USE OF RELEVANT INFORMATION RESOURCES FOR EFFECTIVE PUBLIC LIBRARY OPERATIONS IN DELTA AND EDO STATES, NIGERIA.

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Abstract

The study investigated use of relevant information resources for effective public library operations in Delta and Edo States, Nigeria. The survey research design was used with the population of 265 librarians and library officers drawn from 40 public libraries in two States. The sample size drawn for the study was 171. Questionnaire was the instrument used for the collection of data. The response collected was analyzed using descriptive and inferential statistical. A simple percentage and frequency count was used to analyze the demographic information of the respondents and the objectives of the study for this study. The findings revealed that the available information resources in the public libraries were: Textbooks, Newspaper/Magazines, Reference Materials, Fiction and Non-fiction books and pictures. The methods of managing information resources were shelving library materials to allow for free air, ventilation, cleaning and dusting of library materials and cataloguing, infrastructural facilities available were reading tables, sitting chairs, book shelves, library space and parking space, fans and air conditioners, and cataloguing facilities. The study also revealed that the libraries lacked human resources that are relevant for effective operations of public libraries in Delta and Edo States. Based on the findings of the study, conclusion and recommendations was drawn to help public libraries in Delta and Edo States improve on the use of relevant information resources for effective operations of public library.

Keywords: Information resources, Management of information resources, Public Libraries, Public library services, Nigeria.

INTRODUCTION

Libraries from the ancient times are known for collection, organization, storage and dissemination of information to their users. This situation makes it imperative for libraries irrespective of the ownership, to live up to one of its roles which is the provision of information resources. Information resources are an element of infrastructure that enable the transaction of certain selected significant and relevant data prepared so as to provide content and information services that can be used directly by the user (Encylopedia of Network Vitual, 2016). Public library is saddled with the responsibility of acquiring various library information resources if they must meet up with the information needs of the community they serve. These information resources include print and non print materials, which comprise reference materials, textbooks,

serials, based information materials and audio visual media such as CDS, DVDS, blu-Ray and video (University of Pretoria, 2016). Availability of information resources means ensuring their presence in the library for immediate use (Aguolu & Aguolu, 2002)

Availability of information resources also entails acquiring and providing means by which users could get necessary information resources needed. It tries to ensure that every user gets documents, which could satisfy his/her request for information (Nwachukwu, Lucky & Salami, 2014). Information availability establishes a new standard for system and network, that are always on for applications and data that are always available and for end users that are always connectd.

Human resources are the staff that work in an organization. Human resources of public libraries consist of all individuals engaged in any of the public libraries activities. Libraries employ not only large numbers of people, but also very diverse kinds of people. It is not unusual for sixty to eighty percent of a library's budget to be devoted to salaries. Thus, effective personnel administration is critical to a library's achieving its goals and objectives. In times of extreme financial constraint, the very survival of a library may be highly dependent upon the quality of the personnel. Functions for staff in public libraries may be carried out by the personnel termed human resource (Canalan Association of College and University Libraries, 2003). Library human patterns have been shifting as a result of changes such as those in technology and especially automation, financial constraints, attempts to utilize staff more effectively, and changing forms of governance. Humans are very important resources of the library. Humans in the library are responsible for selection, acquisition, processing, organizing, managing, maintenance and provision of information bearing materials of the library (Adomi, 2009).

Public library is a library that is located in a community and the people of that community use it without any charge. Public library, according to Obinyan, Obinyan and Aidenojie (2011), is anon profit organization, established, supported and funded by the community, either through local, regional or national government or through other forms of community efforts. The cardinal role of the public library is to provide access to knowledge, information and other range of information resources and services that are meant to be available to the users and communities regardless of race, age, gender, religion, language and states. In view of this very important role of the public library, management of its resources becomes very vital if the public library must live up to its expectation. The place of information resources and thier management cannot be overemphasized, because libraries are established to render information services to their users and without which the library is not different from a bookshop. Flamingo (1990) stated that information today is a commodity, packaged and sold at an obtainable price. It is regarded as a vital resource that must be managed in order to achieve public library's goals.

Feather and Sturges (2003) defined information resources management as the application of management principles to the acquisition, organization, control, dissemination and use of

Brown (2011) saw information resource management as a practical approach to the management of information, while emphasizing their specific philosophical understanding of information as a valuable resource that not only should be managed like other corporate resources, but should also contribute directly to accomplishing organizational goals and objectives.

Statement of the Problem

The duty of the public library is to provide the users timely and reliable information in whatever format it comes whether soft or hard copy. However, as a result of the evolution of electronic information resources and the frequency of information flow in the 21st century, the public library is faced with a lot of issues acting as barriers to the effective relevance of its information resources which are crucial for effective service delivery to information seekers. Some of these issues among others, include: inadequate human resources and infrastructural resources. The resources and services of the library are geared towards helping the public library to achieve its information needs. Delta and Edo public libraries are the libraries that were established during the Mid-Western Region that was Bendel State and now Delta and Edo States which was created out of the old western region in 1963. With regard to Delta and Edo states library boards being established in 1971. In 1971, it was the Mid- Western Library Board that was established. Since then Delta and Edo States library boards have been active in the provision of library services. However, as important as this library was it has been observed that information resources are not readily available, due to the poor budgetary allocation from the state government to buy new books, shelves, tables and the buildings are very poor. Therefore, there is need to determine the state of the information resources in the libraries.

Objectives

The main objective of this study is to examine the relevant information resources and facilities that are available in Delta and Edo library board for effective public library operations. Specifically, the study sought to:

- 1. To find out the types of information resources available in public libraries in Delta and Edo States.
- 2. To find out the methods of managing information resources in public libraries in Delta and Edo States.
- 3. To find out the infrastructural facilities available for the information resources in public libraries in Delta and Edo States.
- 4. To find out the human resources for managing the information resources in public libraries in Delta and Edo States.

Review of the Related Literature

Studies have been carried out on use of Information resources in public libraries, according to Flamingo (1990), information as an important ingredient in all human endeavours and for human survival in any society. Akinola, Apotiade, Ogunmodede and Oyetola (2013) inferred that, access to information resources within the larger society cannot be achieved without involving public libraries, because they are one of the building blocks of local information and knowledge infrastructure. Since public libraries are community based, any developmental cum strategic planning especially in the are of another mation should emanate from public libraries. For instance, if the goal of the government is to meet the information needs of the rural illiterates, the onus of accomplishing such goals lies with public libraries. Moreover, information cum awareness campaigns that are specifically designed to touch the lives of the people at the grassroots could be strategically carried out with the instrumentality of public libraries (Babalola & Okiki, 2013).

Nwachukwu, Lucky and Sahmi (2014) emphasized that public libraries are considered to be the store house of knowledge of information resources that are basic for the continued survival, development and progress of mankind. Examples of information resources include books, journals, magazines and newspapers, fiction books, non-fiction books, reference books, toys and CD-ROMs (Nwachukwu, Lucky & Salami, 2014).

The establishment of public library is premised on the need to assist people to cater for their information ne els which cover w de areas of life: edication, social, political, economic and cultural. The library materials are made up of books and non-books materials. Nwachukwu, Lucky and Salami (2014) did research in the recent years and found out that books are the major information resources in public libraries and the users of public libraries use the library for doing their assignments and that it was noticed in their users list as they formed the bulk of the users. The public library is established to provide materials which communicate experience and ideas from one person to another and make them easily and freely available to all people Aboyade (as cited in Iwhiwhu & Okorodudu, 2012). They added that public library is a local centre of information that makes all kinds of knowledge and information readily available to its users. The primary purpose of the public library is to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information and personal development. According to Parvathamma and Reddy (2009, p.3), "Public libraries have been noted to improve literacy through various information and educational services they render over time". Public libraries in Nigeria are part of the government's establishments in terms of administration and budget procedure (Ebiwolate, 2010).

According to Babalola and Okiki (2013), the information resources in public libraries, however, might not be put to optimal and profitable use without the professional services of the librarians in these libraries. The librarians in various public libraries are to serve as a guide to the libraries in

their various geographical domains. Information is important to any organization. Good and quality information can improve decision making, enhance efficiency and allow organizations to gain competitive advantages. Many organizations are continuously looking for solutions to effectively seek and handle information within their internal and external environments (Zakari, 2012). Opera (2008) found out that the bane of public library's information resource is poor funding from where every other problem confronting public libraries emanate. Omotosho and Okiki (2012) believed that, another picture of public libraries in Nigeria is that they lack well-defined policies. This is, however, very crucial if any development is to be achieved. Most public libraries only make provision for services that target a specific group of users, which of course are literate ones; therefore, they favour the urban areas neglecting the rural areas which are the nucleus of the goals for the public libraries.

For the effective use of the relevant information resources in public libraries, Parvathamma and Reddy (2009) revealed that public libraries need to take proactive approach in motivating users to use their resources and services. They also indicated that public libraries need to enrich their information resource collections, provide access to the internet and offer community-based services including literacy programmes.

Availability of information resources in library is making the books available in the library. Buckland (2008) stated that the logical problems of making books physically available in the library when wanted by information seekers is central to librarianship. The central rule of the library stock control is that both the information resources and the policy should be related to the level of demand for items. Acquisition policy should help a library to decide on what to buy where and when in order to increase access, ability to need information resources. Managing the physical resources of Delta and Edo states public libraries depends on the availability of the information resources.

Abdulsalami (2013) stated that book availability is an indicator of stock effectiveness, libraries considered their task to be that of collecting, storing and measuring of books. Most libraries consider it as their task to make these books available to their users. The intellectual access to available information has since properly been a major pre-occupation of libraries. Efforts has been made to the design and creation of bibliographies, catalog and classification scheme and other devices that help established existence of individual document and their relevance to specific inquiries.

Human Resources in the Library: Human resources of public libraries consist of all individuals engaged in any of the public libraries activities. Libraries employ not only large numbers of people, but also very diverse kinds of people. It is not unusual for sixty to eighty percent of a library's budget to be devoted to salaries. Thus, effective personnel administration is critical to a library achieving its goals and objectives. In times of extreme financial constraint, the very

survival of a library may be highly dependent upon the quality of personnel administration. Personnel functions for staff in public libraries may be carried out by the personnel termed human resource. (Canadian Association of College and University Libraries, 2003). Management of library staff is itself an important task. All staff should have a clear understanding of the policy of the library services, well-defined duties and responsibilities, properly regulated conditions of employment and salaries that are competitive with other similar jobs (Munchen, 2001). To meet the goals of library service, both professional and supportive staff are needed in the libraries. Thus, the library occupation is much broader than a segment of it which is the library profession, but the libr ary profession has the responsibility for defining the training and education required for the preparation of personnel who work in libaries at any level, supportive or professional (Canada Department of Justice, 2003).

The fundamental qualities and skills required of public library staff can be defined as: the ability to communicate positively with people, the ability to co-operate with individuals and groups in the community, knowledge of the material that forms the library's collection and ho wto access it, the ability to work with others in providing an effective library service, imagination, vision and openness to new ideas and practice, readiness to change methods of working to meet new situations and knowledge of information and communications technology (Mun ben, 2001). There are different categories of staff found in public libraries: Librarians, library officers, administrative and secretarial staff, technicians, library assistants, security staff, drivers, caretakers, messengers and cleaners.

Methodology used for the Study

The survey research design was used to investigate the use of information resources that are relevant to the effective operations of public libraries in Delta and Edo States. The study is descriptive in nature; hence, the researcher adopted the survey research design because it provides a basis to examine the existing situation or present conditions through a systematic collection of facts and accurate information (Egbule & Okobia, 2001). The study covered 40 public library branches across the states. The survey design was employed to carry out the study, with a population of 265 which was also used as the sample size, employing the census sampling technique for the study. The respondents were 171. The instrument used in collecting data was questionnaire. The study reviewed relevant literature and problem under study. This is important in order to lay the foundation for the study. Staff of Delta and Edo States Public Libraries was used as the population of the study.

Population, Sample and instrument

The population of the study was 265 librarians and library Officers drawn from 40 public library branches in Delta and Edo States. Two hundred and sixty five questionnaires were distributed while 171 copies of the questionnaire were collected. The response rate from the 265 copies of questionnaire that was administered was 171 which was 65% and was considered adequate for

the study because the standard and acceptable response rate for most studies is 60% and above (Dulle, Minish-Majanja & Cloete, 2010). The sample size drawn for study were 265 to enable the researcher have full idea of how the information resources are utilized in the library. Questionnaire was the instrument used for the collection of data.

Data Analysis

The analysis of the data was made from the responses to the questionnaire prepared for librarians and library officers of Delta and Edo States public libraries. The responses collected were therefore analyzed using descriptive and inferential statistical tools. Simple percentage and frequency counts were used to analyze the demographic information of the respondents and the objectives of the study for this study.

Demographic Information of the Respondents

Table 1: Distribution of the Respondents by States

	States								
	Delta		Edo		Total				
Status	No.	%	No.	%	No.	0/0			
Librarian	53	31.0	19	11.1	72	42.1			
Library Officer	89	52.0	10	5.8	99	57.9			
Total	142	83.0	29	16.9	171	100.0			

As can be seen from Table 1, there are 53(31.0%) and 19(11.1%) librarians from Delta and Edo states respectively. Also, there are 89(52.0%) and 10(5.8%) library officers from Delta and Edo States respectively. This implies that there are more librarians and library officers from Delta State in this study.

Table 2: Gender Distribution of the Respondents

	Gender								
	Male		Fema	ale	Total				
Status	No.	%	No.	%	No.	0/0			
Librarian	41	50	31	34.8	72	42.1			
Library Officer	41	50	58.	65.2	99	57.9			
Total	82	100	89	100	171	100.0			

As can be seen from Table 2, there are 41(50%) male librarians and library officers in Delta and Edo States respectively. Also, there are 31(34.8%) female librarians and 58(65.2%) library officers respectively. This implies that there are more female library officers as well as male librarians in Delta and Edo States in this study

Table 3: Age Distribution of the Respindents

	Age							
	28-35 years 36 years and			ears and above	Total			
Status	No.	0/0	No.	0/0	No.	9/0		
Librarian	25	14.6	47	27.5	72	42.1		
Library Officer	33	19.3	66	38.6	99	57.9		
Total	58	33.9	113	66.1	171	100.0		

From Table 3, there are 25(14.6%) and 47(27.5%) libarians within the ages of 28-35 years and 36 years and above respectively. Also, there are 33(19.3%) and 66(38.6%) library officers within the ages of 28-35 years and 36 years and above respectively. This shows that there are more libarians and library officers within the ages of 36 years and above.

Table 4: Distribution of the Respondents by Status

Status	Frequency	Percentge (%)
Libarian	72	42.1
Library Officer	99	57.9
Total	171	100.0

Ascan be seen from Table 4. the Library Officers 99(57.9%) in the public libraries in Delta and Edo states are more than the Libarians 72(42.1%).

Table 5: Distribution of the Respondents by Educational Qualification

Educational Qualification	Frequenc	Percentge (%)
SSCE/GCE/_	40	23.4
HNDOND/D iploma	40	23.4
B&/M.Sc	91	53.2
Total	171	100.0

Table 5 slows that there are 91(53.2%) libarians with B.Sc/M.Sc certificates, 40(23.4%) library officers with HND/OND/Diploma Certificates and 40(23.4%) library officers with SSCE/GCE. This implies that there are more libarians with B.Sc/M.Sc certificates respectively.

Table 6: Types of Information Resources Available in the Public Libraries

Information Resources Available	Agree		Disag	ree	Total	
	No.	0/0	No.	9/0	No.	9/0
Newspapers/Magazine	167	97.7	4	2.3	171	100
Reference Materials	-164	95.9	7	4.1	171	100
Fiction books	163	95.3	8	4.7	171	100
Textbooks	155	90.6	16	9.4	171	100
Non-fiction book	142	83.0	29	17.0	171	100
Pictures and reference materials	142	83.0	29	17.0	171	100
Government publications.	135	78.9	36	21.1	171	100
Journal	135	78.9	36	21.1	171	100
Government reports	123	71.9	48	28.1	171	100
Records and tape materials	71	41.5	100	58.5	171	100
Audio-visual	58	33.9	113	66.1	171	100
Electronic resources	55	32.2	116	67.8	171	100
Toys	53	31.0	118	69.0	171	100
Braille materials	42	24.6	129	75.4	171	100
CD-ROMs	25	14.6	146	85.4	171	100

From Table 6, the following information resources were available in Delta and Edo States public their libraries. Some of the available information resources were Newspapers/magazines, 167(97.7%), Reference materials, 164(95.9%), Fiction books, 163(95.3%), Textbooks, 155(90.6%), and Non-fiction books and picture and reference materials, 142(83.0%) respectively. However, the information resources that was not available in their libraries was CD-ROMs, 146(85.4%), Braille materials, 129(75.4%), Toys, 118(69.0%), Electronic resources, 116(67.8%) and Audio-visual materials, 113(66.1%).

Table 7: Methods of Managing Information Resources in the Public Libraries

Methods of Managing Information Resources	Agre	e	Disa	gree	Total	
	No.	0/0	No.	0/0	No.	0/0
Shelving library materials to allow for free of air	162	94.7	9	5.3	171	100
Ventilations in your library	145	84.8	26	15.2	171	100
Cleaning and dusting of library materials	139	81.3	32	18.7	171	100
Catalogue	138	80.7	33	19.3	171	100
Provision of library space	130	76.0	41	24.0	171	100
Notice board	130	76.0	41	24.0	171	100
Provision of adequate reading tables	127	74.3	44	25.7	171	100
Provision of lighting in your library	116	67.8	55	32.2	171	100
Provision of adequate sitting chairs	115	67.3	56	32.7	171	100
Cleaning of the toilet facilities	111	64.9	60	35.1	171	100
Provision of adequate security systems to preventheft,	110	64.3	61	35.7	171	100
mutilation and defacing of paper-based materials						
Binding	106	62.0	65	38.0	171	100
Photocopying	105	61.4	66	38.6	171	100
Computers	99	57.9	72	42.1	171	100
Installing air-conditioners in your library	73	42.7	98	57.3	171	100
Lamination	73	42.7	98	57.3	171	100
Microfilming	57	33.3	114	66.7	171	100

From Table 7 the following were the methods of managing information resources in Delta and Edo States libraries. Some of the methods were: shelving library materials to allow for free air 162(94.7%), ventilation in the library 145(84.8%), cleaning and dusting of library materials 139(81.3%), catalogue 138(76.0%) and provision of library space 130(76.0%). It's also noted that majority of the public libraries in the states lacks -Microfilming 114(66.7%), installing air conditioners in the library and lamination 98(57.3%) respectively.

Table 8: Infrastructural Resources Available for Information Resources Management in the Public Libraries

Infrastructural Resources Available	Agı	'ee	Disa	gree	Tot	al
	No.	0/0	No.	0/0	No.	0/0
Reading table facilities	165	96.5	6	3.5	171	100
Parking Space	151	88.3	20	11.7	171	100
Sitting chairs	150	87.7	21	12.3	171	100
Book shelves facilities	146	85.4	25	14.6	171	100
Library space	143	83.6	28	16.4	171	100
Circulation desk	136	79.5	35	20.5	171	100
Notice board facilities	133	77.8	38	22.2	171	100
Toilet facilities	128	74.9	43	25.1	171	100
Cataloguing facilities	118	69.0	53	31.0	171	100
Periodicals	108	63.2	63	36.8	171	100
Light	93	54.4	78	45.6	171	100
Computer	86	50.3	85	49.7	171	100
Fans and air conditioners	85	49.7	86	50.3	171	100
Photocopier facilities	74	43.3	97	56.7	171	100
Carrels	66	38.6	105	61.4	171	100

Table 8, analyzed the level of infrastructure facilities available for information resource management in public libraries in Delta and Edo States. Some of them were Reading tables, 165(96.5%), parking space, 151(88.3%), sitting chairs, 150(87.7%), book shelves, 146(85.4%), and a library space, 143(83.6%). However, majority of the libraries lack some basic infrastructural resources which were Carrels, 105(61.4%), photocopier resources, 97(56.4%), and fans and air conditioners, 86(50.3%).

Table 9: Human Resource for Information Resource Management in the Public Libraries in Delta and Edo States

Human Resources	Very	High	Very	Low		tal
	No.	0/0	No.	0/0	No.	0/0
Librarians	81	47.4	90	52.6	171	100
Library Officers	68	39.8	103	60.2	171	100
Library Assistants	70	40.9	101	59.1	171	100
Administrative and secretarial staff	73	42.7	98	57.3	171	100
Clerical staff	31	18.1	140	81.9	171	100

From Table 9, the human resources for information resource management in public libraries in Delta and Edo States were very low. The librarians are 81(47,4%), library officers 68(39.8%), library assistant 70(40.9%), administrative and secretarial staff 73 (42.7%) and chrical staff 31(18.1%). The maintenance, securing and updating the libraries to modern use e.t.c. was the duties of human resources. It's noted that human resources for information management in Delta and Edo States were not ade quite.

Findings:

The study revealed that the available information resources in Delta and Edo States Public libraries was Newspapers/magazines, Reference materials, Fiction books, Tex books, Non-fiction books, picture and reference materials. Ibwever, the information resources that were not available wereCD-ROM, Braille materials, toys, Electronic resources and Audio-visual materials.

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- 2. It was found that the methods of na naging information resources in Delta and Edo States
 Public Library was sle veing library materials to all we for free air, ventilation in the library,
 cleaning and dusting of library materials, catalogue and provision of a library space.
 However, microbliming, installing air conditioners in the library and laminating were not
 used for managing information resources
- 3. It was established that the human resources in Delta and Edo States Public library were very low.

Concusion:

From the above findings in this study, it has been observed that the available information resources and their corresponding applications, public libraries have been able to significantly provide services that are of benefit for users. The methods of managing information resources in public libraries in Delta and Edo States are inadequate for proper management of information resources, various infastructural facilities are employed by the librarians and library officers for the management of information resources, but these infrastructural facilities must be improved upon, Also, the human resources available for the information resources in the public libraries in Delta and Edo States under this study are relatively low, hence, do not commensurate with the management of information resources.

Recommendation:

Based on the objectives and the outcome of the study the following steps should be taken:

1. It is recommended that public library board should develop a strategic plan by setting was committee in order to incorporate other information resources that are not available in the library, such as: CD-ROMs, braille materials, toys, electronic resources and audò-visual

materials so as to meet the information needs of other categories of public library users a n d manage information resources effectively.

- 2. Management of public libraries in Delta and Edo States should provide the enabling environment by training (that is, on the job training) librarians and library officers on modern information management techniques that will include the use of computers and other state of the art ICT facilities in managing the available information resources.
- 3. Librarians and Library Officers in Delta and Edo States public libraries should put in place blue print by setting up a committee towards the actualization of the acquisition of modern infrastructural facilities such as: photocopier, fans and air conditioners in the public library.
- 4. Librarians and Library Officers should always work as a team so as to foster a cordial relationship in the library and further strengthen information resource management practices by holding regular staff meeting in order to brain storm on the way forward.

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