Assessment of Information Provision Services of Libraries in the 21st Century in Some Selected Academic Libraries in Delta State

Enovwor Laura Ogbah, Delta State University Library, Abraka, Nigeria

ABSTRACT

This study is an assessment of Information Provision Services of Libraries in the 21st century in some selected academic libraries in Delta State. A descriptive survey was adopted in carrying out the research. The questionnaire was the instrument for data collection of which 62 were retrieved. Based on the findings of the study, it was recommended that academic libraries should have Internet connectivity, librarians should be trained in the use of Information and Communication Technology amongst others that were itemized.

Keywords: Information, Libraries, Services, Technology, Users

INTRODUCTION

For ages libraries are known for providing information and promoting knowledge. A library is an organization whose sole purpose is to collect information, process it, preserve it and eventually disseminate it in various formats most convenient to its users. According to Ebiwolate (2010) the fundamental aim of libraries is to provide timely, accurate, pertinent, and reliable information for their users. Libraries are functioning for the purpose of housing and providing information and keeping people abreast with information and librarians in turn are to make these information accessible to users.

Libraries have this special ability to provide information that can enhance education or academic goals, cultural activities and values, promoting entertainment to mention but a few. Krolak (2005) posit that libraries assist in finding, using and interpreting appropriate information that opens up opportunities for lifelong learning, creative imagination, individual research, critical thinking and ultimately empowerment in an increasingly complex world. As emphasis is being shifted to technology, libraries have started providing information in various formats.

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LITERATURE REVIEW

Libraries, depending on the size and type carryout various services. Libraries are uniquely associated with the acquisition of books, processing them and making them available and accessible to users by placing on the shelves. Users come to the library, check for the book(s) of their choice and go to the shelves to retrieve the book(s) but due to the technological changes that has taken place in the space of time, the present day library now houses a wide range of information in various formats and settings. These technological advancements have reshaped the operations and information services of libraries and librarians, therefore librarians will have to go the extra mile to satisfy its users. Besser (1998) posit that as library rapidly evolves into something that looks quite different than it did just a few decades ago, it is critical that librarians not only become aware of this evolutions but that they actively intervene to help reshape the institution in ways that are consistent with the core mission of libraries, as changes to libraries are inevitable. According to Jones (2003) libraries are no longer contained within the physical walls of our library buildings. With this premise in mind, libraries need to connect with their service communities and make a remarkable difference in rendering effective information services especially with the aid of information and communication technologies. In industrialized countries; access to modern information technology is currently one of the most attractive library services in libraries. This implies that information services in the libraries can be improved with information technologies.

One of the missions of the library is to meet the information needs of the people it serves hence, libraries have to provide information materials and resources of different formats and sizes so as to meet the needs of its users. According to Onohwakpor (2005) library services are needed to keep the skills that have been acquired through literacy classes alive by the provision of good literature. For libraries to be involved in the developments of students and staff of the institutions they are situated, librarians must go a step further in upholding the missions of the library which is to offer information services.

OBJECTIVES OF THE STUDY

The objectives of this study are to examine the way library and information services are provided in some selected academic libraries in Delta State. The study sets out to specifically examine

- The adequacy of information resources found in the libraries
- Information provision services in place
- Challenges associated with information provision services of the libraries

METHODOLOGY

This study employed a questionnaire method to collect data from the academic libraries in question. The study is targeted at all the academic libraries in Delta State however, the study was limited to 7(seven) academic libraries. The libraries include: Petroleum Training Institute Library Effurun, Delta State University Library Abraka, College of Education Library Agbor, College of Education Library Warri, School of Physical and Health Education Library Mosogar, Delta State Polytechnic Library Ozoro and Novena University Library Amai. The questionnaire was divided into two parts-section A and section B. Section A was designed to gather bio-data while section B was meant to obtain data on information provision services. Out of the 73 questionnaire that was distributed a total of 62 were returned. The data were analyze using frequency counts and simple percentage.

FINDINGS AND DISCUSSION

Findings of the study are presented in Tables 1-3. Table 1 contains data on respondents assessment of library materials/resources and
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