

## **Assessment of Resources and Services of the two University Libraries in Makurdi, Benue State**

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### **Abstract**

*The study aimed at investigating resources and services of the two university libraries in Makurdi (Francis Idachaba Library, University of Agriculture, and the Benue State University Library). The study focused on the type of services rendered by these libraries, types and adequacy of resources available for rendering services. In carrying out this study 5 research questions were posed. Questionnaires was the instrument used to collect data for the study. The 16 item questionnaires were distributed to 16 respondents in the two universities. The result of the study reveals that the two university libraries are in poor condition. The result also shows that human resources are poorly available in the two libraries, that physical resources available in the libraries are generally inadequate for users it also revealed that other problems facing the libraries in providing adequate resources and services are inadequate space, unreliable power supply, lack of financial resources and weak security system. The researcher proffers recommendations on ways of improving resources and services of these libraries.*

### **Introduction**

Academic Library is commonly defined as one which caters for the needs of those engaged in academic pursuit in higher institutions of learning; examples are those libraries located in Polytechnics, Colleges of Education, and Universities. Aguolu (1983) refers to University Library as the most important organ in the University, and notes that the academic health, intellectual vitality and effectiveness of any University depend largely upon the excellence of its Library. In order to carry out these noble roles, academic libraries need certain resources. These resources have generally been grouped into two: Physical and human resources. The physical resources include the building, the collection (books and non-books), equipment, furniture, computers, photocopiers, bindery machines and other similar materials. On the other hand, the human resources refer to the persons employed to put the physical resources into use to achieve the objectives of the library. Library services are assessed for the purpose of improvement and accountability. Sheppard (2002) stated that services efficiency and quality measurement are provided in order to petition for on-going or increased revenues or to engage in dialogue with stakeholders.

The traditional services offered by university libraries are made up of two broad kinds: viz: Public and Technical services. Public services include circulation, reference, referral, user education, loan services, etc. Technical services include acquisition of materials, cataloguing and classification, indexing and abstracting, bibliographies, serials control, bindery and preservation.

Olafioye (1983) stated that a library is a store house of classical knowledge. It needs adequate space for storage of books books, periodicals, reading area, workrooms, clock

rooms and other storage area for equipment. Idowu (2011) enumerated the following library services according to the international standard: Reference services, document delivery service, borrowing, renewing and reserving, computerized interactive search, technical services, IT services, E-library services, serial services, exhibition and displays, user education, selective dissemination of information (SDI), current awareness services (CAS), referral services, reprographic service and counselling service. Edoka (2000) said that interlibrary co-operation is a device evolved by libraries to improve their services to the library users by broadening the base of information availability. Nigerian University Libraries face the problem of scarcity of research materials, and they emphasize library co-operation.

### **Objectives of the study**

The purpose of this study is to carry out an evaluative study of resources and services of Francis Idachaba Library, University of Agriculture, Makurdi and the Benue State University Library, Makurdi.

Specifically, the research is aimed at determining the following:

- i. The human resources available in the libraries.
- ii. The physical resources available in the libraries.
- iii. The level of services offered in the libraries.
- iv. The problems facing the libraries in providing adequate resources and services,
- v. Proffer solutions to these problems.

### **Research questions**

The study is guided by the following research questions:

- i. What are the human resources available in the libraries?
- ii. What types of physical resources are available in the libraries?
- iii. What is the level of services offered in the libraries?
- iv. What are the problems facing the libraries in providing adequate resources and services?
- v. What are the possible solutions to the problems facing the libraries in terms of providing adequate resources and services?

### **Review of Literature**

Okonkwo (1989) categorized library resources into books and non-book materials. According to him the non-book materials include staff, finance, building, equipment, etc. book materials include newspapers, magazines, pamphlets, pictures, tapes, films and many other audiovisual resources. Edoka (2000) elaborated that every library, as many other formal establishment are designed and managed by a special group of people whose job it is to combine and utilize the organizational resources of man, money, information items and other organisational objectives.

Oguejiofor (1979) stated that there are two types of library services: the technical and the public services. Technical services are the ways in which materials are processed for use. These included the selection and acquisition of materials, processing, classification and cataloguing, preservation and resource production while the public services which is also called readers' services or users' services. All these indicate work with people rather than only with materials and this provide room for direct services to the users of the

library. Such services include: user education, loan services, reference services, library co-operation, selective dissemination of information (SDI) and information Technology.

Edoka (2000) stated that the circulation or lending department of a library has the responsibility of making most of the information resources in the library available to users

Reference service is that branch of librarianship concerned with the linking of stock and readers through staff assistance. Whitson (1995) is of the view that traditional reference service is reconceptualised as a composite of five distinct but interrelated services: directional and general information; technical assistance, information look ups for the clients, research consultation and instruction. Housman (1973) defined SDI as a service not meant to find a useful document for a scientist when a sudden pressing need emerges; rather it attacks the information problem by keeping the information seeker continuously informed of new documents published in his area of specialization, so that he can keep abreast of the latest development in his field.

Schloman (1993) is of the opinion that increasing electronic environment in today's academic library is placing new demands on managing library services. This necessitated learning the new information technology and integrating it into the established. In spite of the usefulness of resources and services to the library users, Okonlawon (1984) observed that a poorly planned and constructed library building seriously handicaps readers and can be a source of fund drainage on operation and maintenance year after year.

Lyle (1974) described the position of staff in library as pivotal therefore increase in library stock should match with increase in library staff but unfortunately there is a problem of inadequate staff facing the libraries. Olafioye (1983) indicated that it is useless to talk of a library without funds in cash to meet actual requirements. Oketunji (2000) identified problems of information technology in libraries to include:

- Different branches of information are developing at different rates and not always in the same direction. One cannot forecast which of them will predominant and which will fall by the way side.
- Many successful technologies are in fact combinations of technologies and the ways in which tomorrows technologies can be combined are particularly difficult to forecast.
- General inadequacy in the level of relevant infrastructure, particularly telecommunication facilities and power supply.
- A large exploitative local computer market and unsatisfactory after sales maintenance and support.
- An inadequate pool of relevant technical staff and problems of recruitment and retention.
- The potential of library staff resistance to the introduction of computer technology.
- The potential of user resistance and failure to adapt to use of on-line information.
- The database conversion problem.

## **Research Methods**

The design adopted for this study is a case study method. The population for this study

consists of the resources and services of Francis Idachaba library, University of Agriculture and Benue State University Library. The responses given by the librarians served as the major basis for assessing resources and services in their institutions. The questionnaire was used for the collection of data for the study. A sixteen item questionnaire was used for the study. The questionnaire was designed strictly in line with the requirements for eliciting responses to the five research questions of the study.

The instrument before use was face-validated by presenting it to three senior colleagues in the field of Library and Information Science. These experts were requested to examine the clarity of expressions used as well as the appropriateness of language. The questionnaire was administered to the respondents directly by the researcher. In the Francis Idachaba Library, Nine (9) copies of the questionnaire were administered and eight (8) were returned indicating 89% response while in the Benue State University Library, Makurdi seven (7) were administered and five (5) were properly filled and returned representing 71% response. The questionnaires contained useable responses and were analysed. The data for the study was presented in Tables and analysed using simple percentage method of statistics.

**Presentation and Analysis of Data**

Out of the nine (9) copies of the questionnaire that were administered to the respondents at Francis Idachaba Library, University of Agriculture, Makurdi; 8 (89%) were returned. Out of eight (8) copies of the questionnaire that were administered to the Benue State University Library, Makurdi, 5 (71.40%) were returned. The data from the returned copies of the questionnaire are hereby presented using simple statistics like frequencies and percentages.

**Table 1: Categories of staff in the Libraries**

| Categories        | UNIAGRIC | BSU | FREQUENCY | %    |
|-------------------|----------|-----|-----------|------|
| Professional      | 9        | 7   | 16        | 35.5 |
| Para-professional | 5        | 8   | 13        | 28.8 |
| Non-professional  | 6        | 10  | 16        | 35.5 |
| Total             | 20       | 25  | 45        | 100  |

Table 1 indicates that out of 45 staff in the two university libraries understudy 16 ( 35.5%) are professionals, 13 (28.8%) are para-professionals while 16 ( 35.5%) are non-professionals.

Out of the 16(35.5%) of the professional staff, Francis Idachaba Library, University of Agriculture has 9 (Nine) while Benue State University Library has 8 (eight). For the 16 (35.5%) Non-professional staff, Francis Idachaba Library, University of Agriculture has 6 (Six) while Benue State University Library has 10 (Ten).As shown in table 1 Francis Idachaba Library, University of Agriculture has more professional staff than the Benue State University Library. While the Benue State University Library has more para-professional and non-professional staff than Francis Idachaba Library, University of



Agriculture, Makurdi.

**Table 2: Quantity of Materials in the Library Collections.**

| <b>Materials</b> | <b>UNIAGRIC</b> | <b>BSU</b>    | <b>FREQUENCY</b> | <b>%</b> |
|------------------|-----------------|---------------|------------------|----------|
| Books            | 3200            | 16123         | 48123            | 75.1     |
| Periodicals      | 10000           | 1966          | 11966            | 18.6     |
| Audio Visuals    | 50              | 60            | 110              | 0.17     |
| Reference        | 1000            | 800           | 1800             | 2.8      |
| Vertical Files   | 1000            | 1050          | 2050             | 3.2      |
| Total            | 44050 (68.7%)   | 19999 (31.2%) | 64049            | 100      |

From Table 2 it is indicated that 48,123 (75.1%) of the materials in the Libraries collections are books, 11,966 (18.6%) are periodicals, 110 (0.17%) are Audio- Visual, 1800 (2.8%) are reference materials and 2,050 (3.2%) of the materials in the library collections are vertical files. Francis Idachaba Library, University of Agriculture has 44050 (68.7%) materials while Benue State University Library has 19,999 (31.2%). The analysis indicates that Francis Idachaba Library, University of Agriculture possesses more materials than the Benue State University Library. However, the Benue State University Library has more Audio visual and vertical file materials than Francis Idachaba Library, University of Agriculture.

**Table 3: Information Technology Resources available in the Libraries**

| <b>Information Technology</b>          | <b>UNIAGRIC</b> | <b>BSU</b> |
|--|-----------------|------------|
| Compact Disk Read only memory (CD ROM) | -               | -          |
| Internet Services                      | -               | -          |
| Electronic Mail (e-mail)               | √               | √          |
| Electro copying                        | -               | -          |
| Web hosting                            | -               | -          |

Table 3 shows that Electronic Mail (e-mail) is the only information technology resources available in the Libraries.

Technical Services as observed in the universities under study:

**Table 4: Responsibilities for the selection of materials in the Libraries**

| <b>Responsibilities for the selection of materials</b> | <b>UNIAGRIC</b> | <b>BSU</b> |
|--|-----------------|------------|
| The students   | √               | √          |
| The academic staff                                     | √               | √          |
| The Librarian and his staff                            | √               | √          |
| Library Committee                                      | -               | -          |

Table 4 reports that responsibilities for the selection of materials in the Libraries are done through the students, the academic staff and the Librarian and his staff.

**Table 5: Sources of acquiring Library Materials.**

| Sources of acquiring Library Materials | UNIAGRIC | BSU |
|--|----------|-----|
| Purchase                               | √        | √   |
| Gifts                                  | √        | √   |
| Exchange of information materials      | -        | -   |
| Copy right deposit                     | -        | -   |

Table 5 Indicates that Francis Idachaba Library, University of Agriculture and the Benue State University Library acquire their materials through purchase and gifts.

**Table 6: problems facing acquisition of materials in the Libraries**

| Problems   | UNIAGRIC | BSU |
|--|----------|-----|
| Selection of staff                               | -        | -   |
| Lack of funds                                    | √        | √   |
| Ordered materials arriving lately                | √        | √   |
| Custom regulations and foreign exchange problems | √        | √   |

Table 6 shows that problems facing acquisition of materials in the libraries include: Lack of funds, ordered materials arriving lately, custom regulations and foreign exchange problems.

**Public services as observed in the universities under study:**

**Table 7: Referral services in the libraries**

| Referral services                                   | UNIAGRIC | BSU |
|---|----------|-----|
| Send for an article for a reader elsewhere          | √        | √   |
| Send to a reader outside the library                | √        | √   |
| Dealing with reference queries from other libraries | √        | √   |
| Photocopying services                               | √        | √   |
| Exchange of duplicate copies                        | -        | -   |

Table 7 discloses that referral services performed in the libraries include: sending for an article for a reader elsewhere, sending to a reader outside the libraries, dealing with reference queries from other libraries and making photocopies of materials needed and send to libraries that are in need of them.

**Table 8: Problems facing the libraries in providing adequate resources and services**

| Problems                    | UNIAGRIC | BSU |
|-----------------------------|----------|-----|
| Shortage of staff           | √        | √   |
| Inadequate space            | √        | √   |
| Unreadable power resources  | √        | √   |
| Lack of financial resources | √        | √   |
| Weak security               | √        | -   |
| Lack of subject specialists | -        | -   |

As shown in Table 8, problems facing the libraries in providing adequate resources and services include: shortage of staff, inadequate space, unreadable power supply, lack of financial resources, and weak security. Only the Francis Idachaba Library, University of Agriculture, Makurdi is faced with the problem of inadequate subject specialists.

**Table 9: Solutions to problems facing the libraries in terms of providing adequate resources and services**

| <b>Solution to problems</b>           | <b>UNIAGRIC</b> | <b>BSU</b> |
|---------------------------------------|-----------------|------------|
| Recruitment of enough qualified staff | √               | √          |
| Erecting of new library buildings     | √               | √          |
| Provision of stand by generator       | √               | √          |
| Provision of adequate fund            | √               | √          |
| Provision of high security network    | √               | √          |
| Employment of subject specialists     | √               | -          |

As shown in Table 9 solutions to the problems facing the libraries are: Recruitment of enough qualified staff, erecting of new building for the libraries, provision of standby generator in view of the constant power failure, provision of adequate fund, provision of high security network and employment of subject specialists for the Francis Idacahba Library, University of Agriculture, Makurdi.

### **Discussion of Results**

The data analysed showed that human resources are poorly available in the two libraries. The results also showed that the numbers of non-professionals to professional staff are very low in the two libraries studied. As earlier observed by Edoka (2000) the ratio of professional library staff to non-professional can be 1:3. This portrays that shortage of professional and non-professional staff in the libraries would affect the services and effective utilization of the library resources by the users.

The essence of physical resources available in the libraries is to enable users make effective use of the libraries. The result of the study indicated visual resources, reference materials, vertical files, shelves and information technology resources. The results further showed that the materials in the library's collection are generally inadequate for the users utilization.

The situation has earlier been noted by Edoka (2000) who observed that books should be provided in the libraries in various subject areas for information dissemination. Okonkwo (1989) also indicated the need for periodicals since these would keep the library collections up to date because periodicals come out regularly. Fayose (2000) further indicated that audio visual resources help the library users remember what they have been learning and make learning more concrete and real and are therefore an indispensable part of library collections.

Okonkwo (1989) and Elaturoti (1990) identified that reference materials are especially useful in answering questions and in helping students develop learning skills as such libraries should provide adequate reference materials in the libraries for the user's utilization.

The result of the study further shows that electronic mail (e-mail) is the only information technology resources available in the libraries. This implies that Information Technology development in the libraries is still at its infancy level. Oketunji (2000) highlighted that electronic mail (e-mail) is a form of information technology that helps in transmission and receiving of messages, information, data files, letters of documents by means of point to point systems or computer based message systems. It enables users communicate quickly and easily with one another.

The study highlighted level of services offered in the libraries into two categories: Technical and Public services. Technical services offered in the libraries include: Those who are responsible for the selection of materials in the libraries which involves the combination of students, the academic staff, the librarian and his staff. The study also looked at the sources of acquiring library materials to include gifts and purchase.

The result of the study indicated various problems facing acquisition of materials in the libraries. These include lack of fund, ordered materials arriving lately, custom regulations and foreign exchange problems. Edoka (2000) observed that the series of processes to which all additions to a library's stock begins in acquisition department. He further stated that book recommendation is made or received for processing in this department.

Regarding public services offered in the libraries, the results of the study showed referral services rendered in the libraries. These include sending for an article for a reader elsewhere, sending to a reader outside the libraries, dealing with reference queries from other libraries and making photocopies of materials needed and send to libraries in need them.

These finding seems to agree with finding by Whitson (1995) that traditional reference service is reconceptualised as a composite of five distinct but interrelated services: directional and general information; technical assistance, information look ups for the clients, research consultation and instruction. The study equally revealed that the major problems encountered by the libraries in providing adequate resources and services are shortage of staff, inadequate space, unreadable power supply, lack of financial resources and weak security. Only the Francis Idachaba Library, University of Agriculture, Makurdi is faced with the problem of lack of subject specialists.

These findings agree with the views of Okonlawon (1984) that a poorly planned and constructed library building seriously handicaps readers and can be a source of fund drainage on operation and maintenance year after year. Lyle (1974) described the position of library staff services as "pivotal". Therefore increase in library stock should match with increase in library staff unfortunately, this is not the case in these libraries studied.

The study also discovered that the best solutions to the problems facing the libraries in terms of providing adequate resources and services are: recruitment of enough qualified staff, erecting of new building for the libraries, provision of standby generator in view of the constant power failure, provision of adequate fund, provision of high security network and employment of subject specialists for the Francis Idachaba Library,



University of Agriculture, Makurdi. These findings agree with the view of Edoka (2000) that once the library is open the enthusiasm and commitment of the various categories of staff in the library are crucial in ensuring that available resources and services are effectively utilised by readers.

Okonkwo (1984) observed that a good building tends to attract readers and contributes to the intellectual and recreational functions of the library.

### **Conclusion**

Resources and services in the two University Libraries are below the required (NUC) National Universities Commission's standard. There is no doubt that if the libraries are properly funded and administered, they stand a good chance of providing adequate resources and services for the users. This would obviously improve the level of academic activities in the two institutions.

### **Recommendations**

The libraries should consider the recruitment of more qualified staff a matter of priority. The requisite physical resources such as computers, telecommunication equipment, shelves, and air conditioners should be provided in adequate quantity.

The libraries should set up their SDI services to meet up with increasing demand by users.

The following problems facing the libraries should be addressed: Poor funding, unreadable power supply, inadequate space and weak security systems.

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## Determination of Concentrations of Sulphur Dioxide at Major Stalling Traffic Points in Minna, Niger State, Nigeria

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### Abstract

*This project was undertaken to determine the concentrations of sulphur dioxide (SO<sub>2</sub>) at the different major stalling traffic points in Minna and to create a Geographic Information System (GIS) layer of SO<sub>2</sub> pollution at these stalling traffic points; forty (40) such major stalling traffic points were identified in Minna. These major stalling traffic points of Minna were initially georeferenced, the values archived on the Minna GIS, and then SO<sub>2</sub> levels were measured at some of these stations during the morning, afternoon, and evening hours. The dataset acquired for this survey indicates that no value of SO<sub>2</sub> up to and above the threshold of 0.2ppm was measured at any of the stalling traffic points occupied in the course of this survey. Thus, for the time of day when traffic warden personnel are active in Minna (morning and afternoon hours) none of them would be exposed to hazardous levels of SO<sub>2</sub> emissions; if they were to work into the evening hours, the exposure regime would be unchanged. The final result of this exercise is now a GIS SO<sub>2</sub> level layer at stalling traffic points in Minna.*

**Keywords:** Stalling traffic, GIS layer, georeference, emission index

### INTRODUCTION

Sulphur (IV) dioxide pollution is a constant menace facing the typical traffic warden at any of the major stalling traffic points in Minna (Jonah et al., 2010). Knowing the level of exposure to this kind of noxious emission should be of interest to the traffic warden personnel and the overseeing authority charged with public health issues, that is, the Niger State Environmental Protection Agency (NISEPA). This study was undertaken with such a target objective in mind (the "target" being the cataloguing of SO<sub>2</sub> emission indices at the major stalling traffic points in Minna; the "objective" would be the inauguration of a public enlightenment programme as a result of the availability of an emission index profile). Furthermore, as a result of the current trend in handling georeferenced data, the dataset of this study was processed and displayed in conformance with the Geographic Information System (GIS) scheme.

**Concept of Stalling Traffic Point:** For this study, a "stalling traffic point" is defined to be a road junction or node where all practical motor-mobiles (i.e. cars, trucks, motor-tricycles, motor-cycles, etc.) necessarily decelerate upon approaching the junction, for practical safety purposes, and accelerate to change velocity as they exit that junction; the process of acceleration involves a revving of the engines of the motor-mobiles, with associated increase in the exhaust gaseous effluents. Thus, stalling traffic points are formed at intersections of road junctions and major stalling traffic points are formed at intersections of major road junctions.

**Concept of Parts Per Million (ppm):** The parts per million (ppm) is commonly used