

USE OF LIBRARY FACILITIES FOR EDUCATIONAL ACHIEVEMENTS AMONGST LIBRARY CLIENTELES, IN DELTA STATE UNIVERSITY

IGERE, A. Mercy

Department of Library and Information Science,
Faculty of Education, Delta State University, Abraka
mesonial@yahoo.com

&

OBARO, Gabrieline Onyedikachi

Library and Information Science Unit.
Institute of Education, Delta State University, Abraka
gabbywindoflove@gmail.com

Abstract

This study investigated use of library facilities for educational achievements amongst Library clienteles in Delta State University. Four research questions were raised in line with the specific aims of the study. Descriptive survey design was adopted in the study on a population of 3,515 registered library clienteles in Delta State University Library and the sample size for the study was 105 which is 3% of the entire population. Questionnaire was the instrument used to elicit information from the respondents the information retrieved was analysed using descriptive and inferential statistics. The study found that the library is moderately transformed and library transformation positively influenced educational achievements. The study, therefore, recommends the full transformation of libraries for educational achievements.

Keywords: Library facilities, Educational Achievements and Clienteles

Introduction

Libraries are meant to promote learning most especially in the academic environments for human development. According to Anuradha (2018), academic libraries attached to universities are meant to create enabling communities that will enable connectivity thereby enhancing learning and also discovering facts in all spheres of life. In other words, libraries as a gateway to knowledge ensure basic fundamentals for life-long learning

deciding independently, and developing individual social and cultural life (Nwankwo, Ali &Asadu, 2020). Libraries in the past ensure access to information for learning and achievement in education but considering the influx of information and increase on usage in this present age, it may require transformation which may be regarded as a means of facilitating the library effectiveness in terms of meeting the need of users'. In other words, in the past, when there was no influx of

information, users were minimal and services could be rendered to meet users' needs, it also reflected in their educational achievements. Educational achievement also known as educational growth, or educational development, can be considered an innovative action applied with the intention of enhancing learning activities. Furthermore, it is regarded as the promotion, sustainability, and increase in individual and collective knowledge in an expertise area. It can also be termed the mastery of educational aims by individual achievements is energized by educational activities (Chukwueke, Onuoha & Nnadozie, 2018; Charity Commission, nd).

As stated by Garg (2013), libraries in the past rely on staff to perform all tasks and housekeeping jobs manually which leads to delays in rendering services. Also, works done manually were not void of errors and in 21st century, traditional libraries cannot cope with the information explosion. Furthermore, Garg stated that Information Communication Technology ICT is a major way of transforming traditional library from a storehouse of books to an intellectual information dissemination center where libraries now make information and information resources available to users without any geographical barrier. In other words, part of the transformation has to do with

applying of information and communication technology in library activities of the library to restructuring the library and its resources. When the library is digitally transformed in terms of its resources and services to apply ICT and mobile technologies, it enables libraries to have a new, more dynamic role in a knowledge society. Precisely, the transformed library makes provision for e-journals, e-books, institutional repositories, SMS services, mobile-based services, mobile apps, kiosk-based services (Singh, 2018). Igere (2015) noted that libraries and information resources have been revolutionized as there is an increase in the usage of technology with bibliographic information to full databases. Therefore, libraries are to make resources accessible to clienteles (users of the library) in their various destinations without visiting the library. According to Singh (2018), the kiosk-based service is a self-services provider or tool where clienteles no longer seek the services of librarians for information resources and other services, while the mobile apps enable easy connection with people to enhance the usage of information resources and services. Furthermore, modern libraries in most cases, recognize the application of web 2.0 and mobile services in creating and maintaining digital culture for clienteles and the QR code

which is a trademark for quick response (Singh, 2018). All of these transformed storage facilities and information resources are to enhance the effective use of the library socially, culturally, economically, and educationally in this 21st century. When transformation takes place in the library, it may have a way of positively influencing the educational achievements of the clientele. A library that is facilitated with modern technology will enable users to have access to information resources which will bring about versatility in all spheres of life. According to Okpokwasili and Blakes (2019), the extent to which students master the subject or the career of their choice is their achievements in education and furthermore, non-availability of information resources in the library may affect students educational achievements. Transformation of libraries may be a cardinal for educational achievements. Though observation has shown that some of the notable benefits accrued to transformed libraries to meeting the users needs in this 21st century to improve on academic work of individuals are lacking in some libraries. It is therefore necessary to investigate library transformation: a cardinal for educational achievements. The objectives of this study are to:

1. Identify the advanced facilities and Information Resources available in the library
2. Ascertain the extent to which the facilities and resources are used by the students?
3. Find out the educational achievements of the clientele
4. Investigate the extent to which the use of library facilities has influenced the educational achievements of clientele

The following research questions were raised to guide this study

1. What are the advanced facilities/Resources available in the library?
2. To what extent are the facilities/Resources used by the students?
3. What are the educational achievements of the clientele?
4. To what extent has the use of Library facilities influenced the educational achievements of the clientele

Literature Review

The Library as an institution has the tendency to empower individuals from time immemorial through the provision of information and information resources. As change is constant and value is placed more on information by individuals, the need arose to ensure that the library is well equipped with facilities that will enable

easy access to information to meet users' needs. According to Eze and Uzoigwe (2013), it is necessary to redefine the library to be in line with information technology. This indicates that, adaptation of libraries to electronic environment is necessary because the world presently lives virtually where library services are now in cyberspace and locations do not affect access to information. Ogunshola (2011) further stated that the changes in every sphere of life has brought about application of various technological facilities for global social- economic transformation and this technological development birthed digital library where materials are made available to patrons through the internet. Igere (2015) also stated that manual operations in some libraries has been transformed into new ways through the usage of technology and this technology and its tools allow patrons to go through the channels of accessing information with the cluster of technologies called internet.

Most libraries are not transformed in terms of technological development in the developing countries and this may be a clause to the academic work of clientele. As noted by Ogunshola that the poor state of academic library stands as an impediment to academic performance of students. Availability of CD-ROM, online

journals, optical discs, DVD, internet search either from the library or from home, and other useful resources in this present age that will meet users need and also savvy them from using other information centers with access to electronic information resources is a major fact to be embraced by academic libraries (Shrestha, 2008). In essence, transformation of library is necessary for usefulness/accessibility of information by clientele. A study carried out by Okpokwasili and Blakes (2019) on universities students in South- South, Nigeria, revealed that library equipment was/were highly available in the library surveyed with an aggregate mean of 4.29 except for internet, filmstrips and telephone that were very highly available indicating that the library is transformed in line with modern technology that could meet users' needs. Chaubey and Manglik (2017) also found in their study in India the frequent use of the available resources which were e-journal with 65%, print journal with 69%, reference books with 55%, and online databases with 47%. In the same manner, Aernyi, and Odeh (2017) reported moderate availability of library facilities with 48% while others such as high extent, low extent, and no extent had 15.1%, 33.5%, 2.7% respectively. Library facilities in the majority of the libraries assessed do not

have high extent of availability of library facilities that which will enable effective access and use of information materials. This connotes that, most libraries have limitations as regards information facilities/resources in relation with modern facilities which will enable easy and quick accessibility to information/ resources.

One of the quickest and effective ways of easy and quick accessibility to information resources in this present age is the usage of OPAC which allows the conversion of bibliographic records to computer format using the machine-readable Catalogue (MARC) and clienteles are able to search a library catalogue from their homes (Igere, 2015). Ajegbomogun and Diyaolu (2018) found that some of the ICT facilities like internet, computers, photocopiers, fans and air conditioners are not available in some of the libraries. Omeluzor, Itunu, Bamidele, Chinemerem, Ukangwa and Amadi (2013) affirmed that libraries are making effort to see how they can provide free access to information and databases. In order to actualize this, some libraries in Nigeria now have repositories, OPAC, social network sites, blogs, and digitized content of information resources needed by users. Some libraries mentioned by Omeluzor, Itunu, Bamidele, Chinemerem, Ukangwa, and Amadi are Nnamdi Azikiwe Library, University of Nigeria, Nsukka, and Babcock University Library.

Gabby and Shoham (2019) also stated, it is of great penitence that a library should provide a conducive environment for users, make access to digital information resources to enable remote accessibility to information that goes beyond physical information resources thereby reducing users' visit to the library, rendering inter library loan services and sharing databases that are expensive for individual libraries to subscribe to cataloguing all items both in electronic and hard copy to ease access. Attending to virtual library development/ projects and improving on information resources will also bring about a tremendous change in an individual's life. Some of the traditional ways/facilities made available to access information are telephone, television, radio, newspapers, periodicals, card catalogues, etc. clienteles today prefer to search for information resources using the internet to retrieve electronic information resources. Accessing the internet demands using of electronic mail (e-mail), Usenet, World wide web, remote log onto in (telnet), file transfer protocol (FTP), online chat, and conferencing (Shrestha 2008). In essence, the acquisition of relevant information resources both in hard copies and electronic format is of importance in academic libraries.

As much as the acquisition of resources is important, the uses of such materials are of

more relevance to both the users and the library itself because if a library is not transformed to accommodate recent and relevant sources in this 21st century, it may prevent clienteles from visiting or using the library and it could be assumed that such libraries are not useful. Oyewusi and Oyeboade (2009) stated that most libraries in Nigeria are unable to acquire comprehensive information resources that will meet the need of users as a result of the inadequate fund. In order words, they are not able to get the library transformed to meet this present age needs. Oyewusi and Oyeboade (2009) further stated that when a library is not transformed to meeting the information needs of its clientele, users may not be interested in accessing such libraries. In order words, the extent to which a library is transformed determines the usefulness to clienteles. Ajegbomogun and Diyaolu (2018) found that most clienteles in several libraries find it difficult to access information resources as a result of improper cataloguing, indexing, poor shelving, inefficient loaning of information resources, inadequate tools for retrieval of electronic resources. Furthermore, it was emphasized by Ajegbomogun and Diyaolu that the extent to which clienteles use some of the few ICT facilities (UPS, CD-ROM, and projectors) available was poor. Aernyi, and Odeh (2017) also found that majority of

the respondents in their study had a low extent on the utilization of library facilities with the highest percentage of 41.2%. Other items assessed such as high extent, moderate extent and no extent revealed low percentage of 2.7%, 32.8% and 23.3% respectively. When the usage of information resources is a poor as a result of non-availability of modern information facilities/resources to accommodate the changes in this 21st century, it has a way of affecting educational standard of the clienteles

The educational standard of clienteles/library users is of paramount importance because it has a way of influencing not only the individuals and immediate family but also the society at large. Education is a developmental factor and components which helps in expanding or broadening the capabilities of human in every areas of life. Educational achievement on the other hand is a positive change which occurs as a result of instructions received through the involvement of an individual in educational programs (Makewa & Mutie 2017). Makewa and Mutie further opined that clienteles who experience growth are not only knowledgeable in a specific area, but in all spheres of life such as economical, political, social and technological. The abilities and skills of such clienteles for instance, would be checked through their performance and

achievement through examinations or test conducted.

Observation has revealed low rate of performance of clientele/library users in term of educational development. It was observed in Tanzanian of the poor educational achievements of students and it was accrued to non- availability of information materials. Also, in Nigeria, it was observed that poor performance of students which affect the educational achievements result from poor learning environment and inadequate library resources or services though in secondary school but it may also be applicable to higher institutions of learning who fail in meeting the current/modern library (Ida, 2017, Chukwueke, 2018). Ogunshola (2011) stated with emphasis in Nigeria that there will be improved quality of the products if there are improved quality libraries in the higher educational system. A study carried out on impact of facilities on students achievement with emphasis on modern, obsolete and half modern learning facilities revealed that modern learning facilities had the highest for educational achievement (Okpokwasili& Blakes 2019). Gabby &Shoham (2019) also found that technological advancement has brought about increase in the use of library and online services in the academic library. However, the increased number of

internet tools and the information overload incurred by technological advancements has erased the motive of non- usability resulting from obsolete information resources. In order words, the quality of library services which was very low has increased. The study of Nwankwo, Ali and Asadu (2020) revealed that institutional repositories and technological transformation in the library have great influence in the university community with 79 and 65 respondents respectively as the highest of the sampled items though the researchers stated that the extent to which it influenced education was not satisfactory. They requested a good correlation between libraries and educational communities. Okpokwasili and Blakes (2019) also found that accessibility to library facilities highly influenced academic performance of students with an aggregate mean of 4.07. Aernyi and Odeh (2017) found that library facilities moderately influenced the usability of information materials with 39.2 as the percentage of response. In order words, there is therefore a great need for the availability of library facilities to enable usability for educational growth because library is an indispensable learning resource for every institution. Okpokwasili and Blakes opined that to enable students' educational achievement, modern library, a modern environment to

be precise, and technologically built facilities needed to be put in place. Aernyi, and Odeh (2017) further stated that the role played by libraries on student achievement cannot be overemphasized. An equipped library support clientele in their achievement goal and help to avoid the risk of failure. In other words, the educational task can only be accomplished with the help of a relevant and functioning library.

Methodology

The descriptive survey design was adopted for the study. The population for the study is 3515 which comprised registered library users in Delta State University Library.

Results and Discussion

Research Question One: What are the advanced facilities and resources in the library?

Table 1: Library facilities and Resources

S/N	Facilities and Resources	SA	A	D	SD	\bar{x}	remark
1	There are current Printed Materials	40	48	12	10	3.25	
2	Computer hardwares are available for general use	27	26	27	24	2.53	
3	Internet/email services are rendered	17	21	34	32	2.22	
4	Multimedia Projectors are in the library	21	23	29	31	2.32	
5	CD ROMS are in the library	25	30	24	25	2.32	
6	OPACs are in the library	12	16	38	38	2.02	
7	I carry out internet searches within the library	6	7	46	45	1.75	
8	I carry out internet search from home	20	24	31	29	2.34	
9.	There are Reprographic Machine in the library	30	46	14	14	2.88	
10	Telephone services are rendered within	18	16	34	36	2.15	

	the library						
11	Filmstrip are in the library	17	17	35	35	2.15	
12	Air conditioning are in the library	27	31	21	25	2.57	
13	Modern shelves are available	22	25	29	28	2.39	
14	Scanning Machines are in the library	32	32	20	20	2.73	
15	Overhead projectors are in the library	20	25	32	27	2.37	
Criterion Mean =2.50							
Aggregate Mean= 2.40							

Table 1 revealed the facilities and resources in the library. It was found that most of the available information resources such as current printed materials (3.25), reprographic machines (2.88), scanning machines (2.73), air condition (2.57), and computer hardware (2.53) were the facilities available in the library because their mean score is higher than 2.50 which is the criterion mean. Other facilities such as internet search used in the library, internet search from home, OPAC, telephone services, filmstrips, and internet/email services, assessed in this study revealed low scores. Generally, the aggregate mean scores for the information

materials in the library. is 2.50 which is lower than the criterion mean indicating the library has limited information resources. This finding is in line with that of Ajegbomogun and Diyaolu (2018) that though there may be facilities in some libraries, some of the ICT facilities like internet, computers, photocopiers, fans, and air conditioners are not made available. Also, Aerny and Odeh (2017) finding revealed limitations of libraries in relation to modern information facilities/resources. In the case of this study, facilities and resources also have limitations that should be addressed to meet the needs of users.

Research Question 2: To what extent are the facilities and resources used by the students

Table 2: Extent to which the available facilities and Resources are used

S/N	Extent of use	VHE	HE	VLE	LE	\bar{x}
1	Current Printed Materials	32	52	7	13	2.99
2	Computer hardware for general use	28	13	40	23	2.44
3	Internet/email services	18	20	40	26	2.29
4	Multimedia Projectors	28	18	44	142	2.58
5	CD ROMS	22	30	46	6	2.65
6	OPAC	17	28	7	52	2.10
7	Internet search within the library	12	7	31	54	1.78
8	Internet search from home	10	22	27	45	1.97
9.	Reprographic Machines	21	39	20	24	2.54
10	Telephone	19	27	31	27	2.36
11	Filmstrip	18	17	23	47	2.08
12	Air conditioning	34	26	20	24	2.67
13	Modern shelves	13	51	25	15	2.61
14	Scanning Machine	49	30	18	7	3.16
15	Overhead projector	22	45	24	13	2.73

Criterion mean= 2.50

Aggregate mean= 2.46

Table 2 shows that majority of the respondents had a high extent in the usage of scanning machines, currently printed materials, overhead projectors, air conditions, CD ROMS, Modern shelves, multimedia projectors, and reprographic machines with the mean of 3.16, 2.99,

2.73, 2.67, 2.65, 2.61, 2.58 and 2.54 respectively. Other facilities assessed such as computer hardware, internet e-mail services, OPAC, internet search within the library, internet search from home, and filmstrips, revealed a low extent of usage. Generally, the extent of

usage of library facilities is low since the aggregate mean of 2.46 is lower than the criterion mean of 2.50. The finding from this study shows that most of the facilities had a low extent of usage by patrons. This finding correlates that of Ajegbomogun and Diyaolu that the extent to which

clienteles uses some of the few ICT facilities (UPS, CD-ROM, and projectors) available was poor. Aernyi, and Odeh (2017) also found that majority of the respondents in their study had a low extent on the usage of library facilities.

Research Question Three: What are is the educational achievements of the clienteles

Table 3: Educational Achievement

S/N	Achievement	Agree	Disagree
1	70-100 Excellent	27 (26%)	77(75%)
2	60-69 Good	72(69.2%)	32 (28.8%)
3	50-59 Credit	69 (66.3%)	35(33.7%)
4	40-49 Pass	5 (4.8%)	99(95.2%)
5	0-39 Fail	5 (4.8%)	99(95.2%)

Table 3 shows the academic achievement of the students. It was found that the highest score for agreed to is 72(69.2%) of the respondents agreed to 60-69 (Good) as their achievement, 69(66.3%) agreed to 50-59(credit) as their achievement, while 27(26%) agreed to 70-100(Excellent) as their achievement. On the other hand, a

high percentage of 99(95.2%), 99(95.2%), 77(69.2%) disagreed to fail, pass and excellent respectively as their achievement. The indication here is that the educational achievement of the students generally is 60-69 (Good). This is supported by.

Research Question 4. To what extent has the usage of library facilities influenced the educational advancement of the clientele

Table 4: The extent to which the usage of library facilities influenced the educational achievement of clientele

S/N	Library facilities and Educational Achievement	VHE	HE	VLE	LE	\bar{x}
1	Availability of facilities for learning brings about change in learners.	76	21	3	4	3.63
2	Availability of facilities enhances learning	70	15	16	3	3.46
3	Availability of facilities enable the learner to be in contact with the subject	71	27	3	3	3.60
4	Inadequate facilities hinders learning	50	18	18	18	2.96
5	Lack of facilities make learning meaningless	50	17	18	19	2.93
6	The use of facilities are inevitable because of its impact	54	33	12	5	3.31
7	Current resources in the library give students information on current issues.	43	38	16	7	3.13
8,	Aggregate mean					3.29
	Criterion Mean 2.50					

Table 4 shows the high extent to which the usage of library facilities influenced the educational achievement of clients in all the items assessed with 3.29 as the aggregate mean which is higher than 2;50 as the criterion mean. This study relates to that of Aernyi, and Odeh (2017) that library facilities moderately influenced the

usability of information materials with 39.2 as the percentage of response. Also, Okpokwasili and Blakes opined that to enable students' educational achievements, there is a need for a modern library, a modern environment to be precise, and built technologically.

Conclusion

Libraries as the storehouse of knowledge, ensure that information and resources are made available to meet patrons' needs. The influx of information in this present dispensation demands the immediate attention of the transformation of libraries to embrace modern technologies in order to meet the needs of the present generation. Libraries of this generation ought to accommodate all information online, where users can access libraries from any destination and several qualities accrue to modern /transformed libraries. Though it's been observed that some libraries still operate in the traditional ways of operation, and the facilities and resources available are outdated which poses difficulties in using of such libraries thereby also affecting the academic achievements of students.

This study has likewise revealed that the majority of the available resources are the traditional or old forms of operation. In other words, the availability of internet

search within and outside the library which in a way determine library transformation is low.

There is a low extent of use of the facilities which could be a result of non-transformed libraries and services. It was also found that there is a high extent to which the usage of library facilities influences educational achievements. In other words, availability of modern facilities can enhance learning.

Recommendations

The study recommends that:

1. A digitized library with modern facilities is to be put in place to make the library usable by clientele
2. Search within and outside the library by users should also be made available because it will attract a high extent of usage of library which will, in turn, improve educational advancement

References

Aernyi, I., & Odeh R.C. (2017). Influence of Library Facilities On Students' Academic Achievement In Colleges Of Education In North Central Zone Of Nigeria. *International Journal of Advanced Research and Publications*. 1(5), 238-244. <http://www.ijarp.org/published-research-papers/nov2017/>

- Ajebomogun, O.F., & Diyaolu, O.B. (2018). Availability of Library Facilities, Knowledge Sharing as Determinants of Job Performance of Library Staff in Southwest Nigeria. *Library Philosophy and Practice* (e-journal).
<https://digitalcommons.unl.edu/libphilprac/1784>
- Anuradha, P. (2018). Digital transformation of academic libraries: Opportunities and challenges
IP Indian Journal of Library Science and Information Technology, 3(1),8-10.
DOI: 10.18231/2456-9623.2018.0002
- Charity Commission, (nd). The Advancement of Education for the Public Benefit. <https://www.blue-growth.org> ›
- Chaubey, A. K., & Manglik, D.K. (2017). Use of Library Facilities and Resources by Research Scholar at Guru Ghasidas University, Bilaspur, Chhattisgarh: A case study. *International Journal of Library and Information Studies*. 7(2).
<https://www.researchgate.net/publication/326082360>
- Chukwueke, C. (2018). Effect of Library Services on The Educational Development of Secondary School Students in Abia State: A Study of Igbere Secondary School Igbere. *Library Philosophy and Practice* (e-journal).
<https://digitalcommons.unl.edu/libphilprac/184>
- Eze, J. U., & Uzoigwe, C. U. (2013). The place of academic libraries in Nigerian University Education: contributing to the 'Education for All' initiative. *International Journal of Library and Information Science*. 5(10), 432-438.
<http://www.academicjournals.org/IJLIS>
- Gabby, L.K., & Shoham, S. (2019). The role of academic libraries in research and teaching. *Journal of Librarianship and Information Science* 1–16. DOI: 10.1177/0961000617742462
- Garg, M. (2013). Libraries in the Era of ICT: An Overall Transformation.
International Journal of Library and Information Studies, 3 (1). 87-92.
<http://citeseerx.ist.psu.edu/viewdoc>
- Ida, L. (2017). Influence of Library Services on Students Academic Performance in an Ordinary Certificate of Secondary Education Examination in Mtwara Mikindani Municipality, Tanzania. Unpublished Dissertation
- Igere, M.A. (2015). Information Retrieval: Role of OPAC in the Utilisation of Library Resources by Students I the University Libraries. *Delsu Journal of Educational Research and Development. Faculty of Education, Delta State University, Abraka, Nigeria*.2(2);182-192
- Mutie, J. M., & Makewa, L. N. (2017). Teachers' perception on advancement of their education: implication on societal development now and beyond: a case study of Kithungo/Kitundu Ward. *Journal of Research Innovation and Implications in Education (JRRIE)*, 1(2), 16-38.
<https://jrrijournal.com>
- Nwankwo, T., Ali, A. A., & Asadu, B.U. (2020). Libraries at the Centre of Community Transformation: A Bibliometric Study (2009-2019) of the Influence of Libraries on Segments of Human Communities in Nigeria. *Library Philosophy and Practice* (e-journal) *Libraries*.
<https://digitalcommons.unl.edu/libphilprac/4461>

Ogunshola, L. A. (2011). The Next Step in Librarianship: Is The Traditional Library Dead?

Library Philosophy and Practice.
<https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1638>

Okpokwasili, N. P., & Blakes, E. F. T. (2019). Availability of Library Equipment and Facilities and Students' Academic Performance in South-South, Nigeria. *International Journal of Innovative Education Research*. 7(1):24-30,

<https://www.researchgate.net/publication/332321792>

Oyewusi, F. O. & Oyeboade, S. A. (2009). An Empirical Study of Accessibility and Use of Library Resources by

Undergraduates in a Nigerian State University of Technology. *Library Philosophy and Practice (e-journal)*.
<https://digitalcommons.unl.edu/libphilprac/277>

Singh, B. P. (2018). Digital Transformation of library services in the Mobile World: The future trends". In *Publishing Technology and Future of Academia [referatnakonferencji]*. 335-449.

<https://www.researchgate.net/publication/329609554>

Shrestha, N. (2008). A study on students' use of library resources and self-efficacy. Dissertation: Masters' Degree in Library and Information Science