usually patient and helpful although there were some elements of dissatisfaction identified by the respondents. The findings of such studies are being used to improve library directional tools and to improve staff training for public service staff (Crowley and Gilreath, 2002). User feedback is considered as a more reliable factor in measuring the utility and effectiveness of any library. This is the reason that library user surveys have become widespread in academic libraries during the past twenty years. Surveys have often been used as a tool to assess service quality and user satisfaction. Thus, the satisfaction of library users is a function of the quality of information received and the services provided to access such information.

Problems encountered in Library Utilization in Faculty Library

Today's faculty libraries are confronted with challenges on several fronts: Mega bookstores, online information providers, multimedia products, document delivery services, and other competitive sources of information are apparently threatening their role and even their very survival. With evolving technological innovations and the variety and abundance of information that is becoming available to information users, competitive pressures will continue to intensify for faculty libraries. Isiaka and Olaide (2013) submitted that Academic/faculty libraries in Nigerian tertiary institutions are being confronted with the challenges of underutilization and apathy. These libraries are faced with daunting tasks of making their users aware of the numerous resources available, and how to encourage their usage. Apathy to use of library resources and services may not be unconnected with the plethora of information available on the Internet, and other remotely accessible electronic resources, lecture notes, recommended textbooks, and other educational resources hitherto being consulted in academic libraries but now available on the Internet. Low reading culture among Nigerians and the undergraduate students as well is another factor that may account for unimpressive use of academic/faculty libraries. According to Abdulsalami, Nwachukwu and Abdulsalami (2014) posit that majority of the students would not use libraries unless they have compelling needs to do so while other information facilities, such as bookshops, Internet cafe, and computer and relaxation centres, are competing for students' attention.

University education in Nigeria is facing a critical challenge in meeting new demands of the 21st Century, with its ever increasing population growth, inadequate library facilities, resources and insufficient funding (Oyewusi and Oyeboada, 2009). Opoku (2011) also perceived this when he stated that Academic library service is a complex and dynamic collaboration between the library staff and the user. Many issues affect the way services are provided in the library on regular basis. The increasing students intake into the university, coupled with advanced Information and Communication Technology (ICT) development each day has created a new kind of library users demanding more efficient library services. If checks and balances are put in place, and components of the library are managed in an efficient and effective manner, the library is likely to succeed in meeting user expectations in its services delivery. There is need therefore for academic libraries to promote and provide quality information services that meet the needs of students and faculty and motivate them to use the library services more. The library continually needs to optimize the interactions of all the components that make up the service to ensure that changing library objectives are met and to improve both the user interaction and relationship over time.

Summary

Federal university library Lafia faced daunting tasks of making their users aware of the numerous resources available, and how to encourage their usage. It is therefore the use to which the library is put that infuses life into its resources and services; hence, use and user studies cannot outlive their usefulness. They have the need to periodically measure the resources and services of their library as a way of ensuring that they are meeting the set objectives of the library. User's satisfaction with the information resources, facilities and services provided by libraries irrespective of the libraries has become a melting pot of the present day librarianship and information science.

6. Research Method Adopted

The research method adopted for this study is the survey research. According to Nworgu (2012) a survey is one in which a group of people or items is study by collecting and analyzing data from only a few people or item considered a representative of the entire group. The targeted population of this research are the students of Federal University Lafia. The total population of the study are 3927. Since sampling entails selecting a number of person or things from a defined population. A representative of the defined population is obtained. However, stratified proportionate random sampling was adopted in this research. This is to have a fair representation of the entire population. The sample size is five percent (5%) out of the total population of 3927 which is 196. Which accordance to Okunamiri (2002) as cited by Uhegbu (2009) opined that there is no specified percentage of samples to a population as far as the sample will truly represent the population under study. The instrument used in the research work is questionnaires. The total number of questionnaires distributed is 196. The questionnaire entails close ended designed to inquire about the purpose of the study. The researchers distribute the questionnaire in person and with the help of the research assistance. The data collected for the study through the use of questionnaires was sorted out, tabulate analyse and the findings discussed. The analysis is done using frequency and percentage statistics.

7. Response Rate

One hundred and ninety six (196) questionnaires were administered from a population of three thousand nine hundred and twenty seven (3,927) to students of Federal University Lafia, 182 questionnaires was collected representing ninety three percent (93%) response rate. The returned questionnaires were thoroughly examined and analysed as shown in the below tables:

8. Data Presentation and Analysis

Table 1. What is the level of library usage by undergraduate students of Federal University Lafia?

RESPONSES	FREQUENCY	PERCENTAGE
DAILY	37	20.4%
WEEKLY	30	16.5%
MONTHLY	9	4.9%
OCCATIONALY	106	58.2%
TOTAL	182	100%

Results from table 1 discovered that 20.4% of the respondents used Federal University library Lafia on daily, 17.7% revealed that they used Federal University library on weakly, while 4.5% used Federal University library monthly and the highest with 58.6% testified that they used Federal University library occasionally. This implies that majority of students' uses Federal University library occasionally.

Table 2. What types of library resources are used most by the undergraduate students in Federal University Lafia?

RESPONSES	FREQUENCY	PERCENTAGE
Reference Resources	150	82.4%
Text Books	100	54.9%
Journals	55	30.2%
Newspapers	60	33%
Magazines	48	26.4%
Special collections (governments)	30	16.5%
Projects (students long essay)	80	44%
Online Resources	15	8.2%

Results from Table 2 above 82.4% of the respondents testified that they make use of reference resources often in the Federal University library, 54.9% of the respondents agreed that they make use of text books often, while 44% acknowledge the use of projects often, and the least of the respondents, that was 33%, 30%, 26%, 16% and 8.2% respectively, confirmed the use of newspapers, journals, magazines, projects and online resources. However, it can be deduced from the above analysis that, majority of the students makes use of only reference resources and textbooks often in institute of education library.

Table 3. What are the search strategies adopted by the undergraduate students in locating library materials in Federal University Lafia?

RESPONSES	FREQUENCY	PERCENTAGE
Browsing through shelves	32	17.6%
Consulting bibliographies	10	5.5%
Utilization of index and abstract	15	8.2%
Information from friends	36	19.8%
Consulting library staff	60	33%
Using manual card catalogue	17	9.3%
Using OPAC	12	6.6%
Total	182	100%

Results from Table 3 above 33% of the respondents confirmed that they consult library staff to search for library resources in the Federal University library, 19.8% of the respondents agreed that they search for library resources through information from their friends, 17.6% acknowledge the use of browsing through shelves and the least of the respondents, that was 5.5%, 6.6%, 8.2%, and 9.3% respectively, agreed that they search library resources through consulting bibliographies, using OPAC, index and abstract and using manual card catalogue However, it can be deduced from the above analysis that, majority of the students search for library resources through library staff, information from friends and browsing through shelves in institute of education library.

Table 4. To what extent are undergraduate students satisfied with library services in Federal University Lafia?

RESPONSES	SATISFY	NOT SATISFY	NO RESPONSE	TOTAL
Text books/ journals	100(55%)	57(31.3%)	25(13.7%)	182
Projects	105(57.7%)	39(21.4%)	38(20.9%)	182
Seats, reading carrels and space	130(71.4%)	42(23.1%)	10(5.5%)	182
Online library services	30(16.5%)	99(54.4%)	53(29.1%)	182
Conducts of library staff	94(51.6%)	53(29.1%)	35(19.2%)	182
Lending services	19(10.4%)	105(57.7%)	58(31.9%)	182
Arrangement of library services	128(70.3%)	40 (30%)	14(7.7%)	182
Total	182	100%		

Results from Table 4 above discovered that students with over 50% response were satisfy with text books/journals, project, seat, reading carrels, Conducts of library staff and Arrangement of library services and the least of the respondents, that was 10.4%, 16.5% respectively, revealed that they were not satisfy with lending and online library services in Federal University library. However, it can be deduced from the above analysis that, majority of the students was satisfy with majority of the type of library resources and services in Federal University library.

Table 5. What are the constraints to effective use of library resources by the students of Federal University Lafia?

RESPONSES	AGREE	NOT AGREE	UNDECIDED	TOTAL
Little/no assistance from library staff	50(27.5%)	101(55.5%)	31(17%)	182
Collections are inadequate	45(24.7%)	98(53.8%)	39(21.4%)	182
Collections are not relevant	60(33%)	100(54.9%)	22(12.1%)	182
Library has little or no resources in my course of study	100(54.9%)	70(38.5%)	12(6.6%)	182
Users are not educated on how to use the library	111(61%)	53(29.1%)	18(9.9%)	182
The library has no guide to direct users to appropriate sections of the library	99(54.4%)	69(37.9%)	14(7.7%)	182
The library is usually dark and this discourages reading	49(26.9%)	115(63.2%)	18(9.9%)	182

Results from Table 5 discovered that students with over 50% respondents did not agree that Federal University library has little/no assistance from library staff, collections are inadequate and not relevant, the library is usually dark and this discourages reading. On the other hand, over 50% of the respondents agree that Library has little or no resources in their course of study, Users are not educated on how to use the library and the library has no guide to direct users to appropriate sections of the library. However, it can be deduced from the above analysis that, the Federal University library has the problems of little or no resources in their course of study, Users are not educated on how to use the library and the library has no guide to direct users to appropriate sections of the library.

9. Discussion of the Findings

The cardinal aim of this research work is to understand the available resources and services in federal university library and how the available resources and services cater for the need of the students and what problems students encounter in accessing the resources and services. The summary of the findings are as follows:

1. The findings revealed that Most of the students in federal university make use of library, as indicated in the table, with 73.1%, while only few did not make use of the library.
2. Most of the students in federal university make use of library occasionally, as indicated in the table, with 58.6%.
3. It was revealed that majority of the students recognized the presence of reference resources, text books, journals, newspapers and project in federal university library. Though the respondents did not acknowledge the presence of magazines, special collections and online resources.
4. The findings further revealed that most of the students with over 50% respondents make use of only reference resources and textbooks often in federal university library. However, the least of the respondents ranging from 33% and below confirmed the use of newspapers, journals, magazines and online resources often in the federal university library.
5. The findings revealed that most of the students search for library resources through library staff, information from friends and browsing through shelves in federal university library. Although there was low response rate in the search of library resources through consulting bibliographies, using OPAC, index and

abstract and using manual card catalogue.

6. The findings revealed that most of the students were generally satisfy with the library resources and services in institute of education.

7. The findings discovered that most of the students were satisfy with majority of the type of library resources and services in federal university library. It was further revealed that they were not satisfied with lending and online library services in federal university library.

8. The findings revealed that institute of education library has the problems of little or no resources in their course of study, Users are not educated on how to use the library and the library has no guide to direct users to appropriate sections of the library.

10. Conclusions

In the light of the findings of the study, it can be concluded that institute of education library have available library resources and services and students were generally satisfy with the collections and services, however, the students were not satisfy with lending and online library services and the institute of education library has the problems of little or no resources in their course of study, Users are not educated on how to use the library and the library has no guide to direct users to appropriate sections of the library.

11. Recommendations

1. The library should ensure that users have input in what the library would stock. The library management should endeavor to seek the opinion of users as to how the library resources and services could further be improved. I.e. they should enrich their collections with magazines, special collections and online resources.

2. Library management should widen the scope of their search strategies to enable users have easy access to their collections.

3. The library management should endeavor to enhance their services through lending and online resources and services.

4. Students should be sensitized to the importance and type of materials in the library during library orientation and how they can use the materials for assignment and research work.

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