EFFECTS OF LIBRARY INSTRUCTION ON SATISFACTION WITH THE USE OF LIBRARY AND ITS SERVICES: A STUDY OF UNDERGRADUATE STUDENTS IN FIVE UNIVERSITIES IN THE SOUTHERN PART OF NIGERIA

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Abstract

User education is an academic programme that is designed by higher institutions to educate library users on how to effectively utilize library resources and its services. The saying that a University is a library surrounded by other buildings is a clear pointer to the centrality of library to educational pursuits. User education and use of library remain one huge challenge. It is established that library users all over the world face various challenges which impact the extent to which the resources available are put to maximum and effective use. This paper is an exploration to evaluate the effect of library education programme on Undergraduate Students of Southern Part of Nigeria. It attempts to answer questions like how have Librarians positioned the library for effective use of students? Are library users given adequate and impactful user education? The paper discovered that although user education programmes exist and users are of the opinion that they helped boost their use of library, the library still needs to intensify its efforts to educate library users through setting up of additional methods of user education in order to achieve excellence in educational pursuit.

Keywords: Students, Information literacy, Assessment, Worldwide web, Higher education, library skills, library instruction, research skills

Introduction

Learning how to use a library and acquire reading habits are important elements of education. The education for life aspect is even more important today when rapid growth of information places greater stress on the ability to continue to learn throughout life. Students are encouraged to develop logical, creative and critical approaches to the subject they study. In

order to do this, they6 must be taught to be independent; students need knowledge and skill to help them.According to Passarelli and Milicent (2006) recent trends in education have increased the need for helping the library users. The emphasis on self-education, tutorials, seminars, projects and guided reading teaching methods placing less reliance on formal lessons and lectures. There is an implicit assumption in this educational change that the learner is capable of finding materials relevant to his needs. In practice, such an assumption is not valid the learner requires to be taught that capability. Only then is the student able to prepare for taking a full and active part in the new ways of learning.

Another factor pointing to the need for user's education is the growth of interdisciplinary courses particularly in universities such courses which cut across the traditional boundaries of subjects create problems for students in the location, selection and organisation of the materials for study. The mere quantity of the materials to be searched because of the various disciplines involved requires that students be helped to find his/her way not only quantity but diversity of sources and formats make efficient use of all the information that is available and potentially useful.

As a matter of fact, it should be the concern of librarians to train the users in maximizing use of the library. Indeed it is no use buying literature, carefully catalogued and storing it if no one uses it. Money spent educating and training the users is a good investment if this increases the use and appreciation of the library.

Literature Review

The importance of library user education cannot be over emphasized. This is because there cannot be a connection between the users and the materials or tools without proper education been given to the user who may not have any prior knowledge or idea on the use of such materials or tools. It will be wise enough for the librarians to see every users of the library as a novice, and therefore provide a procedural way of educating or orienting them. Cram (2008) said that a librarian should be more than a keeper of books; he should be an educator... No such librarian is fit for his place unless he holds himself responsible for the library education of his students... All that is taught in college amounts to very little; but if we can send students out self-reliant in their investigations, we have accomplished very much.

Ishola (2005) is of the view that the need for user education in Nigerian institution of higher learning is even made more urgent as most students come into the higher institution without library background. Even where students are previously exposed to the use of library, the size of the library in the institution, the resources and their organisation are complex so they must be introduced to it and with the expected increase in student

enrolment, greater responsibility for finding materials belong to students. Ogunsheye (1987) which states that acquisition of library skills is expected to affect behavioural changes in attitude to learning and to inculcate in the individuals, the spirit of enquiry and the habit of seeking knowledge. She concluded that such skills are required for lifelong learning. Abu (2005) clearly revealed that the present system of library orientation is inadequate considering some factors that were assumed to have militated against it in recent times. There is therefore the need for an alternative to present traditional one week orientation which of cause in now deed. He said it cannot be denied that proper use of the library can bring about improvement6 in the academic performance of the students.

Olaniyan (2007) enumerated the goals and objectives of library instruction at the University of Lagos , that :
- To acquaint students with the most useful reference work, books and periodicals in their field of study
- To teach them how to use the card catalogue, indexes, etc
- To teach them the proper form and rules for making a scientific bibliography
- To teach them how to prepare a scientific or technical report.

In order to utilize available resources in the library, a user must be able to go about his/her search without difficulty. Users ought to have adequate knowledge or receive assistance from information professionals to enhance their search. Use of search tools enhances search and helps user to quickly locate particular information. Educating users on the use of search tools such as catalogues, online databases, among others can also help to reduce workload done by librarians in assisting users to locate materials.

According to Braimoh, D, Jegede,O. and Chadzinwa, M.M. (1997).the consequences of the students inability to use the library will include among other things, a serious debasement of quality of university education, which may consequently have a negative effect on the job performance of the university products. A great deal of effort is being made to assist fresh undergraduates (the incoming new students) into the university in the use of library resources. The attempt which include introduction of user education is to build good library culture into the students, right from the foundation of their university education (Akande, 2003). There is need to define the pattern of use of the library and its materials as demonstrated by undergraduates especially the freshmen is very significant because it would tell the librarians a lot about how students view the library. Academic library use studies have evolved over the years. Various user researches have probed user attitudes as well as the characteristics of use, reasons for library visits, and factors related to the use of different types of library materials.

Lwehabura,(1999) remarks that few people ever use libraries willingly. He stresses that most people have to be persuaded or prodded into it. In the study of university literacy of undergraduate students of the University of Northern Colorado, Stamatoplos and Mackoy (1998) it was found that students' confidence level increased with increased exposure to the library and its services. However, 7% of the students believed that bibliographic instruction was the primary influence in their development of library skills. With library automation gaining popularity worldwide, some Nigerian libraries, particularly university libraries have introduced On-line Public Access Catalogue (OPAC) services. The advantages of OPAC use was attested to by Lancaster (1978) who wrote that "the introduction of On-Line subject searching (capabilities), increase the proportion of subject searches performed by library users as well as increase in catalogue use." Akinade (2000) also affirms that the usage of electronic database aids easy access and reduces the time spent while searching for materials compared to traditional service method. She added that availability of Information Technology (IT) has revolutionized operations and services.

Study Objectives
- Know the role of information professionals in facilitating the easy access and retrieval of library resources.
- Perception of users about the quality of user education being given at Universities especially if it has contributed in any way to their search for information resources.
- Find out the various ways of educating users in the use of library resources.
- Perception of students about the efficiency of the library catalogue

Research Methodology
The Researcher gathered information from Eight (8) Universities in the Southern part of Nigria. The data was gathered through the instrument of a questionnaire. One Thousand Five Hundred (1500) copies of the questionnaire were randomly distributed for equal representative of students across faculties and levels I. Data were analysed through frequency count percentages. Out of the One Thousand Five Hundred (1500) copies of questionnaires distributed, One thousand Two Hundred and sixty-seven (1267) were returned in usable form representing 84.5% response.

Data Collection and Analysis

Table 1: Sex of the Respondents

Sex	No. of Respondents
Male	532 (42%)
Female	735 (58%)

n=1267

From the above table above, 532 of the respondents which represent 42% of the total respondents are male while 735 of the respondents representing 58% of the total respondents are female. This indicates that majority of the respondents are female as against the male counterpart. This also indicates that there where females in the clusters randomly used by the researcher than the males.

Table 2 : School of Respondents

School	No. of Respondents
Science and Technology	648 (51.1%)
Social Sciences and Arts	619 (48.(%)

n=1267

The table above shows that there are more respondents from the Science and Technology Field of study than the Social Sciences and Arts. There are 648 respondents representing 51.1% from the School of Science and Technology as against 619representing 48.9% of the total respondents from the Social Sciences and Arts

Table 3: User Education methods adopted by Universities in Southern Nigeria

	Response
Orientation	845 (66.8%)
Use of Library	1248 (98.5%)
Staff guidance	79 (6.2%)
Library Handbook	452 (35.7%)
Tutorials (Among peers)	124 (9.78%)

Table 3 shows that the library uses all the methods as indicated on the questionnaire to educate her users. It also shows that curriculum-based Use of Library and Orientation of user platform have the highest number of respondent of **1248(98.5%)** and **846(66.8%)** respectively. Tutorial, Staff guidance and Library handbook showed to be less used by the Information professional to educate the library users, with as indicated by the respondents who have benefited.

Table 4: Roles of Information Professionals in the Library to ensure easy accessibility of information resources.

	Responses
Most Often	**482 (38%)**
Often	**126 (9.94%)**
Not Often	**401 (31.6%)**
Not at all	**258 (20.3)**

n=1267

From the table above, **482 (38%)** of the respondents are most often assisted by the library staff, while **126(9.94%)** of the respondents are often assisted, another **401 (31.6%)** of the total respondents are not often assisted by the library staff and 25 of the respondents representing **258(20.3)** not assisted at all. This table shows that majority of the students received assistance from the staff as proved in this research

Table 5: Assistance in the use of Online Public Access Catalogue (OPAC)/ Card Catalogue

	Responses
Most Often	**112 (8.8%)**
Often	**287 (22.7%)**
Not Often	**523 (41.3%)**
Not at all	**345 (27.2%)**

n=1267

The table above reveals that minimal number of the respondents is said to have been most often assisted in using the OPAC / Card Catalogue which represent **112 (8.8%)** while **287 (22.7%)** the respondents are often assisted, **523 (41.3%)** respondents are not often assisted by the library staff and **345 (27.2%)** respondents are not assisted. This survey shows that majority of the respondents rarely get assistance or help from the library staff in using the Online Public Access Catalogue / Card Catalogue.

Table 6: Perception of Users about the Quality of Users Education (Use of Library Course)

	Responses
Yes	**778(61.4%)**
No	**489(38.6%)**

n=1267

The presentation of the survey carried out in Table 6 shows that **778(61.4%)** of the total respondents are of the opinion that the Use of Library courses have a significant effect in their understanding of the Library and its uses while **489(38.6%)** respondents said that the two-unit course does not have any effect on them. This survey shows that the Introduction of Use of Library course as a requirement in the curriculum has really helped in the use of library and its resources.

Table 7: Usefulness of Library Orientation

	Responses
Yes	1089 (85.95%)
No	178 (14.5%)

n=1267

The table above shows that **1089(85.95%)** respondents said that the library orientation gives them a better on how to gain maximally from using the library**178(14.5%)** of the respondents said that the library orientation does not have any effect on them in the use of library.

Table 8: Support by Library Staff to Users' Literature Search using Electronic search engines

	Responses
Yes	219(17.3%)
No	1048(82.7%)

n=1267

From the table above, it reveals that **219(17.3%)** of the respondents are of the opinion that the library staff supported them in their literature search using library subscribed databases and other search engines, while **1048(82.7%)**of the respondents said that the library staff do not support them in their literature search.

Table 9: Whether users face enormous challenges

	Responses
Yes	376(29.7%)
No	891(70.3%)

n=1267

The above table shows that **891(70.3%)** respondents indicated that they do not have any difficulty to access information at the library, while **376(29.7%)** of the respondents said they find it difficult to access information at the library. This shows that minimal number of the respondents find it difficult to access information in the library. The researcher believed that it could be as a result of their irregular attendance to the Use of Library course, attending of the library orientation and seeking the assistance of the library staff in their information search.

Table 10: Difficulty of accessing internet resources and Search engines

	Responses	Percent
Yes	693(54.7%)	56
No	574(45.3)	44

n=1267

Findings from the table above shows that **693(54.7%)** of the respondents affirmed in the positive which means that they need to be

educated in the use of internet resources and how to retrieve resources using search engines, while moderate number of**574(45.3%)** respondents said that they do not have any challenge accessing the internet resources and use of search engines. This survey shows that much of the respondents access the internet resources with ease.

Table 11: Difficulty of accessing subscribed online databases

	Responses
Yes	**754(59.5%)**
No	**513(40.1%)**

n=1267

Table 11 shows that **754(59.5%)** of the respondents find it difficult to access their university library subscribed online databases for resources, while**513(40.1%)** of the respondents do not find it difficult to access their university library online databases for resource search. This survey shows that a greater part of the respondents needs to be taught how to access the online databases and also for them to have constant knowledge of the list of subscribed databases by the library so as to gain maximally

Summary of Findings

From the findings, it is obvious that some of the University library in the southern part of Nigeria puts in place several methods to educate library users which range from orientation, Use of Library course, staff guidance, etc. This is in line with what Ojasaar (2003) said that user education is an instruction which equips library users with the skills to enable them to be independent and sophisticated users of libraries and their resources especially in the areas of identification, location, search, retrieval and exploitation of information.

The result however showed that effort has to be made in the area of staff guidance and tutorials that has lower rate of response. This could be done with the use of multimedia. This can be seen in the light that the basic function of the academic library is to offer both formal and informal instruction in the use of library. The users are of the perception that librarians cannot meet their need brought about what Tiafel (2008) noted that libraries have developed and expanded programmes to meet the changing needs of library users and prominent among these is the library user education programme.

The researcher during this study found out that some librarians make effort to ensure that the students and library users have hitch free access to information resources. This means that the effect of the users' education adopted by some University Librariesis effective and encouraging.

Conclusion

The Summary of the result portrays that application of effective User education will help library users and students:

- To be more efficient and effective in searching and locating information materials themselves;
- To acquire more knowledge on the bibliographic materials that are available at their University Library;
- And to understand how the library operates and how the students can benefit from the huge amount of resources and facilities that are available at their University library that can enhance their research work.

Recommendation

In view of the findings, the researcher would like to state the following recommendations as follows:

- That library user should also be educated in the use of online resources and databases for their research work.
- That user's education should be connected to students' course work on continuous basis.
- That University Libraries should intensify effort to educate her library users through every available program that are in place.

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