



Adequacy of Information Resources and Library Staff Attitude as Correlates of Information Service Provision to Students in Federal Polytechnics in North Central State, Nigeria

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DOI: <https://doi.org/10.55248/gengpi.4.1223.0121>

ABSTRACT

The study aims to determine the adequacy of information resources and library staff attitude as correlates of information service provision to students in federal polytechnics in North central state, Nigeria. The descriptive survey of correlation design was adopted for this study. Proportionate probability to size was used to determine the sample size of 986 registered students from using 10% of the population of 9, 865. The questionnaire was the instrument used for data collection. The finding revealed that lack of funds, diminishing budget, inadequate personnel, lack of infrastructural facilities, lack of spaces in the library, nonchalant attitude of staff toward users and inadequacy of information resources, economic recession in the country greatly affected funding in Nigeria universities, thereby affecting information services provision to students in federal polytechnics library in Northcentral state, Nigeria. Based on the findings, the study recommended that the government at all levels should provide adequate budgetary allocation to make the library perform excellently well; library users should be abreast with current awareness services provided in the library on the information resources in the library, among others.

Keywords: Information provision, information resources, information service provision, library staff attitude, federal polytechnics

Introduction

Polytechnic libraries exist to enhance the acquisition of knowledge by their clientele through the provision of reading materials (book and non-book) for the purposes of teaching, learning and research. A Polytechnic library, according to Mallaiah, Kumbar and Mudhol (2008) posited that library occupies the central and primary place in teaching and research, therefore, it has to meet the diverse and growing needs of educational programme at the undergraduate, postgraduate and research levels. Polytechnic Library is an academic library. Academic libraries, according to Nkamnebe, Udem, Nkamnebe, (2014) opined that library is an integral part of a college, Polytechnic or other institutions of postsecondary education, administered to meet the information and research needs of its students, faculty and staff. Polytechnic library therefore is a type of library found in institutions of higher learning –Polytechnic. Polytechnic library is defined as a library or library system established, administered and funded by a Polytechnic to meet the information, research, and curriculum needs of its students, faculty and staff.

Every tertiary institution library, including the Polytechnic library, is expected to meet the objectives of the institution that established and funds it. In a similar vein, library, according to Olajide and Fabunmi (2011) is concerned with the collection, processing, storage and dissemination of recorded information for the purpose of reading, study and consultation. The author sees Polytechnic library as a learning centre which provides materials that are needed for learning all the courses offered in the Polytechnic, as well as potential courses that may be offered. Oyedum (2006) asserted that one of the objectives of a Polytechnic is to encourage acquisition of knowledge, that is, to encourage and promote scholarship and research in all fields of learning and human endeavour. The author claims that apart from classroom teaching and practical exercises in Polytechnic laboratories, one of the main departments that assists the Polytechnic to achieve this objective is the library.

Library services, according to Bassey (2006) are regarded as social services which are bound to stimulate the reading habit of the society, including people in the academic environment. Library services present a picture of remarkable variety and play an important role in the educational, economic, cultural and recreational life of the entire population. There is no doubt that any library is in the business of providing services to its user's community. To be most functional, the services it provides should correspond with the needs of its users because the user is the very reason for the existence of the library and it ensures that the services so provided are exploited to the maximum. To determine whether the objectives of the library are met, according to Bassey (2006), are viewed the opinion, and perception of the library users should be sought. In other words, any library that wants to improve its resources and services must solicit the help of its users to identify areas of weakness in order to improve upon them.

Information services are library processes and activities with the aim of disseminating desirable information to library and information users. Library and information professionals have provided a range of services including reference and circulating services. These services facilitate the inter – change of library data, promote the inter – operability of library system and support national and international networking of libraries. These services play important role in improving user’s accessibility and utilisation of library resources, which are held in the library collection, collection of other libraries or which are accessible in the world wide web (Uganneya et al. 2012)

Igwe and Onah (2013), state that the services of libraries and information centres and information services provision in the libraries are broadly categorised into technical services, (include collection development, cataloguing, classification, and automation services, which are those services that have direct impact on the users for the satisfaction of their information needs. In other words, they are services directed at actively exploiting the collection of information resources in response to users’ information requirement. They include lending services, reference services, current awareness services, (CAS), selective dissemination of information services (SDI), indexing and abstracting services, interlibrary loan and document delivery services, resources sharing, information literacy, information repackaging, and the likes. These services formed the heading of many chapters in the text. Meanwhile, the concern is how are those services rendered to users in the libraries are effectively.

The information services provisions in the libraries are met by print and non-print materials. They have created an opportunity for global access to information resources such as books, periodicals, audio-visual and electronic media. The provision of information services to clients in this age of globalisation is tasking especially in developing countries, such as Nigeria. Arua (2014) opined that the lecturers require the service of a well-stocked (balanced) and up-to-date library for the preparation of their lectures and research while the students need it for class assignments, research, projects, term papers, and further readings.

The information services rendered by academic libraries, according to Bassey (2006), include: circulating materials to eligible patrons under equitable policies; providing reference and referral services; providing indexing and abstracting services covering the professional periodicals received in library; providing current awareness services, which include library display, selective dissemination of information (SDI), and compilation of bibliographies. They also providing continuing instruction to patrons in the effective use of the library (user education); preparing a library handbook giving details of the rules, resources, services and staff of the library and making it available to patrons free of charge or at minimal cost; promoting inter library cooperation loans; provision of computer services and convenient hours of services; and displaying newly received books in an appropriate place and arranging book exhibitions on different themes appropriate to a given occasion in an effort to bring its resources to the notice of its patrons or users.

The adequacy of information resources therefore, refer to the totality of documents and other nonbook materials with which a library satisfies the information needs of its clientele. Bida (2011) opined that library resources as "either capital assets or wealth". Addition of information resources to any library is therefore a function of its resource development processes. Information resources a term used to cover books, journals, databases, multimedia materials, packages, archives or heritage collections acquired or paid for by the library to support learning, teaching and research at the Polytechnic. Bida (2011) defined resource development as “the process of planning a stock acquisition programme not simply to clear for immediate needs but to build a coherent and reliable resource over a number of years to meet the objectives of the service. Information resources refer to the materials or tools employed by the information provider in order to deliver information. The term information resources in the library dictionary points at the containers of information held by the library.

Adequacy of information resources comprises of both human and material components of the library. They are harnessed together to achieve the objectives of library establishment. Moreso, without resources the purpose of setting up a library cannot be achieved. The importance of resources in our educational institutions been in the minds of great authors. The ability to meet the diverse information needs of its clientele depends on among other things, the availability of an array of documentary and non-book materials. The total of these information sources, therefore, constitutes the resources of library. According to Bida (2011) states that excellent library and information services cannot be given without resources. The assemblage of book and non-book information purveyors in the required quality and quantity depends on resource development activities of the Polytechnic library.

Library staff attitudes are inclinations and feelings, prejudices or bias, preconceived notions, ideas, fears and convictions about any specific topic. Library staff attitudes represent the conceptual value of these services in the minds of the users, not the values of the services themselves, positive attitudes are fundamental in utilization of services. Some library staff may perceive their work negatively whereas others may attach positive attributes to them. Library staff attitudes motivation is one of the most significant in managing people and the essential skill in changing attitudes. The most simple and cost-effective method in increasing efficiency is simply to show employees that you care about them and appreciate their hard work. (Inyang, Vincent & Usang, 2014). Library staff attitude according to Adekunle, Omoba and Tella, (2007) opined that is a mental and neutral state of readiness organized through experience exerting a directive or dynamic influence upon individuals’ response to all objects or situation with which it is associated. A person’s attitude towards an issue or object can be judged from his/ her behaviour in situation involving the objects or issue.

Nevertheless, the library resources and services must sufficiently and effectively satisfy the users in order to achieve their aim and objectives. Furthermore, library staff must be motivated in his/her duty post in the library through good attitude and emotions. It also helps them to identify, understand, use and regulate their personal and readers’ emotions, record more success in academic library activities and services, and prevent or tackle problems such as: poor reading culture, defamation, stealing and library management members’ insensitivity. It is however not certain whether or not the adequacy of information resources to information services provision had any relationship with the library staff attitude in terms of their use.

The concern of this study is to establish the degree of relationship between information resources as well as library staff attitude and information services provision in Federal Polytechnics in Northcentral, Nigeria. The relationship which exists between adequacy of information resources as well as library staff attitude and information services provision is worth investigating. Particularly, this study attempts to show the relationship which exists between adequacy of information resources as well as library staff attitude and information services provision at Federal Polytechnics in Northcentral Nigeria.

Statement of the Problem

The efficacy of any library depends, to a great extent, on its ability to provide information services but information services provision is saddled with problems. To develop need based collection, the resources and services should be undertaken to measure the library resources and services in term of its value and utility to the clientele. Such study will reveal the users' satisfaction with regard to the adequacy of information resources and library staff attitude on information services. The study, therefore reveals the adequacy of the information resources and library staff attitude as correlates of information services in Federal Polytechnics.

It is based on this that this study intends to investigate how adequacy of information resources and library staff attitude could be correlates of information services provision. Information services are also provided to help users. It is expected that users will use these resources maximally. It was observed that undergraduate students rarely use the every sections of the library. Therefore, to the best of the researcher's knowledge no study investigate the adequacy of information resources and library staff attitude on information services provision to undergraduate students of Federal Polytechnics in Northcentral Nigeria, therefore there is need for the present study to bridge the gap left behind by previous researchers.

Objectives of the Study

The broad objective of this study is to find out the adequacy of information resources and library staff attitude as correlates of information services provision among students in Federal Polytechnics in North Central State, Nigeria. The specific objectives are to:

1. find out the level of information services available to students in Federal Polytechnics in Northcentral states, Nigeria;
2. find out the level of information resources adequacy available to students in Federal Polytechnics in Northcentral states, Nigeria;
3. investigate the level of users' satisfaction with information services provision to students in Federal Polytechnics in Northcentral states, Nigeria;
4. determine the level of library staff attitude toward students in Federal Polytechnics in Northcentral states, Nigeria;

Research Questions

The following research questions guided the study:

1. What is the level of information services available to students in Federal Polytechnics in Northcentral state, Nigeria?
2. What is the level of information resources adequacy available to students in Federal Polytechnics in Northcentral state, Nigeria?
3. What is the level of users' satisfaction of with information services provision to students in Federal Polytechnics in Northcentral state, Nigeria?
4. What is the level of library staff attitude toward students in in Federal Polytechnics in Northcentral state, Nigeria?

Literature Review

Igwe and Onah (2013), posited that the services of libraries and information centers are broadly categorized into technical services such as collection development, cataloguing, classification, and so on and readers' services, which are those services that have direct impact on the users for the satisfaction of their information needs. This means that they are services directed at actively exploiting the collection of information resources in response to users' information requirements. Readers services include lending services, reference services, current awareness services (CAS), selective dissemination of information (SDI), indexing and abstracting services, interlibrary loan and document delivery services, resource sharing, and others. Arua (2014) opined that the lecturers require the service of a well-stocked (balanced) and up-to-date library for the preparation of their lectures and research while the students need it for class assignments, research, projects, term papers, and further readings. The author further identified the following services to library registered users: loan services, reference services (both digital and print), interlibrary cooperation services, photocopy services, bibliographical services, binding services, lamination services, document printing services, computer services like internet browsing, CD-ROM search, and readers' advisory services, and so on.

The services rendered by Polytechnic libraries, according to Bassey (2006), include: circulating materials to eligible patrons under equitable policies; providing reference referral services; providing indexing and abstracting services covering the professional periodicals received in library; providing current awareness services, which include library display, selective dissemination of information (SDI), and compilation of bibliographies; providing continuing instruction to patrons in the effective use of the library (user education); preparing a library handbook giving details of the rules, resources, services and staff of the library and making it available to patrons free of charge or at minimal cost; promoting inter library cooperation loans; provision of computer services and convenient hours of services; and displaying newly received books in an appropriate place and arranging book exhibitions on different themes appropriate to a given occasion in an effort to bring its resources to the notice of its patrons or users.

Bitagi and Garba (2014) stated information resources constitutes a range of materials and equipment gathered by the library in order to meet the information needs of both intended and anticipated users. He also corroborates this view, when he opined that information resources are made up of a variety of materials which information could be stored, retrieved and disseminated for use. Specifically, information resources include such things as books, journals, theses, dissertations, technical report and all related materials in print format and Information and Communication Technology (ICT)

and related electronic gadgets which store or provide information worldwide without any serious geographical barrier capable of satisfying the diverse information needs of researchers.

Iwhiwhu and Okorodudu (2012) stated that users satisfaction of library information resources and services is a way in which users judge the adequacy of the library information resources and services rendered to them and also if their expectations are provided to them. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwe and AdebileroIwari, 2014). According to Ijiekhuamhen et al (2015) the level of using the library depends on users' satisfaction with the available information resources and services rendered to them.

User satisfaction is therefore a step towards retaining users in today's competitive information industry. Salman et al. (2014) opined that library staff tends to emphasise empathy, tangibles, and customer/staff relationships in order to facilitate users' satisfaction. Yet, library users tend to attach greater importance to reliability and responsiveness. In the same vein, library users hold expectations for concrete indicators such as the rapid delivery of library services.

Most libraries staff attitude have a mission to offer high quality service to all of their customers. The performance of staff determines to a large extent the quality of the customer satisfaction and has a significant impact on the contribution that libraries can make to their communities. Libraries staff are the chief agents in customer service and frequently act as the interface with the customer. Consequently, their motivation is crucial in determining the quality of this interface. Motivation, then, is critical in the establishment and further development of quality service. These libraries staff are expected to assist researchers and students in effective and efficient use of the library.

METHODOLOGY

This study adopted the survey design. The population of this study consists of all the registered students of Federal Polytechnics libraries in Northcentral Nigeria., 2022/2023 Academic session. According to Polytechnics library records, the total number of registered undergraduate students at the Federal Polytechnics library in Northcentral Nigeria is nine thousand eight hundred and sixty-five (9, 865).

Population and Sample size

S/N	Name of Institutions	No of library users (N)	Sample size (10% of N)
1	Federal Polytechnic Bida	1, 992	199
2.	Federal Polytechnic Offa	1, 862	186
3.	Federal Polytechnic Nasarawa	4, 993	499
4.	Federal Polytechnic Idah	1018	102
	TOTAL	9, 865	986

The self-designed questionnaire was used as the instrument for data collection. The socio-demographic data collected from the field was analysed using descriptive statistics of simple percentage and frequency count to answer the research questions, while inferential statistics called (PPMC) Pearson Product Moment Correlation was used to test the hypotheses. The data analysis was carried out using the Statistical Package for Social Sciences (SPSS).

RESULTS

Out of the 986 copies of questionnaire administered, 784 copies were filled, returned and found fit for analysis. This represents 79.5% return rate.

Demographic Data of the Respondents

The socio-demographic characteristics of the respondents that participated in the study were based on gender, marital status, age, and level of education

Table 1: Demographic Information of Respondents

Gender	Frequency	%
Male	362	46.2
Female	422	53.8
Total	784	100

Table 1 shows the demographic information of respondents, 362 (46.2%) were males, while 422 (53.8%) of the respondents were females. This table reveals that the female respondents were more than male respondents in terms of gender distribution.

Table 2: Distribution by academic levels

Level	Frequency	%
100	282	35.9
200	188	24
300	122	15.6
400	108	13.8

500	84	10.7
Total	784	100

Table 2 shows the academic level of respondents. It was revealed that 282 (35.9%) were distributed to 100 level, while 188 (24%) were administered to 200 level students, 122 (15.6%) were administered to 300 level students, 108 (13.8%) were administered to 400 level while 42 (10.7%) were administered to 500 Level.

Table 3: Distribution of respondents by age group

Age	Frequency	%
18-20 years	264	33.7
21-24 years	178	22.7
25-30 years	172	21.9
31 and Above	170	21.7
Total	784	100

Table 3 shows the respondents distribution by age with respondents 264 (33.7%) were between the ages of 18-20, respondents 178 (22.7%) were between ages of 21-24, respondents 172 (21.9%) were between the ages of 25-30, respondents 170 (21.7%) were between the ages of 31 and above. The results show that 18-20 in the age range has highest number while the 31 and above in the age range have the lowest number.

Answers to research questions

Table 4: Level of available information services provision to students in Federal Polytechnics

Statement	VH 4	H 3	L 2	VL 1	Total	Mean	SD	Decision
Current Awareness Services	100	92	494	98	784	2.25	0.833	Disagree
Charging and discharging services	130	124	398	132	784	2.32	0.943	Disagree
Library display and exhibition services	110	172	402	136	784	2.28	0.912	Disagree
Selective dissemination of information	98	142	396	148	784	2.24	0.902	Disagree
Photocopying and miscellaneous services	76	108	102	498	784	1.70	1.035	Disagree
Internet services	148	168	410	58	784	2.52	0.882	Agree
Interlibrary loan service	90	86	64	544	784	1.65	1.068	Disagree
User education services	190	224	164	206	784	2.51	1.124	Agree
Organisation arrangement of library services	250	234	174	126	784	2.78	1.066	Agree
Computer literacy skills services	150	168	170	196	784	2.22	1.146	Disagree
Grand Mean						2.25		

Key: 4= Very High, 3 = High, 2 = Low, 1= Very Low, x=mean, SD=standard deviation

Table 4 shows the level of available information services provision to students in federal polytechnics library in Northcentral Nigeria. It was revealed that the mean level of available information services provision by undergraduate students. The questionnaire items mean of 1,2,3,4,5,7 and 10 respectively strongly disagreed mean rating of these items 1.65-2.32. It implied that the information services provision in these areas needs improvement. However, items which agreed include: Internet services (mean = 2.52); users education services (mean = 2.51); Organisation/Arrangement of library services (mean = 2.78). This implied that there were high level of satisfaction with information services.

Table 5: Adequacy of information resources available in Federal Polytechnics library in Northcentral Nigeria

Statement	VA 4	A 3	L 2	I 1	Total	Mean	SD	Decision
Textbook	420	222	102	40	784	3.26	0.97	Adequate
Journals and magazine	176	220	112	76	784	3.17	0.972	Adequate
Encyclopaedia and dictionaries	340	380	60	4	784	3.35	0.641	Adequate
Yearbook, Almanac and Handbook	96	368	210	110	784	2.57	0.879	Adequate
E-books	210	244	260	70	784	2.76	0.949	Adequate
E-journals	90	108	184	402	784	1.85	1.045	Inadequate
Audio-visual materials, slide projector	90	108	184	402	784	1.85	1.045	Inadequate
Newspapers	420	224	90	50	784	2.78	1.373	Adequate
Special collection and government publications	310	228	80	166	784	2.87	1.154	Adequate
Students long essay (project)	416	200	162	6	784	3.31	0.821	Adequate
Grand Mean						2.78		

Key: 4= Very Adequate, 3 = Adequate, 2 = Low, 1= Inadequate, SD=standard deviation

Table 5 shows the adequacy of information resources available in federal polytechnics library in northcentral Nigeria students. The data showed the results of the analysis of the students on the extent of adequacy information resources available to students in Federal Polytechnic libraries in Northcentral Nigeria. It was revealed that the mean of adequacy of information resources available in the library by students. The questionnaire items 6 and 7 strongly disagreed mean rating of these items of 1.85-1.85. It implied that these responses items were not adequate, otherwise, they need improvement for excellent information resources. Furthermore, items which strongly agreed include: Textbooks (mean = 3.26); Journals and magazines (mean = 3.17); Encyclopaedia and Dictionaries (mean = 3.35); Yearbook, Almanac and Hand book (2.57); E-books (mean = 2.76); Newspapers (mean = 2.78), Special collection/Government publications (mean = 2.87); and Students' long Essays (projects) (mean = 3.31). This implied that there were high extent of adequacy of information resources available in the library.

Table 6 Level of users' satisfaction with information services provision by Federal Polytechnic libraries in Northcentral states, Nigeria

Statement	HS 4	S 3	NS 2	D 1	Total	Mean	SD	Decision
Current Awareness Services	100	178	130	376	784	2.00	1.105	Dissatisfied
Charging and discharging services	84	172	156	372	784	1.96	1.060	Dissatisfied
Library display and exhibition services	90	192	176	326	784	2.06	1.058	Dissatisfied
Selective dissemination of information	310	206	198	70	784	2.96	1.006	Satisfied
Photocopying and miscellaneous services	404	288	66	26	784	3.36	0.775	Satisfied
Internet services	396	198	110	80	784	3.16	1.013	Satisfied
Interlibrary loan service	112	372	120	180	784	2.53	0.998	Satisfied
User education services	64	380	144	196	784	2.40	0.951	Dissatisfied
Organisation arrangement of library services	50	368	152	214	784	2.32	0.946	Dissatisfied
Computer literacy skills services	410	230	104	40	784	3.29	0.882	Satisfied
Grand Mean						2.60		

KEY: Highly Satisfied = 4, Satisfied = 3, Not Satisfied = 2, Dissatisfied = 1, standard deviation = SD

Table 6 shows the Level of users' satisfaction with information services provision by Federal Polytechnic libraries in Northcentral states, Nigeria. The findings revealed that items mean of 1,2,3,7,8 strongly disagreed with mean rating of 1.96 - 2.40. It reveals that these response items were not satisfactory, meanwhile, they need to be improved for excellent services provision. However, items which satisfied include: Library display and exhibition services (mean = 2.96); selective dissemination of information services (mean = 3.36); photocopying and miscellaneous services (mean = 3.16); internet services (mean = 2.53); and Computer literacy skills services (mean = 3.29), it implied that there were high level of satisfaction with information services.

Table 7: Library staff attitude toward students' information needs

Statement	SA 4	A 3	D 2	SD 1	Total	Mean	SD	Decision
Library staff are friendly to the student's information needs	170	500	86	28	784	3.04	0.685	Agreed
Library staff exhibits high level of courtesy when disseminating information needs	194	490	56	44	784	3.06	0.735	Agreed
Students' information needs is promptly attended to by the library staff	230	250	248	56	784	2.73	1.064	Agreed
Library staff are always eager to listen to students for their information needs	260	240	120	164	784	2.76	1.126	Agreed
Library staff do always show non-challant attitude to students	20	84	440	240	784	1.85	0.703	Disagreed
Grand Mean						2.69		

KEY: Strongly Agreed (SA) = 4, Agreed (A) = 3, Disagreed (D) = 2, Strongly Disagreed (SD) = 1, Standard Deviation (SD)

Table 7 shows the library staff attitude toward students' information needs in Federal polytechnics in Northcentral states, Nigeria. It was revealed that items of 1,2,3 and 4 agreed with the mean rating of these items producing mean of (3.04; 3.06; 2.73 ;2.76), respectively. It implied that these questionnaire items agreed, otherwise, they need more improvement for excellent emotional intelligence of library staff's attitude to students of the federal polytechnic in Northcentral state, Nigeria. However, questionnaire item 5 such as the library staff do always show non-challant attitude to students, as can be seen in mean response item of mean (1.85), it implied that library staff's attitude to students need improvement in the library.

Discussion of findings

On the level of available information services, responses from the students which are shown in Table 4 revealed that they were satisfied with the availability of internet services, users education services, organization/Arrangement of library services. However, the study further revealed that library services such as current awareness services, charging and discharging services, library display services, library exhibition services, selective dissemination of information services, photocopying services, miscellaneous services, inter-library loan services, computer literacy skills services were not satisfactory

nor available. The findings of this study buttresses the submissions of Anunobi and Okoye (2008) who agreed to the effect that though libraries in federal Universities provide basic information services, some of these are still below the required standard. This is also in line with the findings by Okeodion and Anaehobi (2014) which showed that inter-library services, document delivery, reference services and lending services were provided.

The study revealed that many of the respondents were satisfied with adequacy of information resources in the library. The analysis from Table 5 showed that users are satisfied as many of the resources such as textbooks, journals, magazines, encyclopaedias, Dictionaries, Yearbook, Almanac, Hand book, E-books, newspapers, special collection/Government publications, students long essay (projects) were fully provided. Some of them were, however dissatisfied with the inadequacy of information resources in the library are as follows: E-journals, Audio visual materials, slide projector. This also, was supported by the findings of Yusuf and Iwu (2010), Ababio et al. (2012) and Eiriemiokhale (2012) which revealed that an overwhelming majority of their participants are dissatisfied with the resources and services provided in the surveyed institutions. On the contrary, Shafique et al. (2012) revealed that although respondents have shown their overall satisfaction with the major library services, the analysis of the data about users' satisfaction shows that they were not fully satisfied with their respective library services.

On the level of users' satisfaction with information services provision, the study from the Table 6 showed that some of the services such as selective dissemination of information services (SDIS), photocopying services, miscellaneous services, Internet services, inter-library loan services, computer literacy skills services were fully provided. However, it is revealed in the study that some services such as current awareness services, charging and discharging services, library display services, library exhibition services, users education services, Organization/Arrangement of library services, were not satisfactory but need improvement on the information services provision. This result is in line with the findings of Ahmed, Romle and Mansor (2015) which opined that use of library service does not always presuppose satisfaction. It therefore becomes necessary to find out the extent or level of satisfaction with the resources and services of federal Polytechnic libraries in Nigeria using a sub-set of the academic community.

Okorodudu (2012) argued that these libraries can meet the satisfaction level of users if the following strategic approaches are adopted and implemented: adequate funds should be provided by the proprietors of these libraries to enable them acquire relevant information resources and ICT facilities and staff are expected to change their attitude to work and towards users and render the necessary assistance to facilitate information search and retrieval in order to satisfy their information need.

The study from Table 7 shows the library staff's attitude towards the academic success of the undergraduate students by federal polytechnics in Northcentral states, Nigeria of Ilorin. The findings revealed that library was paramount to researchers and students that supported the curricula of the Polytechnic. This was supported by Okonedo et al (2015), opined that the research productivity of various academic staff in the Polytechnic was found relatively high in order to assure their chances of being promoted to the next position. It was revealed in the study that librarians' job performance often lead to students' academic success in their examinations; library provided students with current and relevant library collections and these help students to excel in their various academic programmes. Also, library equally provided conducive and quiet learning environment that encouraged users' personal reading and students' academic success as its collections enhanced academic success of students in the Federal polytechnics in Northcentral state, Nigeria.

Summary of the Major Findings

The major findings of this study are as follows:

1. The study revealed that information services provision to students by the Federal Polytechnic in Northcentral state Nigeria library were not satisfactory.
2. The study revealed that the extent of information resources adequacy was satisfactory.
3. The study found out that the respondents have agreed that the extent of satisfaction of users with information service provision in Federal Polytechnic in Northcentral state Nigeria was average.
4. The study found out that the library staff attitude toward students is guaranteed positively.

Conclusion

For a library to achieve its objectives, aim and purpose of its existence, its resources as well as the services should be made available, accessible to and retrievable by the users. Furthermore, the provision of effective services to library clients is a positive step towards making information resources widely available and accessible to users. Based on the analysis of the research data, one can see that there is nonchalant attitude of staff toward users and there is a problem of inadequacy of information resources. These challenges ranging from lacks of funds, diminishing budget, inadequate personnel, lack of infrastructural facilities, lack of spaces in the library have resulted in low level of available information resources and services in the library.

Recommendations

Based on the findings of this study, the researcher sees it very important to make the following recommendations:

1. That the government at all levels, should provide adequate budgetary allocation to make the library perform excellently well.

2. Library users should be abreast with current awareness services provided in the library on the newly arrival information resources in the library.
3. The management of the Polytechnic of Ilorin library should intensify more effort on the resources acquired in order to bring resources closer to library users. This will facilitate information needed by the users.
4. There should be timely seminars given to library staff of the Polytechnic of Ilorin library in order to allow and support the library staff to further their studies and partake in various capacity-building programmes. This will enable the Polytechnic library to have more qualified staff.
5. Library staff should be given proper counselling towards the attitude of library's users as regards emotional intelligence. This will make the users' friendly.

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