ACCESS AND UTILIZATION OF INFORMATION RESOURCES AND SERVICES BY LEGISLATIVE AIDES IN THE NATIONAL ASSEMBLY LIBRARY ABUJA.

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DECLARATION

I hereby declare that this thesis entitled "Access and utilization of information resources and service for legislative functions by legislative aides in the National Assembly Library Abuja" has been written by me under the supervision of Dr. Ezra Gbaje and Dr. Baba Aduku.

All literature consulted and cited were properly acknowledged.

CERTIFICATION

This is to certify that the thesis entitled "Access and utilization of information resources and service for legislative functions by legislative aides in the National Assembly Library Abuja" has met the requirement for a award of Masters of information science (M.Sc) of Ahmadu Bello University, Zaria.

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DEDICATION

This work is dedicated to my children Adams Esegbue and Jemima Esegbue for their love, Patience and believing in me. Also to my late mother Deborah Ajayi who slept in the lord the day I got admission.

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LIST OF ABBREVIATIONS AND ACRONYMS

IR(s): Information Resources

IS: Information Services

IT: Information Technology

ICT: Information Communication Technology

NASS: National Assembly

ABSTRACT

This study investigated the access and utilization of information resources and services by legislative Aides in the National Assembly, Abuja for legislative function. The objectives of the study were to identify the types of information resources and services accessed and utilized by the legislatives Aides in the NASS, to determine the extent of Access and Utilization of information available in the NASS, Legislative Aides level of satisfaction of the information services in NASS, how Legislative Aides access information, constraints hindering access and utilization of the information resources and services. The study adopted survey research method . The area of study was NASS Abuja and the population of the study stood at 479. Simple Random sampling technique was used to select sample size of 48 for the study. 48 copies of the questionnaire were administered. 40 copie were collected and returned. Interview and observation were also used to collect data. Frequencies, percentages and tables were used in analyzing the data collection. The data analysis and discussions were based on the major findings of the study. The study discovered that legislative aides have access to the information resources and services provided by the NASS library and the information resources are effectively utilized, the library has more printed information resources and rich in textbooks, newspaper, and Hansard and adequately utilized. The non printed information resources were very few and not accessible for use. The study revealed that the users are satisfied with the information services provided by the NASS library. Some strategies put in place to ensure access and utilization of information resources and service include rigorous awareness campaign through mass communication, adequate online bibliographic tools and users education. The study concluded that the effort in giving qualitative service to the users can only succeed if the tools, the materials and human resources are adequately mobilized towards the realization of the goals of the NASS library. It recommends that more attention should be given by the management in the areas of funding and acquisition of modern gadgets, such as computers for intranet services between the library and the legislative aides offices and befitting permanent structure for the legislators and must be centrally located and well equipped.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Information means Informing or to be informed or told news or be knowledgeable. According to Mohammed (2011), information can be conceived as anything that adds to our existing knowledge, ideas, skills and experiences positively or negatively. It enables us to take decisions or react to situations immediately or later at an appropriate time Bello (2006) defined Information as "any idea or organized data, principles, laws, policies etc generated through human interaction, for harmonious co-existence and correlation, survival and continuity of human race. Information has always played an important role in the governance of people's everyday lives.

An ancient Chinese saying; "knowledge is power" is even more applicable in today's world. People of all ages always strive to generate, accumulate and distribute information (Floridi : 2010). According to Gleick (2012) Information plays a central role in the socio-economic and political development of people. In both developed and developing countries information has been recognized to play a pivotal role in positively influencing policy formulation for development. Babu *et al*. (2006) refers to information as data put in a meaningful form which is communicated to a recipient who uses it to make a decision. Information involves the communication and reception of intelligence or knowledge. It appraises and notifies surprises, reduces uncertainties, reveals additional alternatives and stimulates them to action. It is therefore vital that any instance where decisions need to be made accurate, timely and relevant information should be consulted to ensure that informed decisions are made(Capurro and Hjorland : 2006).

According to Gleick (2012) quality of decision relies on the quality of information available. With the democratic revolutions sweeping the globe, the availability of information became a major driving force in the establishment of meaningful legislatures, the key to democracy is an effective legislature and the key to an effective legislature is the knowledge and information that permit it to make informed decisions on specific issues and to play an active role in the policy making process of the nation.

Alemna and Scouby (2010) pointed out that active legislatures are informed and transformative. Legislatures need vast amount of information and research analysis to function optimally. Marcella and Baxter (2009) pointed out that as democratic governance has grown and government has become more complex, the need for timely, accurate and relevant information has grown proportionally.

According to Robison and Hyde (2010), information is needed for and contributes to, the legislature in the following ways;

- By providing the background for informed decision-making, resulting on more effective public policy making.
- Capacity building of representatives
- Enhancement of the role of the legislature in the overall policy process of the nation.

1.1.1 Information Access and Utilization

Most generally, information access can be understood as "the presence of a robust system through which information is made available". (Jaeger and Burnet 2005). The concept

of information access can be facilitated through the recognition and examination of access in terms of physical, intellectual, and social aspect(Burnett,2008)

Access to information can be conceptualized in many ways and a number of different academic disciplines view access in alternate ways. Information access has variety of impact on daily life. However, Burnett (2008) argues that information access extends far beyond physical and intellectual aspects. Information access has physical, intellectual and social aspect, each of which can be affected by real external or internal factors, knowledge, skills and perceptions of individuals seeking information with an increase understanding of these different modes of information access will facilitate effort to provide information to those who seek it. Researchers have long addressed Information access along a number of dimensions, for instance, the way in which accessibility is linked to personal, professional, and perceptual factors (Fidel and Green, 2004).

The primary functions of libraries and information centers are to select, acquire, organize, process, store, and make available information resources. These resources are meant for utilization by the library users. The utilization of information resources determined the level of how the resources are acquired, organized, and made available for use. In support of this, Aina (2004) posits that, for any library to perform its role adequately, its resources must be effectively utilized. Thus access to relevant information is very necessary. Accessibility has been identified as one of the prerequisites of information resources utilization.

1.1.2 Information Resources and Services

The establishment of Parliamentary libraries is to provide library services to the parliamentarians. The parliamentary Libraries offer wide varieties of services depending

on staff competence, need and necessary tools at hand. The services include: development of data bases; Research services; Lending and Reference services; parliament record management system; Indexing and Abstracting services; Digitalization of parliament procedures and reports; EDDS; Imaging and current awareness services and so on(Joel-Ikokoh:2010).

Information resource (IRs) is a term that has no accepted universal definition. Adewunmi (2011) defined it as media bearing materials which exist in various formats both print and electronic formats. However, IRs provides intellectual stimulation to the users, it includes books, periodicals, newspapers, pamphlets, ephemera, audio-visual materials, graphics, computers etc as well as individuals and objects in the society. They bear information which enables the information centers to fulfill its goals of meeting the information needs of its users and also to carry out their functions effectively. The access and use of the IRs is the function of how well the resources are organized and made accessible for use. Uhegbu (2007) observed that the use of IRs differ from person to person, and from one organization to another according to their information needs, accessibility and function performed.

1.1.3 Functions of Legislative Aides

The Assembly has broad oversight functions and is empowered to establish committees of its members to scrutinize bills and the conduct of government officials.

The Senate has the unique power of impeachment of judges and other high officials of the executive, including the Federal Auditor-General and the members of the electoral and revenue commissions. This power is, however, subject to prior request by the President. The Senate also confirms the President's nomination of senior diplomats,

members of the federal cabinet, federal judicial appointments and independent federal commissions.

Before any bill may become law, it must be agreed to by both the House of representative and the Senate, and receive the President's assent. Should the President delay or refuse assent (veto) the bill, the Assembly may pass the law by two-thirds of both chambers and overrule the veto and the President's consent will not be required. The present Assembly has not hidden its preparedness to overrule the executive where they disagree.

The Legislative Aides oversee the operation of a senator's office. According to Robinson (2009), senate employee are nonpartisan and do not attempt to influence members of the legislature, other state employees, or members of the general public regarding policy matters or pending legislation and do not let personal opinions or positions affect work procedures or product. Legislative Aides perform a variety of functions both independently and in a team environment. The major functions of the legislative aides are :

- To Coordinate Information and documents needed by the Senator for Committee meetings and floor sessions.
- Use social media in accordance with Senate guidelines to communicate nonpartisan senate information and activities to the public.
- Track Bills using electronic public legislative tracking program.
- Prepare and compose letters for Senators' signature and answer correspondence as directed.

- View Committee meetings and Senate floor sessions to monitor bills and the Senator's availability.
- Review Committee's Schedules and agendas to determine the senators' schedules.
- Distribute information to other legislators, staff, agencies and the public as directed..
- Operate office machinery including personal computers, fax machine, photocopier, scanner, telephone, etc.
- Set up and maintain an electronic or paper filling system of confidential and work related document.
- Work cooperatively with other office, committee and legislative staff.
- Attend appropriate senate staff training and meetings prior to and during the legislative session(Lees,J.:2000).

Joseph (2007) advocated that parliament should have its own Information resources and information management systems separated from the control of the executive. House of Assembly Members should be supplied with relevant information at the right time, in correct format to the inquiring members since their survival depend on information.

The establishment of modern parliamentary library and information centres has been a direct result of the need for information. The primary functions of library and information centers are to select, acquire organize, process, store and make available Information resources. These information resources are meant for use. In order to perform its role adequately, the information resources in information centers must be

effectively used. Thus access to relevant information is very necessary, and accessibility is as one of the prerequisites of information resources usage (Celik: 2010).

1.2 Statement of the Problem

It is a common knowledge that effective and informed legislation relies on access and use of Information Resources (IR). Ultimately, without the necessary preconditions for information access and use, it is doubtful that the present generation of parliamentarians can contribute effectively and meaningfully to the parliament which could jeopardize the present democracy and the future of the country. Information plays a central role in the socio and political development of people. In both developed and underdeveloped countries, information has been recognized to play pivotal role in positively influencing policy formulation in parliamentary development. The quality of their debates and decisions rely on the quality of information available.

Preliminary observation by the researcher in NASS library, revealed that the government has indeed invested a lot of money in setting up a modern library and information center in the National Assembly but the legislators rarely used the library to satisfy their information needs. To support this assertion, Dwufuo (2012) revealed that the lawmakers rarely patronize the library. They often send and rely on their Legislative aides for information which might be as a result of their tight and busy schedules. In addition to this problem, Ceilk (2010), stated that “all parliamentarians are not necessarily aware of the need for Information. He also listed certain variables that could be attributed to this situation, notably according to him is availability of, and accessibility to information resources that can meet their information needs, lack of knowledge about the existence of such resources and services in the Organization among the legislators.

Based on the argument of Ceilk (2011) and Dwufuo (2012), one is left wondering with the question of could the low patronage recorded by the Legislative library be really attributed to lack of awareness of the need for information, Lack of availability and accessibility to information resources that can meet their information needs, lack of knowledge about the existence of such resources and services in the Organization among the legislators, this motivate the need to investigate the access and utilization of the information resources and services provided for the Legislative aides in the NASS,Abuja.

1.3 Research Questions

This study answers from the following questions :

1. What type of Information Resources and Services are available to the Legislative Aides in the National Assembly Library, Abuja?
2. To what extent are the Legislative Aides satisfied with the Information Resources and Services available to them in the National Assembly, Abuja?
3. How do the Legislative Aides access information in the National Assembly?
4. What are the constraints associated with access and utilization of the information resources and services in the National Assembly Abuja?

1.4 Objective of the Study

The following objectives of the study are:

1. To determine the types of information Resources and services provided for the Legislative Aides in the National Assembly Library, Abuja.
2. To assess the Legislative Aides' level of satisfaction of the information services in the National Assembly Library.
3. To determine how Legislative Aides access information.

4. To highlight challenges associated with the Access and Utilization of the Information Resources and Services in the National Assembly

1.5 Significance of the Study

The significance of this study lies in the fact that the findings of the study would be of immense assistance to the administrators, Legislative Aids and other staff of National Assembly, Abuja to determine the strength and weakness of the information Resources and services available in the NA. The study will add to the literature on Information Access and utilization as an educational document for use by students, researchers and academicians by making the research findings potentially useful as well as accessible to its intended users.

1.6 Scope of the Study

The study area covered NASS Abuja in areas of information access and utilization of Information Resources and Services by the Legislative Aides for legislative function.

1.7 Limitation of the study

The limitation of the study included lack of adequate funds, which actually hindered the extension of the study to other states. Time is also another factor of limitation as there is a specified period for completion and submission of the study.

1.8 Operational Definition of Terms

For the purpose of this study, the following terms are defined:.

Information: Data that has been processed into a form that is meaningful to the recipient.

Information access: easy retrieval or extraction of information from a collection, data bank, catalogues indexes etc.

Information resources: Collection of books, periodicals, pamphlets, newspaper, maps, musical scores, CDs, DVDs etc in different formats.

Information utilization: profitable and effective use of information resource or services.

Legislative Aide: A person who oversees the operation and administration of a legislator's office.

Legislative library: A special library which seeks to fulfill information needs and requirement of legislators, legislative aides and parliamentary staff by providing relevant information and publication in diverse format.

Legislator (Lawmaker): A member of a legislature, they are usually politicians and often elected by the electorates.

Legislature: A decision making organization usually associated with national government that has the power to enact, amend and repeal laws. It is also a general term for bills and resolution as considered passed by legislators.

Parliamentarian: Elected representative who makes the voices of the people heard with the highest echelons of power in the country.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter reviews the related literature to the study. The review is made under the following sub-headings-:

2.2 Information Resources and Services available in legislative library.

2.3 Extent of satisfaction of information resources and services that are available in the NASS library.

2.4 Legislative access to information in the National Assembly.

2.5 Constraints associated with access and utilization of information resources and services in the legislative library.

2.2 Types of Information Resources and Services Available in the Legislative Library.

2.2.1 Information resources

An information resource is a term that has no accepted universal definition. Adewunmi (2011) defined it as media bearing materials which exist in various formats. However Rotinwi (2002) views library resources as anything that can provide intellectual stimulation to the reader\learner and it includes books, periodicals, newspapers, pamphlets and ephemera, audio materials, film materials, graphic computers etc. as well as individual and object in the community .Information resources according to Adomi (2006) are the information bearing materials which enable the library to fulfill its goal of meeting the information needs of its users. Furthermore Popppla and Haliso (2009) described information resources as those information bearing materials that are in both prints and electronic formats, such as textbooks, reports, CD-ROM databases, newspaper

and magazines, etc Fayose (2000) expressed information resources as those materials which enable information centres to carry out their functions effectively. They are made up of books and other information bearing media .The Information resources that can be found in Parliamentary Library includes: Traditional sources such as Books, Journals and Serials, newspapers, Government Publications, Parliamentary Proceedings or HANSARD, Electronic resources like Television, Radio, On-line Databases, E-journals, CD-ROMS, DVDs and links to Internet resources etc are useful and available in most parliamentary Libraries(Dwumfuo-Ofori,G.O and Addo,L.2012).

A parliament library information resource is a source of information for legislators. That's anything that might inform parliamentarian about something or provide knowledge about it. Different types of questions requires different sources of information. Information resources may be a library/information centres, observation, people, speeches, documents, pictures, organization, website etc. they maybe primary, secondary and tertiary sources. Adewumi (2011) defined it as media bearing materials which exist in various formats. Fayose (2009) expressed information resources as those materials that are in both print and electronic formats, which enables information centres and users to carry out their functions effectively. The use of information resources is a function of how properly the resources are organized and made available for use. Uhegbu (2007) observed that used of information resource differs from one person to another, from one information to the other according to their information needs. It can be viewed within the context of need, accessibility and function performed.

2.2.2 **Legislative library information services**

Parliamentary Libraries offer wide varieties of services depending on staff competence, needs of the legislature and necessary tools at hand, some of the services are innovative and dynamic. They include:

a) Provision of conducive reading space for Legislators and other users.

b) Full time internet access.

c) Digitalization of parliament procedures, committee reports and other document of historical value.

d) Networking with other parliaments and institutions information sharing.

e) Electronic Document Delivery Services (EDDS).

f) Online Information services e.g. online repository and digital depository project.

g) Parliamentary records management system.

h) Staff are trained and retrained to keep abreast with the latest development in information management.

i) Provision of research services, Indexing and Abstracting services and compilation of Bibliographies.

j) Traditional Library services like Readers advisory services ,users orientation/education, current awareness services and good Information retrieval system.

k) Other services includes: imaging services, table of content services, press clippings, Lending, photocopying, interlibrary loan, document delivery.

Parliamentary Librarians also collect information proactively on important or topical issues and make them available as Information files or web logs to the legislators and their Aides (Addo, L., 2011).

If information is key to an effective democracy than it is absolutely critical for an effective parliament. In almost every aspect of the work of the institution, access to timely and accurate information is important to ensure a productive and efficient decision-making process. Government and parliaments produce a wealth of information. Much of it is collected and recorded in publications dating back 100s of years. Parliamentary papers, Hansard, Legislation, Gazettes, committee reports, media releases, white and green papers, handworks, dictionaries, libraries. (Ifidon 2007).

Parliament is also the creator of much information. The process by which the institution receives, gathers and disseminates this information is known as Information Management Uga (2008). And parliaments must consider both internal and external demands when considering the management of this information. Internally, it is important that all MPs and parliamentary groups have access to information. From the simplest order paper or daily agenda to volume of documents related to a committee investigation, a parliament must ensure this information is catalogued, field and accessible in a timely manner.

2.2.3 **Information Resources and Services in the Parliamentary library**.

The fundamental determinant of the size and scale of the legislative information resources and services is the nature of the legislature it serves Cuningham and Saur (2009). They further stressed that if the parliament is large, meets frequently, and its

active and powerful in its society, its members will need and probably demand a well resourced library and information centre with a wide range of services. If the parliament is weak, and meets infrequently, it may be hard to sustain permanent information managers and professionals. The National Assembly Abuja consist of information and research centres and also an information system centre that is attached to the office of the clerk and the deputy clerk, all responsible for inventing, generating, collecting and storing information and records in the NA.

Information and Publications

Publishing and printing the department of information publication. The mission of this department is to create effective information flow between establish and it's various publics. It is vested with the responsibility of printing, producing and disseminating all official information about the NASS to the public. It also manages the media unit. The department produces weekly and quarterly magazine (House Journal and Mace). They are also in charge of archiving of all official photographs of NASS and film/TV production.

Library and Information Service

A survey of members of the IFLA section on library and resource service for parliaments carried out in 2006 shaved that, in parliaments where there was a research services, there was an even split between there where the researcher and the library were in the same department and those were in separate departments. Saur (2009) is of the opinion that services provided will depend on the resources available. Clearly a small library with handful of staff cannot provide the range of services and breadth of expertise that a large and well resourced library can.

It is easy to forget that, in an era when information services are increasingly avail online, there's still need for those service which are still commonly thought of as what a library does. That is provision of books and non book materials for ref a loan and staff to interact with customers and provide them with documents or information that the parliamentarian need. This is probability physically part of a location where desk/and or workstations for quite study are provided. The NASS library is strategically and centrally located in the heart of the NASS building. The library has a rich collection of information materials for both staff and the parliamentarian in the NA., a key part of the collection includes papers and records of the parliaments. There is a book borrowing service, obtaining books from external libraries to provide for what may be the erudite or specialist needs of the legislators and which can't be provided from the libraries and resources, the NASS libraries close links with other libraries to meets such requirements.

Information Services

The NASS library and information center have an inherent obligation to provide information service to support the information needs of the legislators as appropriate to the libraries' Individual Mission Saur (2009) describe information services as a service which provides (serve) data/knowledge/information somehow to customers and collects it from it contributors to managerial store it by optionally using administrations. Information service is provided through a variety of techniques, it takes a variety of forms' including direct personal assistance, directions, signs, exchange of information culled from a ref source, reader's advisory, dissemination of information and access to electronic information. Cuninghame (2009) stated that information services is to provide the information sought by user, should anticipate as well as meet customer needs and also

encourage user awareness to fulfill individual needs in the ALA handbook of organizational the National Ass Library followed there guidelines to address information services from the following perspective.

- Services
- Resources
- Access
- Personnel
- Evaluation
- Ethics

All libraries and information centres whatever sort commonly provides an information service of some description. However it is useful to identify this as a separate concept. In this context the term information service refers to the provision of timely, accurate information which meets the parliamentarian needs by providing also quick ref information from printed or online sources in circumstances where subject specialist knowledge is not required to make the response. They may also help the legislators (or their staff) to do their aim searching. The most common source of parliamentary information is represented by parliamentary libraries. Such libraries perform several functions (they are a home for books, they provide reference service by looking up for facts, sources and available bibliographic material, they make available copies of specific items, they provide clipping service of relevant articles in the press….) and, "nearly all legislatures have parliamentary libraries to assist them in obtaining and using information in their deliberations".

Yet, there is great variation in the extent to which parliamentary libraries can assist parliamentarians. According to Robinson (2010)

> *"the library advertises the availability of information on topics of interest and even takes the initiative to provide photocopies of clippings of newspapers and other sources on topics of interest to members. In still others, the library provides a wide range of products and services that include answers to reference inquiries; creation of and access to legislative databases; research reports; materials describing and comparing current legislation proposals and their status in the legislative process; policy analysis studies that identify alternative courses of action for the legislature and the consequences if adopted; and seminar and training programs for legislators and staff".*

But if free (and reliable) information is a necessary condition for the effective functioning of parliaments (and parliamentarians), it is not sufficient. Parliamentarians need to know how to use the information that they have. Often this requires training for both them and, perhaps more especially, for their staff. Indeed, evidence suggests that parliamentary libraries in developing countries are not effectively utilized by parliamentarians.

Parliament Research Services

Most parliamentary libraries service of some sort, whether or not it is in the department as the library even if it is not in the same department they may well be close links between the two. The variation in scale is large, which will affect what can be done, but the sense of a research service is that it will provide subjects specialized policy analysis and briefing to legislators and provides longer, more sustained briefing to legislators and provides by information service. Gruyter (2009) stated that a typical research service will provide both generally available material (such as briefings and new legislation or current "hot" topics) and materials tailor made to the requests of individual

legislator in response to specific requests. The development of intranets means that it is possible to provide easy access to a wider range of material. Meaning that there is a shift towards proactive provision of material available to all and away from concentrating on replying to request from individuals. This does not mean, however, that a tailored services does not remain important even if it makes up a smaller proportion of the workload.

The scope of research serves varies between parts. Work maybe organized so that as to provide research backup to parliament committee is an important part of the work or some parliament research services but not of others. In some reach serves advising planarian on the problems of individual constituents' is a core task while others don't see such hark as part of their role. In a presentation to a joint IFLA, IPU and ASGP conference on Informing Democracy in Geneva on 22nd October 2008 Iain Watt of the library of the Euro Parliament identified as an emerging trend a convergence of information services and research services. He argues that "library and research functions are separate professional areas even if they often were together. In recent years we've seen a convergence between the two. The library function is offering more added value product-e.g. not just refs but summaries and overviews. The two services are converging. In both serves, the trend is for increasing subject specialization as the work of parliaments becomes more specialized, technical and challenging.

According to Joseph (2000) demands made on the modern legislator to be informed on a wide range of topics, not only necessitated the need for library service, but also for research services which could provide analysis or in-depth reports on the various

issues of the day. Research offered in a legislature is of an applied nature, seeking to draw on existing knowledge and applying it to understand and provide solutions to concrete problems. The research activities could include the meaningful analysis of facts, locating and synthesizing articles and expert opinions on public policies, the gathering of knowledge that will highlight the nature, scale and severity of the public policy problem and/or tracing the effects or implications of policy options before they are implemented Englefield (1993). Though a relatively new service, it has already become an important part of the institutional structures in most legislatures. Organizationally they fit into one or two models: either they function as a separate independent unit, or they form part of the larger information service structure. In 1993, 50% of the respondents answering a questionnaire sent out by the editors of the World Directory of National Parliamentary Libraries, indicated that the analytical and research activities within their legislatures resorted under the library, while the rest operated independently Kanev and Anguelova (1996).

Internet

Saur (2009) stated that guidelines in a paper presented at IFLA conference in Netherland: Possible types of content appropriate for a public website, broadly as set out in the IPC guidelines are:

General information about parliament. Parliament websites are an important way for citizens to learn about the history, work and membership of their parliament. This can include

- Access to parliament. Such as visiting, available tours or a virtual tour.

- History and role. To include the legal responsibilities of the parliament and key constitutional documents.
- Functions, composition and activities. To include overview information on each chamber in bicameral parliament, committee structures, information on business in parliament, both today and in the future, budget, staffing and activity information.
- Information on presiding officers or speakers of the parliament.
- The official report of parliamentary proceedings
- Parliamentary committee and other bodies within the parliament. To include detailed information on the role, membership and publications of committees.
- Members of parliament. List of parliamentarians with biographical data, party affiliation, link to personal website and contact information.
- Political parties in parliament. With links to their websites
- Elections and electoral system. With an explanation of the electoral process and election results.
- Administration of parliament. Information on the structure and organization of the parliamentary administration.
- Publication, documentation and information services. Descriptions of types of publications with links to their text, including research and information services publications.
- General links to relevant websites
- Material specifically aimed at young people on all of the above

Information about legislative, budget and oversight activities. Including business for today and the future in the chamber and in committee, with a glossary and explanation of procedures.

- Legislation. Text of current legislation and its progress and of enacted legislation
- Budgeting and public spending. How the budgeting process works and the role of parliament in that process, together with information on current or proposal budgets.
- Oversight/scrutiny. The process by which parliament exercise scrutiny over the government whether through committees, parliamentary questions or other means, with relevant documentation.

According to Berrens, Olen and Machet (1999:185) the Internet provides access to:

- Thousand of libraries, database and research centres worldwide and experts in many different subject fields
- E-mail to exchange information and ideas with people in other cities or even in other countries
- Listservs or newsgroup, also called mailing lists. Vast numbers of newsgroups cover or answering questions, obtaining other people's opinions and so on
- Tele-conferencing and live, multi-user discussions which can be held by groups sharing similar interests
- The full text of thousands of books and classics, magazines, journals, newspapers, government documents, newsletters and information on any conceivable subject.
- Many different types of reference sources like dictionaries, encyclopedias, almanacs and directories, and

Intranet

Parliaments are likely to have both a public internet site and an internet intranet. According to Miller *et al.,* (2004) stated that an intranet enables staff to communicate information to parliamentarians and to parliamentary staff quickly and securely, although if freedom of information legislation applies to the legislature, it may be subject to wider release on request. Legislative library staff will benefit from the information that is shared internally, making some of their enquiry work simpler, or enabling others to find information for themselves. Whether or not there is freedom of information legislation, there are considerable advantages to the legislative library in putting as much information as possible on to the legislature's public website. A user friendly website designed according to the IPU's guidelines for parliamentary websites will enable both members and citizens to access information by and about the legislature at any time of day or night without having to make an enquiry. There is usually no need to duplicate information while being aware whether they are looking at material that is on the public site or only on the intranet.

A more limited range of material may be considered appropriate for inclusive only on the parliamentary intranet. In the interest of openness (and also because it will ease access by parliamentarians when away from parliament) it is describe for the information on the public internet site to be as inclusive as possible. However, there may be some material which it is desirable to have on the intranet to avoid overloading the internet site, or which is considered confidential to those in parliament, or likely to be of little interest to the general public. Some parliaments may decide to include some of the

material listed for inclusion on the internet site only on the intranet, but generally it is desirable for parliaments to be as open as possible.

Possible types of content appropriate for an intranet:

- ✓ Contact information for staff, including organization charts, staff photos and job descriptions
- ✓ Information about services provided by different groups of staff
- ✓ The library's catalogue
- ✓ Guides to office procedures (e.g. human resources manual, room booking procedures)
- ✓ Restaurant menus
- ✓ Some confidential material with restricted access within the parliament itself, for example some staffing material.

As a result of technological development, remote access to information networks has become a reality, providing the parliamentarian with an alternative method of accessing the library's collection, as well as a wealth of other electronic information sources via the internet. Linkage to national and information networks can also be provided (Celik 2000).

Intranet provides a dedicated client service portal, linking Internet and external resources, contacts and expertise. This can include networked database, CD-ROM services, the catalogue, commercial information services, web-based Internet resources guides, full-texts of own publications, and printed guides to services and expertise offered by the library. A well-designed intranet has the potential to become the major information

gathering tool for both the parliamentarian as well as staff as it displays and provides access to the most commonly used sites and services needed to access relevant information, Membrey and Adcock (2000).

Preservation and Archiving Digitization and Access to Parliamentary Archives

Some parliament libraries are also charged with maintaining the history of the house (past membership records, paper of members, debates and proceedings and other records must be stored and digitize. There is need for the Archive to be part of the parliament library, but, as with the public information function, the Archive and library do need to work closely. The Archive departments work closely with other departments to ensure their papers are properly archived. A parliamentary archive can include a wide range of documents relating to the parliament. Examples of materials which are found in an archive includes;

- Original copies of bills and acts of parliament.
- Parliamentary debates
- Published committee reports and paper
- Committee papers
- Minutes of proceedings
- Peculations passed by the parliament
- Admire records the parliament
- Architectural and historical records
- Short hand notes parliament procedures
- Private papers of legislators

- Photographs, sound recordings, images of the parliament and of individual legislators.

In some parliaments, parliamentary papers archives are a subdivision of the library, while others the archives are a separate service. This has not been an exhaustive list of what may be provided by the department of the legislative library, but it does cover those services most likely to the found within its scope. If they're not in the library department, they're probably to be found elsewhere in the parliamentary administration. There has been an explosion in the growth of the amount of information created, disseminated, and accessed in digital form in every human endeavour since year 20000 as observed by Gbaje (2011).

Digital preservation has been attracting and more attention both because more and more material (probably the vast majority of material originated in part) is born digital and partly become the falling cost of digitizing existing materials means that it has been possible to make more and more material available in this form and to make it available to be search by anyone wishing to do so who has access to the internet. Cunninghame (2009) suffice to say that if it is not taken seriously there is risk of data being lost as platforms and hardware change. Paper records decay in time and should ideally be kept in properly controlled conditions, he stressed that with the little conscious effort the parliamentary libraries can preserve the records.

It is part of the role of parliamentary to ensure that its materials are available to those who which to access them. Most parliaments have made substantial steps to ensure that debates committee papers and so on are readily available in electronic and paper form. Gbaje (2011) stated that some of the main reasons for the adoption and use of

computers by many organizations are to improve access and encourage the re-use of digital or information materials most parliamentary libraries are involved in the active process of management or digital objects to ensure their accessibility in the future. Webb (2003) posit that digital preservation consist of the process aimed at ensuring the continued accessibility and utilization of digital material. Parliaments often have rich collections of materials and their achieving and making them available to the legislature in both paper and digital form is an important role.

2.3 Access and use of Information Resources by Parliamentarian in Developing Countries

Legislators performs dual roles, Lawmakers make laws that affects the entire nations or state and the other hand they have a duty to represent the interest of their individual constituencies (Iwhiwhu 2011).

The quality of decisions relies on the quality of information available. Babu et al (2006) stated that at any instance where decisions need to be made, accurate, timely and relevant information should be constructed to ensure that informed decisions are made. Alemna and Scouby (2000) contend that as more aspect of society become subject to legislation and forms of decentralization, the more knowledge law makers named require in order to take decisions in areas where they have little or no prior knowledge. Moster (2007) is of the view the existence and level of usage of a parliamentary library is closely related to the level of democratic achieved in a country. The more advanced the democratic principles in place, the quarter the need for information and research by parliamentarian in order to perform efficiently and effectively. This view maybe one of the influencing

factors in the establishment of a library to provide services in parliamentary (Chiwandamira, 2001).

Parliamentary libraries objectives according to Dwum Fuo and Addo (2012) are:

- Provide active information research and bibliographic services to support the functions of parliamentary.
- Acquire, organization and maintain literature and audiovisual materials pertinent to legislative activities.
- Disseminate the value added information to both members of parliamentary and staff through reference and current awareness services.
- Provide specialized information including newspaper indexing, media-monitoring and other library services.

Other services include lending, references and information research, photocopying, inter-library loan, current awareness services, internet searches and online services.

Most of the parliamentarian in West Africa perceived information to be "all published and unpublished materials" based on the research outcome of prominent researchers (Dwumfuo and Addo, 2012), they also stressed that legislators only seek information when preparing for parliamentary speeches, debates, questions, statistical or data analysis and preparing answers for enquiries from their constituents, while others also required information in order to keep themselves aware with current affairs. They also discovered that most legislation access information different sources, but most notable among the sources are the hansard and official publications, followed by newspapers. They also claimed that they try to seek for factual and accurate information from their information

resources, and they are of the view that the sources identified were considered mostly for information on parliamentary bills, social issues, political, developmental as well as information to execute assign tasks. Majority of parliamentarian are aware of electronic and online means of accessing information and most legislators can do basic computerized information processing through their mobile devices and computer. Case (2002) used Wilson global model of information behavior to study level of awareness and the extent of use of information resources in Ghana parliament, the model represents a range of influencing factors affecting information use. These factors range from cognitive and social to environmental. The findings revealed that the majority of the legislators are aware of services provided by the parliament library yet very few use the library to access information. Parliament libraries have established themselves as repository of information resources avail to legislators. The information needs and seeking behaviors of the legislators keep changing and the library should quickly identify their needs and satisfy them accordingly.

According to Iwhiwhu (2011) revealed that lawmakers in Edo state do not have adequate and relevant legislative information services. However they obtain relevant information from all the options available to them, which they employ in the legislative process. Details also revealed that most of the legislators obtain relevant information from the library. Most law makers in developing countries do not use the library and this has implications as it will have a negative impact on the law made. Over 70 to 80 members of house of common in England use the parliament library on daily basis and this shows how important the library is in the legislative process (Menhennet 2008). Legislators need to have access to available information that is of wide coverage or

global in other to balance their legislative process through the knowledge they have on other states or countries outside their own. Access to internet could be of benefit to the legislators, internet connectivity will facilitate access to the world of information. Legislators are generally aware of various information sources, but due to their task as lawmakers they make use of law books and reports more in order to meet their legislative needs. Law makers access information about their constituencies through media houses, elders, constituency spokesmen, the public and some use information to meet the needs of their constituencies and also for legislative process in making or amending laws, raising motions during sittings or organizing briefing forums for the people.

2.3.1 Access and utilization of Information Sources and services by Legislative aides for legislative functions

Physical access is generally viewed as "access to the documents" embodying information literally the process of getting to the document is being sought. Information access tends to focus on physical issues, e.g. physical structures that contain information, the electronic structures that contains information, and the paths that are travelled to get information (Jaeger and Bowman, 2007). Physical access relate to the location, and format of a document and the condition, techniques or virtual or physical. to achieve physical access the user has to know that the information exists, where it can be found, how to navigate the structures to reach it physical is of almost importance, in that its, no other type of access is possible (Jaeger & Bowman, 2007) a mere physical access is not sufficient for full access. Access to technology does not equal access to information. The time a user uses to get to information and the ability of that user to employ information to

accomplish particular goals are different. As a result, the physical aspects of information access can't be considered without also considering the intellectual aspect.

Intellectual access means "access to information containing in a document. It involves around the ability to understand how to get to and in particular, how to understand the intellectual access to has been physically obtained. It includes how the information is categorized, organized displayed, and represented. Intellectual access cannot occur when an individual has sufficient information to engage in critical thinking and has been exposed to multiple view points. it has been discussed in terms of many specific furnished of information including images, classification, catalogues and achieves, government materials, periodicals, software, digital documents and library services (Ashman, 2002; Dilevko and Jail, 2005). Intellectual access to a particular item of information often not equally available, many personal issues unique to each user influence intellectual access, since it lingers on the user understanding the information once it has been physically accessed. Factor that can affect intellectual access includes seeking behaviours, language, education, literacy, technological literacy, cognitive ability, vocabulary and subjective views. Each of these factors has potentials to influence whether an information seeker can access the information contained in information resources.

The utilization of information resources is a function of how properly the resources are organized and made available for use. Uhegbu (2007) observed that "utilization of information resources differ from one person to another; and from one corporate organization to the other according to their information needs and other socio economic imperatives. It can be viewed within the context of need, accessibility and

function performed". The utilization of information is of paramount importance to the development of libraries and information centres. Information resources can be utilized for various purposes. Oyediran-Tidings (2004) conducted a study to identify what motivates users to use library resources. The finding reveals that most of the students were motivated primarily by the desire to acquire knowledge and skills and some of the students used the library for self development and to do assignment given to them by their lecturers.

Getting access to timely and accurate information and analysis on a variety of topics can create stress especially due to the extremely bury and varied programme of the Parliamentarian Alemna and Skouby (2000) stress can be induced by the perceived lack of Information sources or systems to assist during a critical period or by the lack of skills to seek information effectively. In the process of coping with stress Parliamentarian can be fronted with a variety of challenges e.g. be it psychological, physical or emotional. The identification of possible barriers confronting Nigerian Parliamentarian can contribute towards finding solutions in terms of the level of information delivery and agreeable information formats. Barriers can prevent a message from reaching the receiver and can impact on the receiver ability to respond to it. Risk taking is part of the work environment of which Parliamentarian operates many of which can be avoided by accessing and utilization information timorously. The uses and gratification theory advocates that rewards do not necessarily have to be of a mate kind, but can also be derived from emotions like a raised self esteem, a feeling of contentment upon finding the correct information.

According to Bandura in social Cognitive theory, information seeking skills can be learnt through the process of observation and application. Parliamentarians and their Aides can learn from their peers the skill of information seeking through observation. The feeling of achieving results in higher self esteem demand can activate more active information seeking strategies in the parliamentarian.

Wilson expanded the 1981 model to provide for a more effective framework for studying information seeking behaviour, it includes an activating mechanism in between the person context and division to seek information which would compel the users to look for information. Wilson proposes stress/copying theory as an activating mechanism.

Information access and user can only flourish in a society that appreciates the need for it and where government recognize that information is the key to national growth and prosperity, Ugah (2007). The information resources and services available in the parliamentary information system must be capable of supporting research activities and the information needs of the staff of national assembly and the legislators. Popoola (2008) affirmed, but Iyoro (2004) in his study identified accessibility as one of the pre-requisite of information use. Ugah (2008) opined that the more accessible information resources are the more likely they are to be used and the users tend to use information resources that require the least effort to access.

Over the past decade, Ugwu (2008) observed that, most parliamentary information centres have been experiencing much difficulty providing materials to the users on account of the alarming rate of inflation of prices of books and journals as well as depreciation value of the Nigerian economy. Ugah (2008) quoted Osundina (2000)

who studied the relationship between accessibility and library use in Nigeria and noted that the problem of Nigerians users is not the question of wanting to use the library but whether or not the library can provide for their needs and whether there's access to what's provided. This assertion was agreed to in later studies by Iyoro (2004) and popoola (2008). In separate studies, Seth and Parida (2006), Ugwu (2008), Nnadozie and Nnadozie (2008) cautioned that availability of information sources and services does not automatically translate to information accessibility and use. Ugwu (2008) explained further in his study that the problems of transmission, storage and display of information have been combined with the problem of getting information to users quickly. Although online search and electronic bibliographic databases are now available in almost every field, which can affirm that as information expands, the ability of the users to process it remains fixed (Seth and Parida 2006).

According to Popoola (2008) resources may be available in the library and even identified bibliography as relevant to ones subject of interest but the user may not be able to lay hands on them. One may identify citations in indexes, but may not have access to the sources containing the relevant articles. The more accessible information sources are the more likely. They are to be used. Information users tends to use information sources that require the least effort to access. These observations have been validated by empirical studies such as Oyenusi (2009), Oyebode (2009) and Uga (2008). Oyebode (2009) studies the relationship between access and use of information resources and services by users in Nigeria and notes that the problem of information users generally in Nigeria is not the question of wanting to use the information centres but whether or not the library can provide for their needs and whether there is access to what is provided.

Access and use of information sources and services is an important recurring themes in the literatures. Resources may be available in the library and even identified bibliography as relevant to ones needs, but user may not be able to use its or lay hands on them or even identified citations in indexes but may not have access to the services containing the relevant articles.

Information resources and system might be available i.e the Information centers have acquired them but in accessible to those who need them for whatever reason (uncatalogued, mis-catalogued, mis-shelved e.t.c), Ugwu (2013). Access to information means that users can identify and use the resources, Ugah (2008). The more accessible information sources are, the more likely they are to be used. Users tend to use information sources that required the least effort to access.

2.4 Extent of satisfaction with information Resources and Services in National Legislative Library of Nigeria.

Satisfaction simply means fulfillment or gratification of a desire. User's satisfaction with resources and services of a library is referred to the level in which the information resources and services are meeting the needs of the users. Through interaction with the users, librarians can understand how well the library is meeting the information needs of the users and thereby adjust the services to meet the changing needs. According to Adewunmi (2011), the users is the focal point of the entire library and information services. A library is adjudged to have achieved its mandate only when its users are satisfied with the resources and services offered to them.

Library motivation and satisfaction are important responsibilities of librarians in the legislative library. The users should be motivated to find satisfaction with whatever information services that are provided. If users are motivated to find their information needs, their successes will be attributed to their efforts. Good environmental conditions like neat and clean shelves, tables, chairs, adequate ventilation as well as adequate and regular power supply should be done on regular basis. Good communication systems and adequate security measures should be put in place to guard against damages (mutilation) and loss of information resource.

The user satisfaction can be qualitative or quantitative. Qualitative means the authoritativeness and quality of the information resources which can be obtained from an examination of the resources or from the users. Quantitative means the number of items (services) required to satisfy a given information need for the users in legislative library. User's attitude combined with selected users statistics are the most common method used by librarian to evaluate the effectiveness of library services and to demonstrate level of satisfaction of the information requirement of the users. Consequently, Adewunmi (2011) opined that satisfaction is a qualitative measure of performance as defined by users which meet their basic requirements and standards. Users' satisfaction is the higher priority of business to the legislative library.

2.4.1 **Legislative aides access to information**

Legislators have a wide variety of information sources, systems at their disposal which they use to access and retrieve the needed information. It is clear that information is used intensively for a variety of reasons. Mostert (2002) explained that with the schedule that parliamentarian experience on a daily basis, the question aimed at

determining who did the actual information searching for them. Lack of time he explains often prompt the use of intermediaries, and it is important to find out if it was the case of with other planarian. Mostert (2002) carried out a research and retrieval process. According to Mostert (2002) discovered that the majority of the parliamentarian conduct the search themselves. This he stressed could be attributed to many factors, for example; the legislators know best what it is that they need and therefore feel that they are best equipped to do it their own, or might also be a question of not knowing that other intermediaries are available to assist. Services of their personal assistants can also be exploited, though some of the personal assistants are not equipped with specific or specialized information seeking skills. Some legislators use the services of research assistant in the parliament library and the parliament librarian. Private information brokers are also very popular. Others include party researchers, departmental staff, outside specialist, external research institutes, constituency office, committee/study group researcher, research unit of the parliament, media liaison etc.

Saur (2009) revealed that legislators in South Africa and other Africa countries have strong preference for printed sources, which could be expected from a society which is still very much print based. According to his investigation print has the advantage that it can be revisited often, where, whenever needed, unlike the other sources that can only be used when the equipment and software is a available in the case of electronic sources. Oral sources are used, but oral information cannot be revisited at leisure and its influenced by the receivers ability of retention of the information, this system is referred to as the “grapevine” or informal information system.

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Oral sources are used, but oral information cannot be revisited at leisure and its influenced by the receive ability of retention of the information, this system is referred to as the "grapevine" or informal information system.

2.5 Constraints associated with Access and utilization of information resources and services.

Experts have identified various problems associated to Information Access and use. Uhegbu (2006) identifies five: economic, social, environmental, occupational, and infrastructure. Etim (2010) list seven, including physical infrastructure, technical, and managerial capabilities among others. Ugah (2007) discussed problems associated with access and use in the developing centres in the following areas; lack of awareness; inaccessibility; information explosion; bibliographic obstacles, environment; poor infrastructure; declining budgets and rising costs; cost for users; staff attitude toward users and crime. Information resources might be available that is the information centres has agreed them, but inaccessible to those who need them for whatever reason, it may be due to stock failure or legislators failure, Ugah (2008).

Studies have revealed that the library and information centres in the parliaments provides relevant information services to the parliamentarians. However Dwumfuo and Addo (2012) revealed that legislators do not patronize the library as expected, due to their purported busy schedules, therefore the need to employ more research assistant to assist them to access information which they prefer in its original, summarized and analyzed format. It also revealed that some members of the parliament lack adequate skills among other challenges. Rugambwa and Kintu (2013) stated that in many developing world context like Uganda's evidence-literacy among the legislators has been poor for many

years. This had left both legislative debates and decision-making process in the parliament to be driven more by personal opinion and political sentiments, rather than objective or documented facts. However they stressed that the introduction of pioneering and innovative legislative research and libraries services will revolutionized legislative access and one of current and relevant information.

Rugambwa and Kintu (2013) summarized the challenges faced by the parliamentarian and the information service provided as follows:

- **Weak Reading Culture:** Despite considerable progress made by the library and research service to instill a reading culture among legislators, many of them lack the time to wade through in-depth information and research reports. Major national, regional and sometimes overseas news papers and journal tend to be more of a priority rather than in-depth reports.
- **Time Constraints:** The above is aggravated by the fact that many members of parliament in Africa often have very little or no time to review and internalize information due to competing demands on their time.
- **Comprehending Information:** Many parliaments in Africa by its nature is made up of representatives with varying social and academic background and expertise. Immense range of issues with which parliament deals makes it difficult for any single legislator to be an experts in all areas. Political, ethical and technical considerations library and research services are being provided in a political environment of multi-party democracy. This affects, to a greater or less extent, what information to acquire and analyze, the information mangers had to cope with politics. Limited resources, both financial and human to expand the scope of

the information centres and services to accommodate the growing information needs of legislators. With the increase use of information communication technologies like; Ipads, smart phones, provision of innovative library and information services is the only way to go.

Also in addressing the challenges Rugambwa (2013) stated that resource packaging is absolutely necessary, information needs to be package and presented in the shortest and most attractive and meaningful formats possible for use by legislators. Research finding needs to be communicated in the right language to the target audience since the legislators are heterogeneous in nature so that all members can benefit from the information and this will enhance access and usage. Capacity building by libraries and researchers is necessary to enhance communication with the legislators e.g. workshops and seminars to influence the policy makers capacity to demand, read and understand and use the library and research evidence. More staff needs to be recruited and trained more information resources like books and computer needs to be acquired to serve legislator better. The library, research policies and systems needs be upgraded and standardized from time to time.

Dwumfuo and Addlo (2012) enumerated the challenges faced by the legislators in using services provided by the parliament library and information centres. The enumerated challenges included;

- Limited number of research assistant to help them in accessing information.
- The limited number of library staff who appeared to be constantly busy and not available when urgently need by the legislators.

- Difficulty in obtaining information from the government ministry, department and agencies.
- Difficulties in having access to original information for long enough time outside the library, he also stated that some legislator complained of unstable internet service, inadequate spacing in the library which inhibits concentration in the library some legislators also indicated that lack of offices prevented them from borrowing materials from the library as they do not have places to keep them.

Some of the legislators were asked as to how the library could improve on providing better services for information resources to be utilize. Their suggestions included the following.

- The library should expanded to increase its information resource base.
- Research assistant should be provided to help legislators acquire information promptly.
- Original information must always be given in place of photocopies.
- Library space must be enlarged for legislators to feel more comfortable
- Internet service must be improved upon to help parliamentarian browse quickly and easily when checking for information.

Parliamentarian without ready access to information sources are at a serious disadvantage, both to keep up with the latest developments, as well as to make informed decisions. Robinson (2000) majority of modern parliaments do make proper provision in their budget for parliamentary information and research services, some parliament neglect to do so. Lack of funds can result in failure to attract qualified librarians and researcher who are able to create easy access to information for the legislator. With the

exponential growth in human knowledge, as well as the utilization of electronic system to retrieve information, It should also be expected that existing staff develop their abilities and qualification (Alemson 2000).

A serious financial barrier could hamper access to vast amount of information needed by legislators. Brian (2000) maintains that the development of a good in house collection depends on the size of the allocation of funds for purchasing of materials as well as the expertise of the staff responsible for the selection of the materials. As a possible solution to in adequate funds brain suggests that the enactment of legal deposit legislation allowing the parliament library to receive a copy of all local publication. Pare (1996) suggest that financial constraints could lead to the rationalization of services and the establishment of partnerships with other non-parliamentary library specially in the field of collecting development and resource sharing to reduce high cost of licenses and subscription is taken to online full data bases into account. To counteract there costs, and still be able to provide maximum services, Pare (1996) advocates increase cooperation between parliamentary libraries. Ximena and Marialyse (2002) observe that parliamentary library users differ in their demand for services from the library. Some legislators utilize it frequently some only occasionally, a number don not require the services of the library at library. Kedem (2001) who refers to than un-users as a "disadvantaged" legislator has corroborated this findings. Ximena and Marialzse (2002) point out that in many cases the parliamentarians obtains their information from sources other than the library. Parliamentary libraries being relatively expensive institutions should therefore be under review as to their relevance and whether their current modus operand justifies their existence. Pare (2000) maintains that the fundamental justification

for the existence of a parliamentary library is "that they meet the information and document needs of parliamentary more effectively and efficiently than any available alternative.

Banneberg (2008) argues that it is of great importance to remind users from time to time of the contribution that the library can make towards fulfilling their information needs. He advocates that the lack of promotion could lead to a dwindling awareness of the value of the services offered by the library, a decline in the use thereof and eventual marginalization of the library. He suggests that the following methods could be used to promote the services offer;

- Orientation programmes
- Professional presentations
- Associated and complimentary printed mated
- Information release on library activities
- Seminar on topic of current interest
- Traditional service bulletins

Complacency on the side of the library could lead to stagnation and resultant loss of Clientele argued, Bannerberg (2008). Also points out that the library needs to demonstrate and promote its ability to use the latest technology to retrieve information as failure to do so could raise questions about the competency of staff in the minds of legislator. Celik (2000) argued that by providing automated and electronic services to the legislators, libraries could convince them that it was indispensable for effective and functioning of parliament, thereby wining their support.

2.6 Summary of the Review

A wealth of Information systems, Resources and Services are available in most parliamentary libraries, publicly available information sources abound in Nigeria Parliamentary Libraries , however to be able to fully utilize their potentials requires time, effort and skills attributes which legislators do not possess . Parliamentary Libraries have come a long way from being places of leisure to vibrant organizations, keeping their fingers on the pulse of activities and events taking place on a daily basis. Worldwide the parliamentary libraries have had to be modernized, stepping into the electronic era of service delivery. Most parliamentary Libraries , even those of fairly young democracies are striving to do just that ,is a tribute to their governments and their insight into the fact that timely access to information and usage of information is the best investment made towards responsible governance. Legislators are indeed aware of the vital role of Information in the perpetuation of the democratic ideals and are aware of the different sources, facilities and systems providing Information with new and enhanced search strategies.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter is presented under the following sub-headings: research method adopted , population of the study, the sampled population and sampling procedures, research instrument and procedures for data collection and analysis.

3.2 Research Methodology Adopted For the Study

The survey research method was adopted for the study. According to Ibrahim (2013) surveys are ideal methods to be used for descriptive, explanatory, exploratory and applied research. Surveys are directed at groups of respondents with the aim of measuring a variety of variables or creating order from questions concerning the respondent's behaviors', experiences or characteristics. This method allows the use of both large and small population by selecting and studying samples from the population in order to discover the relative incidence and distributions and interrelations of the variables especially in issues of the moment that involves systematic collection of data from the population of the study through the use of questionnaire, interview and observation. The survey method enables the researcher to gather data from the Legislative Aides as well as from the Legislative library of the N.A Abuja. It allowed the researcher to determine the attitudes of the legislative aides towards information resources and services offered to them by parliamentary library. Similarly the survey research saves time and money also, without sacrificing efficiency, accuracy and information adequacy in research process.

3.3 Population of the Study

The population of the study consists of 469 Legislative Aides and 10 Librarians of the National Assembly of Abuja.

Table 3.1: Distribution of the Population.

Distribution of Population	**Total**
Legislative Aides to the Senators	109
Legislative Aides to the House of Representative members	360
Librarians	10
Total	479

Source: http//:www.nassnig.org/

3.4 Sample and Sampling Procedures

Sampling as opined by Suleiman (2007) is the strategy for selecting a smaller (more manageable) section of a population that will represent the entire population. The targeted respondents were the Legislative Aides and the Librarians. The justification for choosing the samples was that the librarians are the managers of the information and service providers and the legislative aides are the customers of the library and the information centre. The researcher appreciates that it might be difficult to get all the Legislative Aides to respond to the questionnaire and interviews. The researcher decided in order to get a viable response from the population, 10% of the total population for the study which is 48 was used, this is in line with Curry (1994) .Furthermore, Okunami (2002) as cited by Uhegbu (2009) posit that there is no specified percentage of samples to a populations as far as the sample will truly represent the population under study.

Table 3:2: Distribution of Samples

Type of Population	Total No.	10%	Total Sample
Legislative Aides (Upper House)	109	11	11
Legislative Aides (Lower House)	360	36	36
Parliamentary Librarians	10	1	1
Total	**479**	**48**	**48**

3.5 Instruments for Data Collection

The instruments used to collect relevant data for this study were questionnaire, Interview and observation. These instruments were used because of their unique roles in forming the study (Cargil and O'Conner : 2009).

3.5.1 Questionnaire

A questionnaire consists of set of questions presented to respondent for answers (Ibrahim, 2013). The Questionnaire is by far the most frequently used and cost effective means of most educational research (Yates, 2008). It can also get to wide audience, some of whom may be difficult to reach individually. It elicits more privacy because it does not require the respondents identity (Osuala, 2005) . For the purpose of this, the researcher designed two sets of structured questionnaires. The first one was meant for the Legislative Aides and the second for the librarian.

The questionnaire for the legislative aides were meant to collect data on the types of information resources and services provided in the NASS library, the extent of access and utilization of information resources and services available in the NASS library, legislative aides level of satisfaction of the information resources and services, legislative

aides ways of accessing information and the challenges faced by legislative aids in accessing and utilizing the library resources and services. On the other hand, the second was constructed for the NASS librarian on the types of information resources and services available in the NASS library, legislative aides extent of usage and the challenges of the NASS library.

3.5.2 Interview

Interview was one of the instruments used to collect data from respondents. Abiola (2007) defined interview as oral questionnaire where the interviewee gives the needed information orally and face to face. Interview is necessary because there are certain information that could not be obtained except through interview. The interview session would make the researcher to explain and clarify issues with the respondents on the issues with the respondents on the study under investigation that could not be explicit in the questionnaire. A structured interview was used to interview the Librarian. The interview attempted to get information on the Access and Utilization of the Information Resources and Services available in the NASS library , the extent of their satisfaction and available facilities in the library .

3.5.3 Observation

Observation method was utilized to fill the gap that questionnaire did not cover. The researcher observed the NASS library facilities and activities within and outside the library.

3.6 Validity

Validity refers to the accuracy or truthfulness of a measurement (Ibrahim, 2013).The Questionnaire developed for the study was validated by my supervisors, ICT experts, and Librarians in order to evaluate the contents .The Instrument was subjected to both face and content validity. The study involved interview and questionnaires. Golafshanni (2003) posited that triangulation is typically a test for improving the validity and reliability or evaluation of findings. Similarly Creswell (2003), suggested that triangulation can be used to established validity because data items can be corroborated from at least one other source and by another method of data collections. If the conclusions from all the methods are the same, then validity is established.

3.7 Pilot Study

A pilot experiment was conducted to test the reliability of the instruments used for data collection. The pilot study was carried out on members of the relevant population. The State House of Assembly, Kaduna was used for the pre-test of the instruments in order to evaluate feasibility, time, cost, and statistical variability in an attempt to help the researcher to predict an appropriate sampling size and improve upon the study design prior to performance of the full scale research project. Pilot study was carried out using 20 respondents from Kaduna State House of Assembly; a non-sampled population was used for a period 2 weeks. The generated data was analyzed using descriptive statistical tools. The reliability coefficient of the questionnaire was found to be 0.74. This meaning that the instrument is reliable. The legislative aides and the librarians in the NASS responded to the interview and questionnaire and also allowed for the inspection of their activities and facilities.

3.8 Procedure for Data Collection

Two weeks was used to administer the questionnaire with the help of two research assistants as well as retrieve them. The researcher personally coordinated the administration of the questionnaires and the interview.

3.9 Data Analysis Techniques

Descriptive analysis statistics was used. Tables, charts, percentages were also used in analyzing the data that relate to the research questions. Descriptive analysis is the range of process and procedures whereby we move from the qualitative data that have been collected into some form of explanation, understanding or interpretation of the people and situation we are investigating (Levin, 2010).

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSIONS

4.1 Introduction

This chapter deals with the analysis of the data generated . The data generated from the questionnaire, interview and observations were presented and analyzed using descriptive statistics method of analysis, frequency distributions, simple percentage, tables and charts were also used.

4.2 Response Rate

Out of the 48 copies of the questionnaire administered to the respondents, a total of 40(83.33%) copies were retrieved and duly completed and found usable for this study. Thirty eight (39) Legislative aides and the Director of Library and Information unit responded. The high response rate is attributed to the fact that the respondents were duly followed up. The response rate of the respondents is shown in Table 4.1

Table 4.1 Distribution of the response rate of the respondents

Respondents	Number of Questionnaire Administered	The Number of Valid Questionnaire Retrieved	Percentage (%)
Legislative Aides	47	39	97.5
Librarian	1	1	2.5
Total	**48**	**40**	**100**

4.3.2 Distribution of Respondents by Academic qualification

Table 4.2: Distribution of Qualification obtained by respondent

Qualification	Frequency	%
HND	2	5.1
Degree	13	33.3
Master Degree	23	59.0
PhD	1	2.6
Total	**39**	**100.0**

A total number of (23:59%) of the respondents has obtained a master degree, (13:33.3%) were degree holder,(2:5.1%) of the respondents had HND qualification and (1:2.6%) PhD holder.

4.4 Descriptive Analysis

This section presents the analysis of the data collected with respect to the research questions raised on the Access and Utilization of Information Resources and Services by the legislative aides in the National Assembly Abuja. The analysis of the data collected from the questionnaire were presented in a tabular form and also expressed in Frequencies and percentages. Tables, figures and charts were also used to compute and present the results. The discussions of the findings were based on the responses received from the respondents.

4.4.1 Types of Information Resources and Services accessed and utilized by the Legislative Aides in the NASS, Abuja.

In order to identify the types of information resources and services accessed and utilized by the Legislative Aides, list of possible resources and services were highlighted for the respondents to tick as many information resources and services as possible.

Table 4.3: Distribution of Resources Accessed and Utilized by the Legislative Aides in the National Assembly Abuja.

Resources accessed and utilized by Legislative Aides	**Frequency**	**%**
Newspapers	8	20.5
Journals	6	15.4
Books	9	23
Government publications	1	2.6
Search internet	3	7.7
On-line database	1	2.6
Electronic journal	1	2.6
Member of your constituency	1	2.6
All of the above	9	23
Total	**39**	**100**

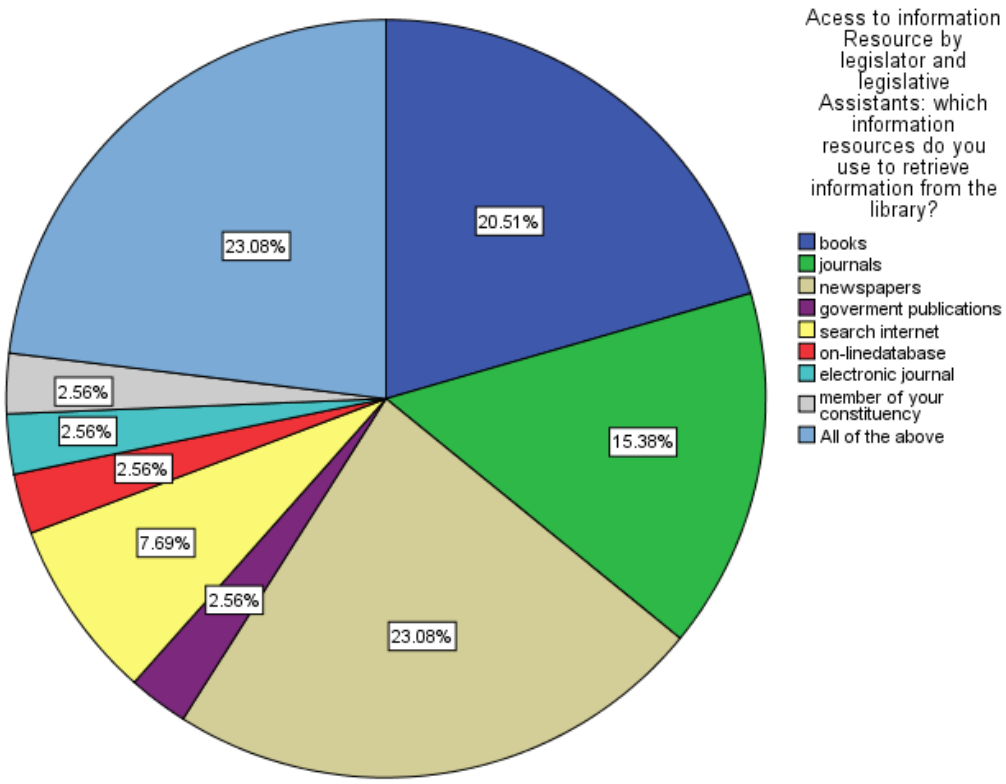

Figure 1: Showing the information resources used by the Legislators to retrieve information from the Library.

From the table 4.3 and figure 1, a high number of information resources accessed were recorded with books and all of the information resources with a total number of(9:23%) respectively, and (8:20.5%) accessed information through newspapers,(6:15.4%) were recorded for journals and (3:7.7%) for internet search while the rest of the information resources constitute of (1:2.6%) of utility by the legislators and their legislative Aides in the National library, Abuja.

Table 4.4: Distribution of the services available in the NASS library that are accessed and used by legislative aides.

Information services accessed and utilized by legislative aides	**Response**	**%**
Reference services	6	15
News/ reading room	2	5
Newspaper clipping services	3	8
Lending services	3	8
Interlibrary loan	1	3
Compilation of bibliography	4	10
Access to online database/ CD-ROM	2	5
Access to internet	2	5
Current awareness services	2	5
Selective dissemination of information	3	8
Photocopy services	1	3
Indexing of periodicals	3	8
Overviews of issues discussed in Parliaments	3	8
Publication of acquisition list	2	5
Provision of expert	2	5
Access to off-line CD-ROM	0	0
Total	**39**	**100**

From table 4.4,(6:15%) respondents indicated that they access reference services, 4(10%) use compilation of bibliography,(3:8%)respondents indicated to use (newspaper clipping services, lending services, selective dissemination of information, indexing of periodicals, overviews of issues discussed in parliaments,) respectively, while(2:5%) indicated using (news and reading room, Access to online database/CD-ROM, Access to internet, Current awareness services, publication of acquisition list and provision of expert) and 1(%) access interlibrary loan, photocopy services.

The findings show that almost all the types of services stated are available to satisfy the needs of the users except access to off-line CD-ROM. The finding shows that information services provided in NASS to satisfy the users were adequate. This agrees with Addo (2011) who observed that about 70% of information service in NASS library were reference services.

4.4.2 To what extent are legislative aides satisfied with the information resources available in the library.

Table 4.5: Extent of Legislatives Aides Satisfaction with the Information Resources.

Level of satisfaction with information resources in National Assembly Library.	Very satisfied		Satisfied		Not Satisfied		Total	
	F	%	F	%	F	%	F	%
Books	6	15.4	21	53	12	30.8	39	100
Official publication	7	17	23	59.0	9	23.1	39	100
Newspaper/magazine	16	41.0	23	59.0	0	0.0	39	100
Electronic database	6	15.4	12	30.8	21	53.8	39	100
CD-ROM resources	14	35.9	16	41.0	9	23.1	39	100
Internet connectivity	10	25.6	18	46.2	11	28.2	39	100
Work stations (PC)	10	25.6	7	17.9	22	56.4	39	100
Laptops	11	28.2	3	7.7	25	64.1	39	100
Printers	11	28.2	6	15.4	22	56.4	39	100
Facsimile	15	38.5	1	2.6	23	59.0	39	100

The analysis revealed that respondents are very satisfied with books (21:53%), official publication (23:59%), newspaper/magazine (23:59%), CD-ROM resources (41%), internet connectivity (18:46.2%).

The respondents were not satisfied with electronic base(21:53.8%), work station (PC) (22:56.4%), Laptops (25:64.1%), Printers(22:56.4%) and facsimile(23:59%).

Table 4.6: Extent of the Legislative Aides' Satisfaction with National Assembly Library Services.

Level of satisfaction with information services in National Assembly Library.	**Very satisfied**		**Satisfied**		**Not Satisfied**		**Total**	
	F	**%**	**F**	**%**	**F**	**%**	F	%
Provision Reading space	2	5.1	16	41.0	21	53.8	39	100
Answer Legislator's queries	1	2.6	27	69.2	11	28.2	39	100
Indexing and abstracting services	12	30.8	15	38.5	12	30.8	39	100
Reference services	7	17.9	21	53.8	11	28.2	39	100
Selective dissemination of information (SDI)	10	25.6	8	20.5	21	53.8	39	100
Photocopying services	10	25.6	8	20.5	21	53.8	39	100
Lending services	1	2.6	30	76.9	8	20.5	39	100
Inter-library loan	10	25.6	6	15.4	23	59.0	39	100
Translation	9	23.1	6	15.4	24	61.5	39	100
News/ reading room	11	28.2	16	41.0	12	30.8	39	100
Compilation of bibliography	1	2.6	19	48.7	19	48.7	39	100
Users education	0	0.0	20	51.3	19	48.7	39	100
Library Orientation	0	0.0	19	48.7	20	51.3	39	100
Weekend library services	9	23.1	1	2.6	29	74.4	39	100
Opening hours	2	5.1	20	51.3	17	43.6	39	100
User's manual	6	15.4	14	35.9	19	48.7	39	100
Display of new arrival	2	5.1	17	43.6	20	51.3	39	100

Table 4.6 depicts that the respondents are very satisfied with Answer Legislator queries (27 :69.2%), Reference Services (21:53.8%), Lending services 30 (76.9%), News reading room (16:41%), Computation of bibliography (19 :48.7%) Users education (20:51.32%) and Opening hours (20:51.3%).

Respondents are not satisfied with provision reading space (21:53.8%), selective dissemination of information (SDI) (21:53.8%) Photocopying services (21:53.8%), international library loan (23 :59.0%), translation(24:61.5%), Library Orientation (20 :51.3%), Weekend library services (29 : 74.4%), user's manual (19 : 48.7%) and Display of new arrival (20 : 51.3%).

4.4.3 **How do legislative Aides access information in the NASS Abuja?**

What information materials do you use most in the library to access Information?

Table 4.7: Distribution of information use in library

Information resources	**Frequency**	**%**
Journals	8	20.5
Books	15	38.5
Parliamentary reports	11	12.8
Newspapers/magazine	5	28.2
Total	**39**	**100**

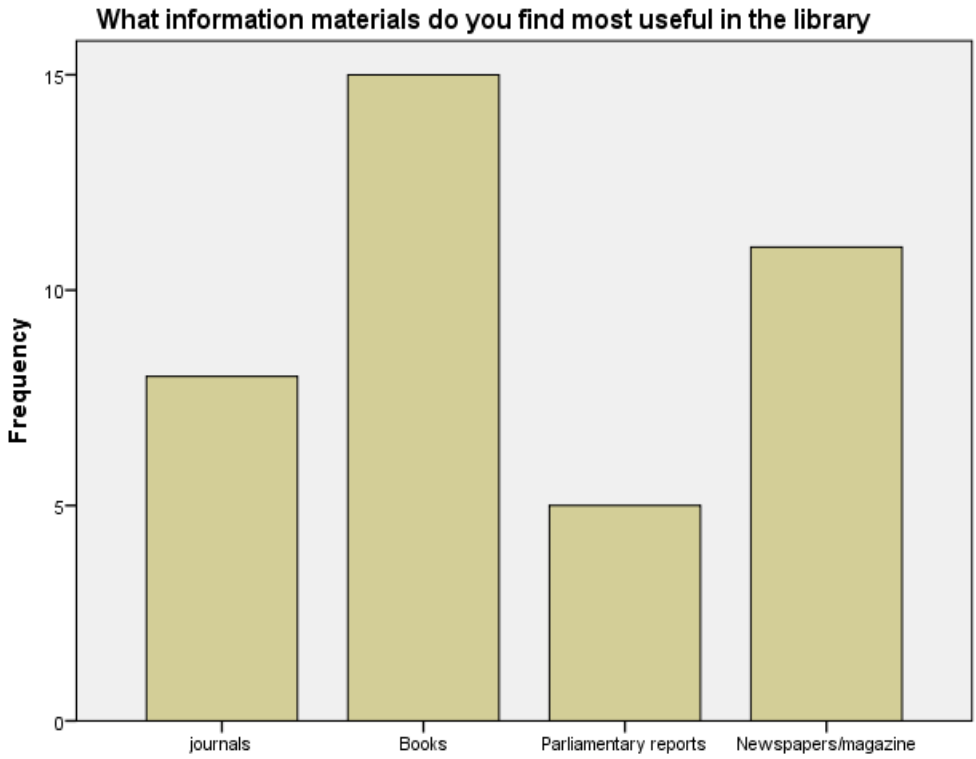

Figure 2: The most useful information resources in the library

The most utilized information resource by the legislative aides are books with (15:38.5%), followed by parliamentary reports with (11:28.2%), journals (8:20.5%) and (5:12.8%) was recorded for News papers and magazines.

Table 4.8: Why Legislators Seek for Information and the Frequency

S/N	How often do you seek for information from the library in order to assist you in participating in the parliamentary process	Frequency											
		Daily basis		Weekly basis		Monthly basis		Seldon basis		Never basis		Total	%
		Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
1	Current awareness purpose	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	0.0%	5	12.8%
2	To help me understand/give background to what is being discussed in the parliament	0	0.0%	0	0.0%	1	100.0%	1	8.3%	0	0.0%	2	12.8%
3	To help me prepare bill	0	0.0%	1	8.3%	0	0.0%	0	0.0%	0	0.0%	1	5.1%
4	To help me prepare for a parliamentary speech and debate	1	11.1%	0	0.0%	0	0.0%	1	8.3%	0	0.0%	2	5.1%
5	To broaden my own knowledge on parliamentary issue	8	88.9%	2	16.7%	0	0.0%	1	830%	0	0.0%	11	28.2%
6	To prepare answer for inquires from constituencies	0	0.0%	9	75.0%	0	0.0%	0	0.0%	0	0.0%	9	23.1%
7	To be able to converse with colleagues/staffs	0	0.0%	0	0.0%	0	0.0%	9	75.0%	0	0.0%	9	23.1%
	Total	9	100.0%	12	100.0%	1	100.0%	12	100.0%	5	100.0%	39	100.0%

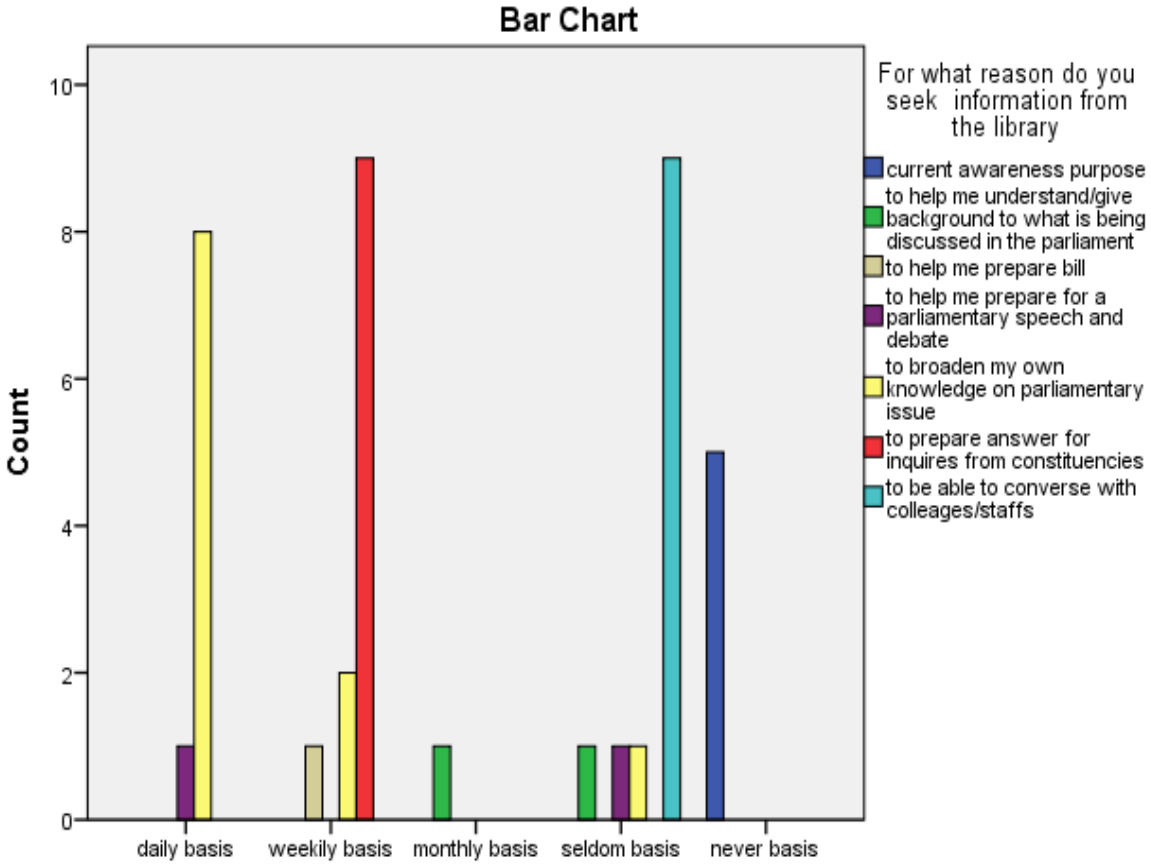

Figure 3: Frequency and reasons legislative aides seek information from the library

The legislative Aides seek for information on daily basis for parliamentary knowledge issues(8:88.9%) and(1:12.1%) for parliamentary speech and debated. weekly basis to prepare answer for inquires from constituencies (9:75%) and (2:16.7%) for knowledge on parliamentary issue and (1:8.3%) to help prepare bill.

While (1:10%) was recorded for the understanding and background to what is being discussed in the parliament issue on a monthly basis. Furthermore for seldom basis (1:8.3%) understanding and background to what is being discussed in the parliament, to help me prepare for a parliamentary speech and debate, knowledge on parliamentary issue and (9:75%) uses the library on a seldom basis.

4.3.5: The constraints Associated with Access and Utilization of the Information Resources and Services in National Assembly Abuja.

Table 4.9: Constraints Associated with Access and Utilization of the Information Resources and Services in the National Assembly

Items	Freq.	%
Lack of current awareness by library	14	35.9
Busy schedule	9.	23
Stock failure	3	7.7
Information explosion	3	7.7
Bibliographic obstacle	3	7.7
Poor infrastructure	2	5.1
Shortage of para professional staff	1	2.6
Limited research assistants	1	2.6
Unstable internet services	2	5.1
Declining budgets and rising costs	1	2.6
Total	**39**	**100**

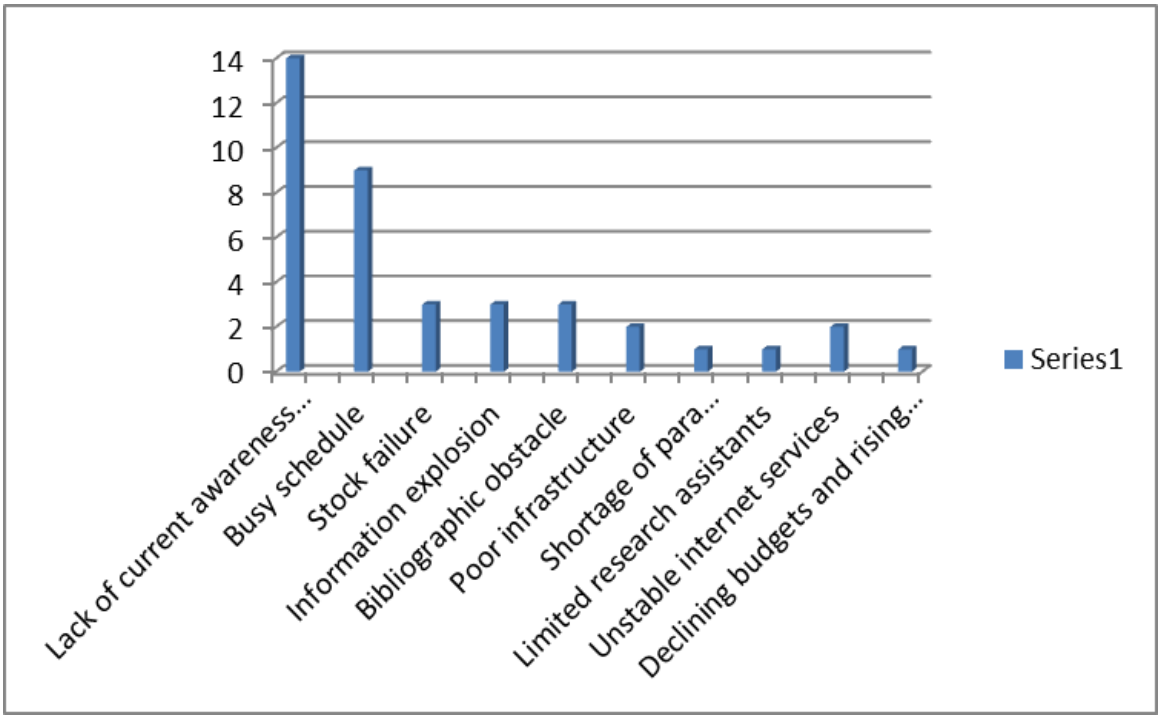

Figure 4: Constraints associated with access and utilization of information resources and services in NA Library

From table 4.9 and figure 4 above, declining budgets and rising costs, inadequate para-professional staff and poor infrastructure have been the major constraints as revealed by the librarian, while (14:35.9%) of the legislative aides presumed that the constraints as regard to the library is due to lack of current awareness,(9:23%) revealed that busy schedule constituted the constraints why information resources and services are not accessed,(3:7.7%) was recorded for Stock failure, information explosion, bibliographic obstacles, (2:5.1%) of the respondents agreed that, poor infrastructure, limited research assistants and unstable internet services are constraints encountered in terms of sourcing information resources and services.

4.4 Analysis of the Interview

To offer more explanation on the data collected through the questionnaire, the researcher interviewed the Director of Library and Research Unit of the NASS, Abuja. The analysis is presented below:

The Librarian revealed when asked about the level of access and utilization of information resources and services in the NASS Library, that the information resources and services provided by the library are accessible to the Legislators and their Aides in the NASS and are often utilized by them on regular basis. The patronage by legislative Aides is quite impressive, though low, compared to the size of the legislators and their Aides". More also, the library is not yet fully computerized, but internet services are available throughout the day in the Library to present the users with alternative to satisfy their different information requirement and searching capabilities.

While commenting on the staff quality and adequacy, she emphasized that most of the Librarians in the library are professionals and computer literate. The number of professional staff in the library are adequate in handling the activities of the library, but more Para professional librarians are needed to ease the work of the professional staff. Also, the staff of the library are highly motivated with various incentives to get the best services and commitment from them.

The librarian stated that certain amount of money has been approved by the Clerk to upgrade the present location of the library. The library is situated on a temporary site, there is lack of space in the library and the growing nature of the library materials are among the factors responsible for the decision taken by NASS management to give the library a spacious and well equipped environment with a befitting outlook to suite the caliber of users that patronize the library as this will go a long way in facilitating more

access and utilization of the information resources and services of the library. More also, there are plans to create public awareness around the NASS complex on the operations of the library to support them in their legislative duties and reintroduce users education and/orientation to help them understand how the library operates.

Finally, shortage of funds, inadequate paraprofessionals and poor infrastructures are the major challenges experienced by the NASS Library.

4.5 Analysis of the Observation

It was observed that outward appearance of the building is littered with garbage removed from the senate main building. The surroundings of the building is not attractive, no landscaping or sign post to indicate the presence of a library. The interior is small and there are no private reading rooms.

The collection are well organized on the shelves and looks adequate and accessible. Though only few legislative members were sighted in the library seeking for information and going through the collections. The staff attitude towards the legislative members looks cordial. Some of the facilities in the library are not up to international standard and the computerization of the library is still ongoing, but they have 24 hours internet services.

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

5.1 Introduction

The chapter is divided into introduction, summary conclusions, recommendations and suggestions for further study.

5.2 Summary of the Study

The study investigated access and utilization of information resources and services by Legislative Aides in NASS Abuja. The study identified the various types of information resources and services accessed and utilized by the Legislative Aides in the National Assembly, Abuja. It investigated the extent of access and utilization of information resources and services in the NASS library, Abuja. It also attempted to ascertain the extent of the Legislative Aides are satisfaction with the resources and services available to them in the NASS Library. It also identified how Legislative Aides access information for their legislative functions and also the challenges associated with the access and utilization of information resources and services in the NASS Library, Abuja were identified.

In order to achieve the objectives of the study, five research questions were formulated and tested. The review of relevant literature revealed that parliamentary libraries in developing countries are well equipped with information resources and have professional librarians, but the libraries are mostly under utilized by the Legislators and their Aides. The Legislative Aides patronize the Library more than the Legislators. The reason given was largely due to their tight work schedule in the house.

Chapter two reviewed related literature to the study; the reviews are made under the following sub-heading: Information Resources and Services available in legislative library, the extent of satisfaction of the information resources and services that are available in the NASS library and how Legislative aides access information in the National Assembly. Constraints associated with access and utilization of information resources and services in the legislative library was also reviewed.

Survey research method was employed in conducting this study. The place of the study was the National Assembly, Abuja. The populations of the study are the Legislative Aides and the Librarians. A total number of 48 samples are used for the study. The instruments used for data collection were the questionnaire, interview and observation.

The data collected for the study are presented and analyzed using descriptive statistics.

5.3 Summary of the Findings

Based on the data collected and analyzed, the following are the major findings:

1. The findings revealed most of the information resources listed are accessed and utilize. However off-line CD-ROM is the only services not provided.
2. The respondents were very satisfied with the Information Sources and services provided by the NASS Library. .
3. It was discovered that legislative aides main source of information is through books followed by parliamentary reports, journals, newspapers and magazines, respectively.
4. Lack of current awareness by the Library, busy schedules, information explosion, bibliographic obstacle, poor infrastructure, limited research assistants and stock failure are the constraints ,whiles the librarian revealed that the major constraints

were inadequate funding of the library, shortage of para-professionals and the rising cost of information resources other materials.

5.4 Conclusion

It is concluded that the NASS library provides adequate information resources and services to provide services to the legislative aides. This has improved the users" access and utilization of the information resources and services available in the Library, similarly, it could also be deduced from the findings that a good number of legislative aides use the library in NASS Abuja despite their tight schedule of duties in the house, as such, their legislative Aides perform the duty of information search. They take care of all the information needs of the legislators. Most of the Legislative Aides are well educated and they know the importance of information in their legislative functions. There is a strong link between educational level and information utilization. They rely on the library for information often. They also rely on information from their constituency through the grapevine.

The study proved that Nigerian legislators are aware of the value of information as in the case in the majority of democratic countries. The majority of the legislators are able to use a variety of information resources including electronic resources access and utilize information. .

5.5 Recommendation

Arising from the findings and conclusions of this study, the following recommendations are made:

1. Off-Line CD-ROM services should be provided, The NASS library should acquire more of electronic information resources and on-line databases to meet

their customers' needs at all time, so that they can access the library information resources and services in media such as smart phones, personal laptops within and outside the library. And the entire library functions need to be automated for effective and efficient service delivery.

2. The NASS Library should improve their services to meet with international standard to allow for knowledge transfer and cooperation with other parliamentary libraries around the world.
3. The NASS Library needs to automate its Information Resources and Services by establishing on-line library services.
4. There is need for the library to be moved from the temporary site to a permanent site and should be centrally located so as to create easy accessibility. It must also be upgraded to international standard with modern and up-to-date befitting facilities. More para-professional staff needs to be employed for efficient and quick service delivery. There is also need for adequate funding to enable the library to carry out its major projects. .

5.6 Suggestions for further Studies

1. This study only covers the access and utilization of information resources and services by Legislative Aides in the NASS Abuja. Hence, there is need for more comprehensive study of the subject matters to cover states and geo political zones.
2. Application of ICT to the management of library information resources and services in NASS in selected geo-political zones of Nigeria.

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Appendix I

Department of Library and Information Science

Ahmadu Bello University, Zaria

This questionnaire is designed to obtain the relevant information from the Legislative Aides in the National Assembly, Abuja using a structured format

Section A: Personal Information

Please tick the appropriate box

1. Name of institution _____
2. Gender
   a. Male [ ]
   b. Female [ ]
3. What is your highest profound qualification?
   a. NCE [ ]
   b. ND [ ]
   c. HND [ ]
   d. Degree [ ]
   e. Master degree [ ]
   f. PHD [ ]
   g. Others [ ]
4. Legislative Aide (Upper House) [ ]
   Legislative Aide [ ]

SECTION B: Type of information resources and services that are accessed and utilized by the legislative aides

5. What Services and products are available in the library?

	Services	**TICK PLS**		
a.	Reference services			
b.	News /reading room			
c.	Newspaper clipping services			
d.	Lending services			
e.	Interlibrary loan			
f.	Translation			
g.	Compilation of bibliography			

h.	Publication of acquisition list			
i.	Access to online database /CD-ROM			
j.	Access to internet			
k.	Access to offline CD-ROM			
l.	Access to audio-visual materials			
m.	Current awareness services			
n.	Selective dissemination of information			
o.	Photocopy services			
p.	Indexing of periodicals			
q.	Provision of information packages on specific topics			
r.	Public opinion polls			
t.	Provision of comments on bills			
u.	Provision of expert opinions			
v.	Provision of reports on public issues			
w.	Overviews of issues discussed in parliaments			
x.	Others			

6. Indicate the types of information sources available for the legislative aides to access and utilize in the library?

	Information Resources	**Please Tick**		
a.	Official publications			
b.	Books			
c.	Newspapers			
d.	Journals /serials			
e.	Electronic journals			
F	Online databases			
G	Database on diskettes			
h.	CD-ROMS			
i.	Newspapers			
j.	Pamphlets			
k.	Video			
l.	Cassette			
m.	CDs			
n.	Others (please specify)			

SECTION C: Extent of the legislative Aides' satisfaction with Information Resources and Services

7. Adequacy of library resources

Instruction: Please indicate the adequacy of the following resources in your library using the scale indicated

V.S = Very Satisfied, S = Satisfied NS = Not Satisfied.

S/N		**VS**	**S**	**NS**

a.	Books			
b.	Hansard/official publication/journals /serials			
c.	Newspapers/magazine			
d.	Electronic database			
e.	CD-ROM resources			
f.	Internet connectivity			
g.	Work stations (PC)			
h.	Laptops			
i.	Printers			
j.	Fascmile			
k.	Intercom			
l.	Others (please specify)			

8. Library services

Please assess the level of adequacy of the following services provided in your library

S/N		**VS**	**S**	**NS**
a.	Provision of Reading Space			
b.	Answering legislators queries			
c.	Indexing and abstracting services			
d.	References services			
e.	Selective dissemination of information(SDI)			
f.	Photocopying services			
g.	Lending services			
h.	Inter-library loan			
i.	Translation			
j.	News reading room			
k.	Compilation of bibliography			
l.	Users education			
m.	Library orientation			
n.	Weekend library services			
o.	Opening hours			
p.	User's manual			
q.	Display of new arrivals			

SECTION D: Access to Information Resources by Legislative Aides

9. Which information resources do you use to retrieve /access information from the library?
   a. Books [ ]
   b. Journals [ ]
   c. Newspapers [ ]
   d. Magazine [ ]
   e. Government publications [ ]
   f. Search internet [ ]
   g. Search digital libraries on the internet [ ]
   h. Virtual libraries [ ]

i. On-line database [ ]
j. Electronic journal [ ]
k. Electronic newspaper [ ]
l. Parliament library [ ]
m. Public library [ ]
n. Embassies [ ]
o. National archives [ ]
p. Members of your constituency [ ]
q. Others (specify please) _____

Use of the Library by Legislative Aides

10. How frequently do you use your library approximately?
    a. Daily [ ]
    b. 2-3 times a week [ ]
    c. weekly [ ]
    d. 2-3 times in a year [ ]
    e. others (specify)_____
11. For what purposes do you visit the library most?
    a. Leisure reading [ ]
    b. General reading [ ]
    c. Research –related [ ]
    d. Information need [ ]
    e. others (please specify) _____
12. What information materials do you find most useful in the library?
    a. Journals [ ]
    b. Books [ ]
    c. e- database [ ]
    d. Parliamentary reports [ ]
    e. Government publications [ ]
    f. Newspapers /magazine [ ]
    g. others (please specify)_____

RECOMMENDATIONS

What general recommendations would you provide for the improvement of library services for legislative Aides?

_____

_____

_____

_____

_____

_____

_____

Thank you very much for your cooperation

APPENDIX II

Questionnaire for the Parliamentary Librarian in the National Assembly, Abuja

SECTION A: Demographic Information

Please tick the appropriate box

1. Name of the library _____
2. Gender
   a. Male [ ]
   b. Female [ ]
3. Present designation?_____
4. Highest profound qualification?
   a. BLS ( )
   b. MLS/MSC ( )
   c. PHD ( )
   d. Others (please specify)_____

SECTION B: Type of information resources and services that are accessed and utilized by the legislative aides

5. What Services and products are available in the library?

	Services	**TICK PLS**		
a.	Reference services			
b.	News /reading room			
c.	Newspaper clipping services			
d.	Lending services			
e.	Interlibrary loan			
f.	Translation			
g.	Compilation of bibliography			
h.	Publication of acquisition list			
i.	Access to online database /CD-ROM			
j.	Access to internet			
k.	Access to offline CD-ROM			
l.	Access to audio-visual materials			
m.	Current awareness services			
n.	Selective dissemination of information			
o.	Photocopy services			
p.	Indexing of periodicals			
q.	Provision of information packages on specific topics			
r.	Public opinion polls			
t.	Provision of comments on bills			
u.	Provision of expert opinions			
v.	Provision of reports on public issues			
w.	Overviews of issues discussed in parliaments			
x.	Others			

6. Indicate the types of information sources available for the legislative aides to access and utilize in the library?

	Information Resources	**Please Tick**		
a.	Official publications			
b.	Books			
c.	Newspapers			
d.	Journals /serials			
e.	Electronic journals			
F	Online databases			
G	Database on diskettes			
h.	CD-ROMS			
i.	Newspapers			
j.	Pamphlets			
k.	Video			
l.	Cassette			
m.	CDs			
n.	Others (please specify)			

SECTION C: Library use

7. Does your library keep statistics of users
   a. Yes [ ]
   b. No [ ]
8. If yes, how many legislative aides on the average use library daily?
   a. 0-10 [ ]
   b. 11-20 [ ]
   c. 21-30 [ ]
   d. 31-40 [ ]
   e. 41-50 [ ]
9. What information resources in the library are utilized most by the legislative aides?
   a. Book [ ]
   b. Journal [ ]
   c. E- database [ ]
   d. Research /technical report [ ]
   e. Others (specify please)_____
10. Are the information resources in the parliament library adequate?
    a. Yes [ ]
    b. No [ ]
11. How often do the legislative aides use the library resources and services?
    a. Very often [ ]
    b. Often [ ]
    c. Seldom [ ]
    d. Never [ ]

12. How do you advertised or market your services and products to the library customers?

a.	Library notice board	
b.	Text messaging	
c.	Flyers /leaflets	
d.	Social networks	
e.	Not at all	

13. Are there any restrictions to the use of any of the library services and products?
    a. Yes [ ]
    b. No [ ]
    If "YES" please state the restrictions _____

    If "NO" please state the reasons _____

SECTION D: Constraints associated with access and use of information, resources and services

14. Which of the following best explain why information resources and services are not accessed and use by the legislative aides?
    a. Lack of current awareness [ ]
    b. Stock failure [ ]
    c. Readers failure [ ]
    d. Information explosion [ ]
    e. Bibliographic obstacles [ ]
    f. Poor infrastructure [ ]
    g. Declining budgets and rising costs [ ]
    h. Quality of staff [ ]
    i. Theft and mutilation of library resources [ ]
    j. Limited research assistants [ ]
    k. Unstable internet services [ ]

RECOMMENDATION

Please proffer your suggestions / comments /recommendations for the improvement of library services for legislative aides in the N.A, Abuja.

_____

_____

_____

_____

Thank you very much for your cooperation.

APPENDIX I11

INTERVIEW

1. How accessible are the Information Resources and services in the National Assembly library and information centres?
2. Are the information resource and services readily available?
3. Is your library computerized?
4. How do you acquire your information resources to meet the needs of your users?
5. What are the challenges faced by the library in delivering information services/resources to the parliamentarians?
6. Are all the library staff professional librarians?
7. Are your staffs computer literate?
8. Do you have adequate staff?
9. How do you motivate your staff to serve the legislative aides effectively?
10. Are the legislators using the library facility adequately?

APPENDIX IV

OBSERVATION

Observation Checklist

1. Outward appearance of the building
2. Surroundings of the buildings
3. Inside of the library building
4. Collection i.e resources
5. Arrangement of the collection
6. Accessibility of the collection
7. Utilization of the collection by users
8. Staff attitude towards users
9. General Facilities in the Library