

USE OF PRESIDENCY LIBRARIES IN ABUJA BY  
GOVERNMENT OFFICIALS

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A THESIS SUBMITTED TO THE POSTGRADUATE  
SCHOOLAHMADU BELLO UNIVERSITY, ZARIA IN  
PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE  
DEGREE OF MASTER OF LIBRARY SCIENCE

DECEMBER, 2001

## DECLARATION

I, **Mrs. M. Sali**, declare that this thesis submitted for the award of Masters of Library Science Degree, is a record of my own research work. All sources of information used in the study are properly acknowledged by means of references.

Date: 8 January, 2002



*Mrs. Maryam I. B. Sali*

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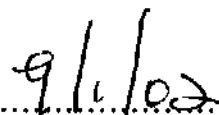
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# CERTIFICATION

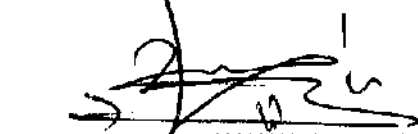
This thesis entitled “Use of Presidency Libraries in Abuja by Government Officials”, meets the regulations governing the award of the degree of Masters of Library and Information Science of Ahmadu Bello University, and is approved for its contribution to knowledge and literary presentation.



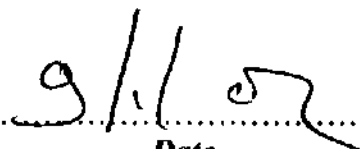
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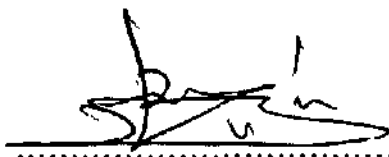
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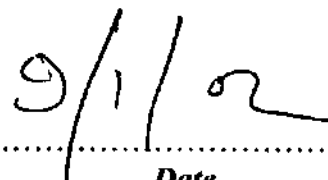
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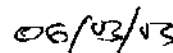
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*Dean, Postgraduate School*



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# DEDICATION

This Project is dedicated to my husband through whose inspiration I was able to

- further my education.

To my child, Aisha, who bore the absence of a mother all through the duration of  
my course.

# ACKNOWLEDGEMENT

I am most grateful to Almighty Allah who granted me the strength and wisdom to successfully complete this research.

A lot of people have in one way or the other contributed to the success of this work. It is not possible to mention all of them on this page. Only a few can be mentioned.

Firstly, I wish to express my hearty appreciation and gratitude to Professor Mrs. D. O. Bozimo, my supervisor, for her constructive suggestions, criticisms as well as motivation and guidance throughout the course of this research.

My appreciation also goes to my second supervisor, and Head of Department of Library and Information Science, Dr. Zakari Mohammed, for his motivative ideas and encouragement towards the success of this work.

I would like to immensely thank the Executive Secretary of the National Universities Commission, Abuja, Professor Munzali Jibril, for his co-operation and support for the programme.

Special mention must be made of Mrs. M. I. Barrow of the NUC, Abuja, and Mrs. R. J. Mohammed of F.C.E., Kano, for their encouragement and advice towards my education.

I am also grateful to the entire staff and colleagues of the Department of Library and Information Science for their various contributions to my knowledge.

My gratitude and appreciation goes to Dr. S. A. Osiobe and Alh. R. Abdulsalami of NUC, Abuja, for their support and encouragement.

My sincere gratitude also goes to Miss Rosemary Okere of NUC, Abuja, who typed my thesis. Her friendly and cooperative attitude throughout the duration of this programme is hereby acknowledged.

Generally, I thank every body who has contributed in one way or the other to the success of the study.

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KASHIM IBRAHIM LIBRARY

## ABSTRACT

This study examined the Use of Presidency Libraries in Abuja by Government Officials.

Two thousand, two hundred and seventy six (2,276) registered government personnel and 15 Librarians were used for the study. The survey research method was adopted for the study. The instruments for the collection of data were the questionnaire, interview and personal observation. Data were analysed using frequency tables and percentages.

The findings of the study revealed that books, reports, journals, newspapers and government publications are the major types of information resources in the Presidency libraries. Decrees are not available in the Police Affairs library and the National Assembly libraries. Government circulars and audio-visual materials are also not available in all the libraries in the Presidency.

A majority (56.4%) of the government personnel use the Presidency libraries to prepare speeches. A few of the respondents also use the libraries for recreational purposes, discharge of normal routine duties, private reading, knowledge update, preparation for meetings, for examination purposes and general browsing.

Lending and inter-library loan services are discovered to be the most prevalent services in the Presidency libraries. Other services rendered are current awareness. Indexing and abstracting services. Selective Dissemination of Information (SDI), translation, photocopying, fax and telephone services are not provided in any of the libraries in the Presidency.

A majority of the respondents (55.5%) reported that the level of the availability of information resources and services in the Presidency libraries in Abuja is satisfactory.

Many of the librarians 7(46.7%) indicated that the intermediate stalls make considerable use of the library. 4(26.7%) of the staff responded that the senior stall makes use of the libraries, 3(20%) junior staff and 1(6.75%) top government officials. It was therefore concluded that the intermediate staff make most use of the libraries, while the top government officials make least use of the libraries in the Presidency.

Based on the above findings, recommendations have been proposed aimed at improving the resources and services of the libraries under investigation and other special libraries.

# CHAPTER ONE

## 1.0 INTRODUCTION

### 1.1 BACKGROUND TO THE STUDY

It is an indisputable fact that no society can exist without information. Information use is therefore necessary for the continual survival of man on earth. As society gets more complex, specialization becomes inevitable especially with the advent of the industrial revolution of the late 18<sup>th</sup> century. The knowledge explosion which started at the beginning of the second half of the 20<sup>th</sup> century has made information so complex and diffuse that the need for precise information by each sector of the society can not be over emphasized. It is in this vein that Pears (1951:76) saw the need for studies into the information use of different professionals as very essential believing that each sector has its needs distinct from the other. It is this need for instance which has made it necessary for each government department to have a special library attached to it, to cater for its special information needs. These needs vary from one government department to the other depending upon the aims and objectives of setting up the organization.

Prytherch (1987:338), defined a government library as one that is maintained out of central government funds. Government libraries, which are special libraries, normally fall into three broad groups.

- (i) National libraries, (ii) Departmental libraries and (iii) Libraries of research stations.

A special library according to Wasserman (1964:308) is an "information facility designed to provide access to specialized information to meet the needs of a special clientele". Strable (1975:1) gave the characteristics that distinguish special libraries from other libraries such as school, public and academic libraries. These characteristics include the following:

1. Special libraries are differentiated from other libraries by their diverse locations such as business, industrial organizations, government departmental libraries, banks, advertising agencies, publishing houses, mass media, societies etc.
2. Some are limited by subject scope, for example, Engineering, Chemistry, International relations, Agriculture, Aviation, Medicine etc.
3. The users are homogeneous in that they have a common subject interest.
4. They are generally small
5. They emphasize information function.

The definitions given above are fairly representative of the more general literature on the topic from around the world.

In general, the objectives of the special library and the development of a strategy to accomplish the objectives are determined by the objectives and purpose of the parent organization which established the library. The special library will simply be another department or unit that is working to accomplish the overall goals of the parent organisation.

To assist in the discharge of official duties might be the primary task of the special library. The size, holdings and information providing activities of the library will be dependent on the needs and financial possibilities of the parent organization. The collection will represent the interest of the entire organization and may be highly specialized.

Libraries are the backbone of any organization in which they are found. The libraries must be responsive to any organization they find themselves. The existence of libraries in government departments especially in the Presidency is inevitable, because these libraries help in the day-to-day activities of the various arms of the Presidency. Departmental libraries can therefore be defined as special libraries containing specific information relating to the parent organization which can not be easily found in general collections.

Government Officials use a variety of information sources such as newspapers, magazines, learned journals, books, monographs, in – house memoranda, indexing/abstracting services, conference proceedings, personal contacts, government documents, theses and dissertations (Aiyepku, 1989: 93). The information packages preferred by them also vary. These include full – length original documents, their summary, and their evaluative and descriptive reviews (Aiyepku, 1989: 103). The factors that enhance information utilization include (i) information presented to suit the particular needs of the government official (relevance) (ii) timely information presented in simple straightforward language (i.e. free of technical jargons as in theses and dissertations).

(iii) information which reduces the volume of reading done by the government official and (iv) information sources readily available.

Government officials including policy makers make use of information to achieve the objectives for which their organizations are set up. This position was supported by writers like Taring (1989:355), Dudinska (1989:355) and Davis (1974:35). Without the use of libraries for information, government officials are likely to experience distortions, risks and uncertainty in the discharge of their primary assignments. It is expected therefore that the information provided by libraries, particularly government libraries to government officials, would possess these characteristics.

## 1.2 STATEMENT OF THE PROBLEM

It would appear that very little has been written on the importance of Presidency libraries in Abuja and their use by government officials. Little data exists on the use of Presidency libraries in Abuja by government officials. Very few studies exist on the utilisation of information by government personnel in Nigeria. Aiyepku's (1989:103) study on the utilization of information in libraries by government officials revealed that a large proportion of the government officials surveyed reported using the National Library of Nigeria regularly or occasionally but a larger proportion reportedly used their departmental libraries more frequently. However, the findings did not tell us the extent to which government personnel in the Presidency, Abuja make use of departmental libraries probably because such libraries did not exist at that time. It

is against this background that the present study seeks to investigate the use of the resources of the Presidency libraries in Abuja by government officials, the services provided in the Presidency libraries, the type of information resources available in the Presidency Libraries in Abuja, the level of satisfaction of the government Personnel on the availability of information resources and services at the Presidency Libraries in Abuja and the category of government officials that make use of the Presidency libraries in Abuja.

### **1.3 RESEARCH QUESTIONS**

This study is being conducted to answer the following questions:

1. What types of information resources are available in the Presidency libraries in Abuja?
2. What use do Government officials make of the resources in the Presidency libraries in Abuja?
3. What services are provided in the Presidency libraries in Abuja?
4. What is the level of satisfaction by government officials on the availability of information resources and services.
5. Which category of government officials make use of the Presidency Libraries in Abuja?

### **1.4 OBJECTIVES OF THE STUDY**

The objectives of this study are:

1. To determine the types of information resources available in the Presidency Libraries in Abuja.
2. To find out the kind of use made of the resources in the Presidency libraries in Abuja.

3. To find out the type of services that are provided in the Presidency Libraries in Abuja.
4. To determine the level of satisfaction of government officials on the availability of information resources and services at the Presidency libraries in Abuja.
5. To determine the category of government officials that make use of the Presidency Libraries in Abuja.

#### **1.5 SIGNIFICANCE OF THE STUDY**

This study will create an awareness among government officials in the Presidency concerning the use and importance of Presidency Libraries.

Since little is known about the extent of use of Presidency Libraries by government officials, this will add to the literature on the use of Presidency libraries in Abuja under the present political dispensation.

This study will therefore be useful to future researchers on the use of libraries in general and Presidency libraries in particular.

#### **1.6 SCOPE AND DELIMITATION**

This study is aimed at examining the use of Presidency Libraries in Abuja by government officials. The study is delimited to government personnel who are registered users of seven selected libraries within the Presidency. These are the State House Library, National Assembly Library, Office of the Secretary to the Government of the Federation (SGF) Library, State Protocol Library, Office of the Establishment Library, Office of the Vice President Library and Police Affairs Library.

**OPERATIONAL DEFINITION OF TERMS**

- GOVERNMENT OFFICIALS** - In this study government officials and government personnel are used interchangeably to mean the same thing. Both refer to all registered library users in the Presidency.
- PRESIDENCY LIBRARIES** - Libraries attached to the various sections of the administrative arm of the office of the president.
- USE** - Activities involved in consulting library materials for assignments, private study and pleasure reading. It includes consulting reference materials, browsing of books, newspapers, magazines and periodicals. In the context of this study going to the library to visit the library staff or browsing the shelves is not regarded as use.

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### REVIEW OF RELATED LITERATURE

#### 2.1 INTRODUCTION

The study focuses on the use of government departmental libraries by government officials in the Presidency.

This chapter sets out to review the literature that are related to this study. "Literature search and subsequent review can be of value to researchers by helping them to regard their studies as contributions to a large topic of which the enquiry at hand is only a part rather than isolated or esoteric collection of facts". Busha and Harter (1980:93). The chapter is therefore organised into the following sub-headings: Library use studies, library resources and library services.

Literature on the use of special libraries will be reviewed because all government departmental libraries are special libraries, whose collection are highly specialized with a specialized clientele. Although the literature review will concentrate on use of special libraries, use studies carried out on libraries e.g. in University libraries will be examined.

According to the New Age Encyclopaedia (1981:533) a government departmental library is a collection of information materials, maintained by a corporation, association or governmental agency devoted to a special subject and offering specialised services to a specialised clientele.

## 2.2 LIBRARY USE STUDIES

### 2.21 FOREIGN STUDIES

Kent (1979) studied the use of library materials in the university of Pittsburgh. The objectives of the study were (i) geared towards improvement of acquisition decision (ii) relegation of materials to low-cost storage facilities, and (iii) finding alternatives to self-sufficiency or local ownership of library materials. Using the survey research method, data were gathered using (i) over the counter loan statistics, (ii) counting of books consulted and left unshelved, and (iii) direct observations of date labels on books to determine the extent of use made of individual volumes. The study found that 40% or 14,697 of the 36,869 volumes originally added to the Hilman collection in 1969 had never circulated externally during the first seven years on that library's shelves. It concluded that research libraries in general and the University of Pittsburgh in particular are spending too much money on books and periodicals that are little or never used at all. Compared with earlier studies, this study took into account books that were loaned out and those consulted and left unshelved. Its relationship to the present study lies in the fact that books were loaned out and consulted in the library.

In a similar study Stall (1966:20) in his book entitled "Special libraries and information bureaux" emphasized the importance of information to any organization whether public or private and advocated the establishment of special libraries in such organizations. He cited an

example of Central Electricity Generating Board with headquarters in London which attached such importance to libraries as a medium for communication in the organization. He went further to state that the library serves the whole of the system with centralized abstracting and translating services with small libraries and information units located at regional headquarters and at some of the larger power stations. His work is relevant to the present study because it is also investigating the use of government departmental library.

Another survey was conducted at Purdue University among 6,568 respondents to determine whether significant differences existed among uses made of the library by Faculty members, graduate and undergraduate students and other persons. Questionnaires were distributed to determine if these clientele were homogeneous with regards to their primary and secondary reasons for using the academic library. The patterns of use were found to be of significant difference among the various categories of clientele Rzasa and Moriarty (1970:403).

Government publications and their use by faculty members were examined in another user study at case Western Reserve University, where documents were housed in a separate collection of the Social Sciences and Humanities library. Data were collected by means of questionnaire distributed to a sample comprising one third of the Social Sciences and Humanities faculty. The questionnaire elicited information about the extent and frequency of use of government documents and related

bibliographical tools and the degree of user satisfaction with assistance provided by documents librarians. The response rate to the survey was 89%. Some 65% of the faculty members reported that they used government publications regardless of where the documents were located within the library. A low correlation was found between use of the general library and that of document collections. A majority of the respondents claimed that their use of the document collection was satisfactory. Professors who needed help with documents indicated satisfaction with library assistance. Investigators concluded that neglect of government publications by some faculty members appeared to be associated with lack of awareness of the library's resources. McGaghy and Purcell, (1972:2).

Orr (1973:106) undertook a study of a departmental library and made some assumptions which could be very useful in assessing the use of the library. He proposed that "other things being constant, that the capacity of a service increases as the resources devoted to it increase and that the total use will increase as capacity increases"

In another study conducted by Slater (1981:8) he undertook a study on the use and non-use of library and information services in commerce and industry. Library and information units are sources of information for the staff within the organisation. For heavy users they are obviously a primary source, but for non-users they are not. The first study of the non-use took a general look at the problem by questioning the heads of 173 information units. 32% of the sample reported substantial levels of

complete non-use by potential users of the service. This study also relates to the present one in terms of being a collection use study of government departmental libraries.

In another study conducted by Slater (1963:12) she observed that the precise location of an industrial library within a particular building complex is likely to exert considerable influence on amount of its use. The extent of library use is partly dependent on the distance between the library user's home or office. Goldhor (1972:371) in a study of the effect of library location on usage showed how a librarian might increase the use of a particular group of books by placing them in prime location. It therefore follows that if a library is located far away from user's residence, its use will be low. On the other hand proximity of the library to the user's residence is likely to maximise library use.

The data collected for the study has helped to give an insight into the attitudes of faculty students towards the library. The study is related to the present study in the sense that it is a user study of the use of a library.

A major reason why some libraries spend some time educating their users is to improve skill on library use. User education certainly has some effect on library use. Smith (1938:7) stated that "effective instruction should decrease the time which would have been wasted in bibliographic searching and reveal to the user many possibilities of locating needed information in the library". It therefore follows that failure on the part of the users to locate needed sources of information is partly due to lack of adequate user education.

Another study was conducted by Cambridge University's Management Research Unit to develop techniques to measure the use and effectiveness of library services. The study was concerned with the failure of readers to locate needed materials in three research libraries. Specifically, the following information was sought: (a) the proportion of books that readers failed to locate, and whether this proportion varied according to topics of materials and types of users (b) titles that were not usually available on shelves, and (c) causes of failures to locate books. Two data collection techniques were employed: (a) records of failures to locate needed books were prepared by library clientele (including details such as the following: Status of the user, subject area of the search, number of books located or not located, whether a substitute books was found, etc): and (b) randomly selected readers were interviewed as they left the library during certain periods of selected days. Although results differed somewhat among libraries, Urquhart and Schofield (1972:233) concluded that the collected data allowed librarians to establish priorities, to pinpoint areas and procedures in need of change, and to reassess the researchers as an attempt to determine how librarians can better meet demands through an awareness of the information seeking behaviour and problems of readers.

In another user study conducted by Nelson (1973:268) an attempt was made to measure faculty awareness of various reference services offered by libraries. The purpose of the study was to determine whether libraries informed constituencies of the availability of library reference services. A checklist which included 13 selected reference services was distributed to a randomly selected sample of 1,967 faculty

members at six state supported institutions (Sample size was 30% of the total population). All services on the checklist were offered by the libraries on a regular basis, and respondents were asked whether the services were available in their departmental libraries. The survey revealed that the typical faculty member was aware of less than half of the available services and that inter-library loan was the most widely recognised service. On the whole, faculty members were least familiar with the reference services whereby libraries would provide lists of information sources for specific courses. Academic rank and years of employment were found to be positively related to higher degrees of service awareness among faculty members. This study stressed the importance of publicising and promoting reference services. The study is related to the present study in the sense that it is a collection use study.

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## 2.2.2 LOCAL STUDIES

In a study conducted by Anku (1978:43) he made mention of the importance of library instruction while commenting on the outcome of the survey he conducted on the use of library. He said that "Instruction to library users on the use of library could lead to effective use of library materials".

Ochai (1977:17) in his study of the use of Kashim Ibrahim Library, Ahmadu Bello University Zaria, examined the adequacy or otherwise of the library collection in order to discover the problems encountered. Using the survey research method and questionnaires, interviews, and documentary evidence as instruments for data collection, he found that generally science books were borrowed more frequently than other groups of books, that there is a close

correlation between the number of books borrowed per day and the total number of books in each subject area. Some of the freshmen have not used a library catalogue before entering the university while half of these have no idea of what a library catalogue is. This study is related to the present one in terms of being a collection use study.

In a related study conducted by Musa (1987:24) on the use of Special libraries, the work revealed that “government and other special libraries and information services provide each user with the information he needs in a condensed form and at the time he needs it”. To satisfy users’ needs, the librarian must be acquainted with the relevant sources of information and also must understand his users’ information needs.

In a recent study conducted by Oguntamoni (1992) on the utilisation of the library of Civil Service Commission by its users namely the staff of the Civil Service Commission, questionnaires used to collect data indicated that while 200 or (98%) senior staff and 53 (or 98%) Junior staff generally use the library, only four (or 2%) senior staff and 1 (or 1.9%) junior staff did not use the library. The findings also showed that a majority of the respondents used government publications followed by journals, newspaper, and indexing and abstracting journals. Books were the least used. It was further revealed that a majority of the respondents did not find the library resources adequate for the discharge of their duties. Some 109 or (54.8%) senior staff indicated that the library resources were

inadequate for the discharge of their official duties while only 6 or (10.9%) senior staff reported that library information sources were adequate.

The study revealed that users of the library were generally dissatisfied with the library collection. Oguntamoni's study is directly related to the present study in that it is a collection use study of a government departmental library.

In a study of the use of the National Horticultural Research Institute Library, Adefolaju (1983:13), using questionnaire and interview as instruments for gathering data, found that 67% of the users often found answers to their enquiries whenever they visited the library while 33% indicated that they often called for assistance from library staff. Sixty one percent found the library collection satisfactory. The study showed that 39% of the users found the Library collection unsatisfactory. It is related to this study in that it is a collection use study of a departmental research library.

In a related development Aiyepoku (1989:103) conducted a study on the use and non-use of the National Library by government officials. He found out that Civil Servants regularly used in-house memoranda (69%), government documents (63.5%) and personal contacts (57.6%). Other sources used are newspapers and magazines (43%), books and monographs (47.7%), abstracting services (7.6%) and other sources (5.7%). These sources represent all possible types of information sources consulted by policy makers in the course of their official responsibilities. The pattern of the preferred information sources by government officials shows that they rely mostly on in-house memoranda and

government documents in the discharge of their official duties. This study is related to the present study in terms of being a collection use study.

Olanlokun (1983:3) surveyed the attitudes of Nigerian University faculty and students towards library use and service. He revealed that “there are differences in the frequency and use of the university library by the major users – faculty and students”. A majority of the faculty users tend to use the library once a week. A majority of the students use it daily. Journals and reference materials were prominently used. Also users would want to improve the quality of the library collections and other materials. A majority of the respondents found the librarians helpful in their research and other scholarly work. The library was used by students for their class assignments and research.

The data collected for the study has helped to give an insight into the attitudes of faculty students towards the library. The study is related to the present study in the sense that it is a user study of the use of a library.

### 2.3 **LIBRARY RESOURCES**

“Resource” as defined by the ALA Encyclopaedia of Library and Information Science (1976:360) applies to “anything, person, or action to which one turns for aid in time of need”. When applied to the library, resources are generally taken to mean the varieties of books and non-book materials, facilities, equipment and the manpower potentials of a given library. These are what constitute the necessary ingredients upon which the efficiency and effectiveness of the library performance will be based. For example books, journals, magazines,

newspapers, microfilm, microfiche slides, computers etc. are indispensable to the information services provision of a library. Ndubuisi (1989:15). Also if equipment like the shelves, reading tables and other physical structures and manpower needed are lacking, these will certainly affect the performance of the library adversely. Therefore a proper co-ordination of these various components of the library are essential for effective results. This is because they constitute the primary source of service provision to the library users.

Underscoring the great essence of resources in special libraries and information centres, Barr (1975) commended that every country with developed economics and technology which has an ambition to participate in the build up of the world's economic or multiplicity of subjects is compelled nowadays to establish a reliable information system that would exploit information source fully.

As important as resources might be in the library, access to the library materials remains extremely important. Gelfand (1986) maintained that "library materials and resources should be highly accessible and easily available for use by members of the organisation and users". Assistance in the retrieval of these resources should be available. Campbell (1973:13) felt that "the stock of a special library would often include books, periodicals, reports, pamphlets, standard and trade literature".

Gaver (1969:407) in Udeoji (1993:22) stated that the size of a special library collection depends upon the amount of materials available that is pertinent to the organization's special needs. These libraries were set up to achieve certain

objectives which include entertainment, education and enlightenment of the public serving that organisation. As an extension of the above Bogomi (1962:12) discussed the importance of acquiring materials that are relevant to the clientele in departmental libraries as this will encourage provision of information and hence improve library services. He reported that “the value of a library depends upon the information contents and the extent to which it can be efficiently used. These sources must be systematically selected bearing in mind the objectives and policy of a library. This is a step forward in the provision of effective and efficient library and information services.

Garba (1979:25) looked at the organisation of the resources and services of the polytechnic library, Bauchi. In doing this, he discussed the resources of the library and their organisation. He stated that “organised human effort is essential for a successful realisation of the desired goal of any organisation”. He went further to say that “this is necessary in libraries where library materials need to be organised for quick and easy retrieval”. This according to him will give room for effective library services. Even though Garba’s study was on college library, the problem is related to every other library including government departmental libraries.

In another study, Madaki (1992:32) emphasised the need for enough resources in a library in order to cater for the overall users of the library. In his research on the resources, organisation and services of Arewa House library, Kaduna, he affirmed that research can only be possible and efficient when there are enough sources of information in particular fields of study so as to avoid

duplication of research efforts and wastage of resources. The study has a direct agreement with this study because it emphasised the incorporation of the necessary resources of a library to enhance maximum satisfaction of the user's needs. Besides both evolved around special government departmental libraries.

Awoniyi (1977:23) made a co-operative study of the resources of the Central Bank of Nigeria library and other banks' libraries in Nigeria. Having compared the libraries, he then concluded that the missing factor is inadequate physical facilities and staff. This fact has a some bearing on the present study because it is a special library like the ones under study.

#### 2.4 LIBRARY SERVICES

Departmental Library collections and services are bound to differ from those of libraries of general interest. On factors militating against the provision of efficient services in departmental libraries especially judicial libraries in Nigeria, Ogbeide (1976:19) identified the problems as bureaucratic red-tapism, inadequate staffing, poor financing, lack of accommodation, unacceptability and apathy on the part of those for whom the library services were provided.

Still on problems of judicial libraries' services, Bronphy (1978:11) noted the sheer diversity of its users and their needs, the nature of the services provided and difficulties in assessing the benefits derived from these services.

Also worth mentioning in this review is the contribution made by Kurawa (1983:40) who wrote on the problems and prospects of the Kano high court library. In this work, the author enumerated eight main problems retarding the

progress of the library which are: (i) The organizational Structure (ii) Relationship between the library staff and the patrons. (iii) In adequate library collection (iv) Lack of book Selection policy (v) Lack of co-operation among the library staff (vi) Lack of proper arrangement of the library collection (vii) Lack of efficient readers services (viii) In sufficient library budget. She further explained that some of them require simple solutions. In the same vein Labon (1983:40) described her library as that which was threatened by problems such as acute shortage of staff, finance and lack of cataloguing materials, space and poor organization of some materials.

Utor (1988:14), writing on the "Introduction of reference services for special library users" says "Special libraries are concerned particularly with the detailed information within documents rather than instructing users on where to locate the documents". This is because librarians of special libraries need to anticipate the need of its users by knowing the subject interest and disseminating information without waiting for their requests.

Saha (1988:19), recognised the special library as the best answer to the need of special groups. His observation was based on the belief that the special library is the answer to the need for research in organizations, because the enquirer should be given the appropriate information needed. Asworth (1975:30), in contrasting special libraries with others, observed that "Special Libraries are established with the ultimate aim to exploit and harness specialised information for the benefit of the sponsoring organization. This implies that special libraries

are expected to make contributions commensurate with the cost expended in running them.

On the services aspect of special departmental libraries, Switzer (1988:1) stressed what is actually involved in the services concept "when talking about the departmental libraries". Accounting to him, probably the single most important aspect of services is a knowledge of the resources which contain the information needed. The Librarians must know what exists, where it is and how to use it and if the library does not have it, where it can be borrowed". He emphasized that departmental libraries' services which demand a knowledge of the system for which the libraries are established must be there without which the libraries will not be able to perform well.

Nedosa (1975:42) in his study of the "Present State and prospect of special library services in East Central State of Nigeria" gave an account of the historical development of the various special departmental libraries. In terms of approach of their services and management, he merely gave a sketching treatment of few of the services they offered, but never indicated elaborately on the pattern of information services. The study also covered the financial aspects of special libraries he attributed to poor financial backing. The slow rate of execution of policies and objectives.

Musiker (1970:20) observed that readers satisfaction is the ultimate goal of any library services. Yet many Libraries know relatively little about the ability to satisfy users' needs. We assume that most special library users find the libraries

helpful in connection with their duties, but have little factual information as to how successful they are finding what the library has to offer them.

Boon (1974:265) believes that every library exists chiefly to serve the needs of its community. He therefore feels that the overall evaluation of a library ought to be based mainly on how well it serves the needs of its clientele. The collections should in turn be tailored according to the stated objectives of the system that the library belongs. He suggested various methods by which a library collection could be measured such as compiling statistics on holdings, use and expenditure, obtaining opinions from regular users, checking standards and noting the relative use.

Afolabi (1997:26) argued that for effective library services, professionalism for satisfying library users demand is required . He wrote that “Library and information centres operations are largely characterised by challenging activities that require cognitive reasoning, the adaptation of positive attitudes and highly skilled professionals”. The study is related to the one under study largely because it also emphasised efficiency of library services to users.

In another study Womboh (1991:18) asserted that “in order to provide quick, efficient and convenient services to readers, it should be a priority of all libraries to adopt an up-to-date system for circulating materials”. This is also important to this study since it emphasised effective services to achieve learning.

Maidu (1994) substantiates on mutual co-operation of the library staff with users to render library services with ease and perfection. He wrote that “rude behaviours, evasive replies, gossiping and ignorance are sure to mar our image”.

This entails that a move to effective library services call for mutual respect, peaceful co-existence and co-operation between library staff and users.

Stressing the importance of libraries especially special departmental libraries, Udoh (1985), in a related study, stated that “Special libraries especially those with enough resources and organisational structures should encourage effective services to users as well as enhance the recognition of the library by many users”. She also observed that “learning and research without materials is like chewing nuts without teeth – if the nuts are chewed at all, they will never be well chewed”. Thus libraries with enough resources and materials are necessary ingredients in our institutions and organisations. This study is directly important to the one under study for because it looked at the library” resources and services as important tools for quality and efficient services provision in any organisation which is one of the major concerns of this research.

Rabi (1986:19), in a related development, stressed the importance of resources and services in libraries. She wrote that “well equipped and organised library with enough resources has a unique role to play in the development of our society”. She further pointed out that “for any kind of academic or special library to function properly and effectively, there has to be a proper management of resources and extension of effective services to users. The paper dealt largely on the roles of libraries in nation building and development. The study is important to the present investigation because it emphasises relevant library resources and effective services in special libraries.

In another study Makama (1984:17), in her evaluation study of the resources, services and organisation of departmental libraries, traced the historical background of Nigerian Army Museum library. She wrote that “any library which has the potentials in terms of resources, services and organisation will perform well in rendering services to users”. Makama’s study and the present study are related to some extent. Both emphasise the introduce of enough and organised library resources to satisfying users and thereafter up-holding the objectives to which the library was established. Both are also related in terms of being a study of library use and services.

The demand upon library information services is conditioned by users’ expectation of the libraries and librarian’s capabilities, Aguolu (1984:12). Udeoji (1990:23) in Nwali (1993:18) stated that the resources of any library can be maximally utilised through services germane to the parent institution.

In another study Blick (1982:79) conducted a study on the evaluation of services in libraries compared to external online data bases with an in-house information bulletin in the provision of a current awareness services to users. He found that the in-house bulletin performed significantly better both in terms of timeliness and the number of relevant items retrieved. This study is related to the present study in the sense that it is also a use study but differs from the present study in the sense that it was only concerned with the services aspect alone while the present study is on both use, resources and services.

## **2.5 SUMMARY**

The chapter reviewed the literature related to this study.

The review covered library use studies in both foreign and local environment, as well as the library resources and services of the government libraries . The analysis of the literature review has highlighted features of the libraries under study particularly as it relates to their use, resources and services.

The finding has helped to shape the focus of the study.

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**3.1 INTRODUCTION**

The purpose of this chapter is to outline the design of the research by describing the research method and the procedure adopted for conducting the study.

The chapter is organised into the following headings:

- (a) Research method
- (b) Population of the study
- (c) Sample libraries
- (d) Respondents Population and Sampling
- (e) Instruments for collecting data
- (f) Procedure for data collection
- (g) Procedure for analyzing data

**3.2 RESEARCH METHOD**

The research method adopted for this study is the survey research method. It was chosen because it is a method widely used for conducting studies involving a large population. Osuala (1993:180) explained that survey research method uses both large and small population by selecting and studying samples chosen from the population to discover the relative incidence, distribution and interrelations of sociological and psychological variables. Remarking along the same line, Daniel (1983) states that “the survey technique has the capacity of probing into a variety of perspectives and standards for comparison.

### 3.3 POPULATION OF THE STUDY

The population of this study are the (20) departments and extra-ministerial departmental libraries of the Presidency in Abuja. These are the Office of the Vice President's Library, Office of the secretary to the Government of the Federation Library, Office of the Establishment Library, State Protocol Library, State House Library, Police Affairs Library, National Assembly Library, National Planning Commission Library, National Institute for Policy and Strategies Studies Library, Nigeria Institute of International Affairs Library, Administrative Staff College of Nigeria Library, National Commission for Refugees Library, National Emergency Management Authority Library, National Economic Intelligence Committee Library, Salaries and Wages Commission Library, Code of Conduct Bureau Library, Public Complaint Commission Library, Nigerian National Merit Award Library, Independent National Electoral Commission Library and National Boundary Commission Library.

At the beginning of this research, the National Assembly was under the Presidency because the country was under the Military regime. Even now that the country is in a Civilian regime, the administrative arm of the National Assembly which is headed by the Clerk of the House is still under the Presidency. This is because the National Assembly Commission is yet to be inaugurated. The Administrative staff and the library staff are all Presidency staff. Therefore despite the fact that the country is under the Civilian regime, the National Assembly library is still within the scope of this study.

### **3.4 SAMPLE LIBRARIES**

Out of the 20 libraries, seven (7) representing 35% of the population of the libraries were chosen for the study. They are: Office of the Vice President's Library, Office of the Secretary to the Government of the Federation Library, Office of the Establishment Library, State House Library, Police Affairs Library, National Assembly Library and the State Protocol Library. The 7 selected for the study are the ones nearest to the corridor of power. The findings from these libraries can therefore be used for generalization.

### **3.5 RESPONDENTS' POPULATION AND SAMPLE**

In determining the sample size for the respondents, a cluster sampling technique was employed. 25% of each cluster was ear-marked for this study. This was to ensure a fair representation of the entire population.

According to Adetoro (1986:126), enough sample should be used to ensure representativeness. He further explained that, sample size depends on the nature of the population, acceptability of margin of error, availability of time and subjects.

The population of registered users is 9119 as indicated in the table below. 25% of each cluster was ear-marked for this study. A total of 2,276 subjects and all the 15 librarians from the departments were used for the study. This is about 25% of the entire registered users from all the 7 departments.

Table 3.1 Population and Sample

S/NO	ARM OF PRESIDENCY	TOTAL POPULATION	POPULATION OF REGISTERED USERS	RESPONDENTS SAMPLE SIZE	POPULATION OF LIBRARIANS
1.	Office of the Secretary to the Government of the Federation	2,520	1812	453	5
2.	Office of the Vice President	1,982	1416	354	2
3.	State House	1,710	1480	370	2
4.	Police Affairs Office	1,013	1612	403	1
5.	Office of the Establishment and Management Services	3,073	640	160	1
6.	State Protocol	2,150	1624	406	1
7.	National Assembly	1,850	520	130	3
	<b>TOTAL</b>		<b>9119</b>	<b>2,276</b>	<b>15</b>

**Population Source:** (1) Report of task force on staff audit in the Federal Public Service (Volume 1. Main Report) September, 1996.

(2) **The Legislature:** The Senate and House of Representatives: Abuja, National Assembly, 1999.

### 3.6 INSTRUMENT FOR COLLECTING DATA

The instrument for the collection of data in this research are questionnaires, interviews and observations. The questionnaire was formulated by the researcher based on the objectives and research questions of the study. Ndagi (1984:59) explained that the interview and questionnaire attempt to get the feelings, beliefs, experience or activities of respondents. In support, Campton et al

(1972:5) stated that "interviews are used when responses need to be probed or if respondents can not read or write".

Each respondents was given a questionnaire once to avoid duplication. This was confirmed by the researcher who asked the users to be sure they collected the questionnaire once only. Personal observation was also used for data collection.

Two sets of questionnaires were administered, one for the librarians and one for the users.

The questionnaire was divided into two (2) sections. Section 'A' was the demographic variables like gender, marital status, age range, and salary grade level of the subjects of study. Section 'B' dealt with the use of Presidency libraries in Abuja by government Personnel in terms of frequency of use of resources, the nature of the resources, preferred information packages used and reasons for using library, etc. Structured questions were used for the study.

## **.7 PROCEDURE FOR DATA COLLECTION**

The administration of the research instrument was done by the researcher in person in the presidency libraries. The researcher interviewed some government officials and librarians to complement information gathered through questionnaire. In addition personal observation was carried out by the researcher for further clarification.

### **3.8 PROCEDURE FOR ANALYSING DATA**

Data collected was analysed descriptively using frequency tables and percentages. The result of the analysis was used to answer the research questions. Percentages are considered most appropriate for analysing the data in the study. All available facts were analysed and from the available evidence, conclusions were drawn from the findings.

Analysis was carried out in the Ahmadu Bello University Computer centre using the Statistical Package for Social Sciences (SPSS).

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**4.0 ANALYSIS OF DATA AND INTERPRETATION OF FINDINGS.**

**4.1 INTRODUCTION:**

This chapter sets out to present the analysis and interpretations of the data collected in the course of conducting this research. The study, entitled "Use of Presidency Libraries in Abuja by Government Personnel," adopts the survey research method. Accordingly, the questionnaire served as the major data gathering instrument apart from the interview and personal observation. There were two sets of the questionnaire. One for the users and the other for the librarians.

**4.2 Response Rate**

Two thousand, two hundred and seventy-six (2,276) questionnaires were distributed to the users and 15 to the Librarians. All the two thousand, two hundred and seventy-six (2,276) copies of the questionnaire administered to the users and the 15 Librarians were returned representing (100%) response each. The reason for the achievement of 100% response rate by the researcher was because the researcher is based in Abuja and she was able to visit each of the 7 libraries personally to administer the questionnaires and collect the responses. This was done over a period of 3 weeks.

The returned questionnaires were thoroughly examined and analysed.

4.31 THE GENDER OF USERS OF PRESIDENCY LIBRARIES

The Researcher wanted to identify the gender of the Users of Presidency Libraries. This is presented in table 4.1 below:

TABLE 4.1 DISTRIBUTION OF USERS BY SEX

LIBRARY

X	OFFICE OF THE SCF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTABLISHMENT LIBRARY		NATIONAL ASSEMBLY LIBRARY		TOTAL PERCENTAGE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	GRAND TOTAL	% TOTAL
Male	262	57.8%	197	55.6%	231	62.3%	243	60.3%	86	53.8%	241	59.4%	74	56.9%	1,334	59%
Female	191	42.2%	157	44.4%	139	37.7%	160	39.7%	74	46.2%	165	40.6%	56	43.1%	942	41%
TOTAL	453	100%	354	100%	370	100%	403	100%	160	100%	406	100%	130	100%	2,276	100%

### **4.3 INTERPRETATION AND ANALYSIS OF USERS QUESTIONNAIRE**

#### **SECTION A**

Table 4.1 which examined the distribution of respondents by sex show that 1,334 (59%) are male. 942 (41%) are females. This shows that more male are registered as users in the Presidency Libraries. Though located in Abuja, the fact that more male than female are registered might not be unconnected with the world-wide trend where males are given more opportunities for education than females. It is not surprising therefore that more male are in a better position to register.

4.32 THE EDUCATIONAL QUALIFICATIONS OF RESPONDENTS

The Researcher wanted to find out the educational qualification of Presidency Library Users. This is presented in table 4.2 below:

TABLE 4.2 DISTRIBUTION OF RESPONDENTS BY EDUCATIONAL QUALIFICATIONS

TYPES OF LIBRARY

EDUCATIONAL QUALIFICATION	OFFICE OF THE SGF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTABLISHMENT LIBRARY		NATIONAL ASSEMBLY LIBRARY		GRAND TOTAL	TOTAL PERCENTAGE
	No	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
a. WASC	88	19.4%	55	15.5%	57	15.4%	79	19.6%	35	21.9%	82	20.2%	30	23.1%	426	18.7%
b. Diploma	64	14.1%	59	16.7%	64	17.3%	61	15.1%	49	30.6%	64	15.8%	44	33.8%	405	17.8%
c. HND	65	14.3%	47	13.3%	65	17.6%	58	14.4%	4	2.5%	51	12.6%	0	0%	290	10.3%
d. NCE	49	10.8%	38	10.7%	49	13.2%	49	12.2%	0	0%	49	12.1%	0	0%	234	10.3%
e. First Degree	134	29.6%	120	33.9%	103	27.8%	108	26.8%	40	25%	114	28.1%	33	25.4%	652	28.6%
f. Masters Degree	53	11.7%	35	9.9%	32	8.6%	48	11.9%	32	20%	46	11.3%	23	17.7%	269	11.8%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

Table 4.2 above shows that a majority 652 (28.7%) of the registered users of the libraries are first degree holders. This is followed by 426 (18.7%) who are WASC holders and 290 (12.7%) HND holders. The results therefore indicate that a majority of first degree holders register with the Presidency Libraries in Abuja. This is perhaps due to the importance of the Presidency being the nerve centre of the Nation's government activities. As a result highly qualified staff are recruited to work in the Presidency. Since highly qualified personnel are employed as workers, they are therefore poised to register more. The fact that a high percentage of WASC holders also register with the libraries is an indication that they register with the libraries to develop themselves to catch up with the modern trends.

Surprisingly the least registered users of the libraries are the Masters degree holders. This may be that the Masters degree holders are the highly placed personnel who find little or no time to go to the libraries due to their tight schedule.

4.33 AGE GROUP OF RESPONDENTS

The Researcher attempted to find out the age group of users of libraries in the Presidency. This is presented in table 4.3 below:

TABLE 4.3 DISTRIBUTION OF RESPONDENTS BY AGE GROUP

TYPES OF LIBRARY

AGE GROUP	OFFICE OF THE SGF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTAB. LIBRARY		NATIONAL ASSEMBLY LIBRARY		TOTAL GRAND TOTAL	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	Total	%
(a) Below 30 years	79	17.4%	52	14.7%	49	13.2%	73	18.1%	27	16.9%	73	18%	22	16.9%	275	16.5%
(b) 31-40 Years	271	59.8%	222	62.7%	244	65.9%	239	59.3%	66	41.3%	247	60.8%	57	43.8%	1346	59.1%
(c) 41-50 Years	74	16.3%	51	14.4%	52	14.1%	65	16.1%	48	30%	66	16.3%	35	26.9%	391	17.2%
(d) 51-60 and above	29	6.4%	29	8.2%	25	8.2%	26	6.5%	19	11.9%	20	4.9%	16	12.3%	164	7.2%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

The available data on table 4.3 reveals that a majority 1,346 (59.1%) of the respondents in the Presidency libraries are within the age group of 31 – 40 years. 375 (16.5%) below 30 years. The least is 164 (7.2%) who are 51-60 years and above. This shows that those in the middle ages in the Presidency register more with the libraries. This may not be unconnected to the fact that those at these ages are striving hard to improve themselves for career development. As a result they tend to register more with libraries to achieve their goals. The result also show that the least registered users are those within the age range of 51-60 and above. This may be because the population of personnel within this age range is generally few. Another reason could be that the personnel at this range are normally very top government officials who do not have the time to go to the library at all. It is normally found that the library needs of these category of government personnel are being attended to through the intermediate staff who are normally within the age range of 31-40 years.

4.34 WORKING EXPERIENCE OF RESPONDENTS

The Researcher wanted to find out the years of working experience of Presidency libraries Users. This is presented in table 4.4 below:

TABLE 4.4 DISTRIBUTION OF RESPONDENTS BY YEARS OF WORKING EXPERIENCE

TYPES OF LIBRARY

YEARS OF EXPERIENCE	OFFICE OF THE SGF LIBRARY	OFFICE OF THE VICE PRESIDENT	STATE HOUSE LIBRARY	STATE PROTOCOL LIBRARY	POLICE AFFAIRS LIBRARY	OFFICE OF ESTAB. LIBRARY	NATIONAL ASSEMBLY LIBRARY	TOTAL GRAND TOTAL	TOTAL PERCENTAGE %
1-5 Years	No. 36 % 7.9%	No. 26 % 7.3%	No. 16 % 4.3%	No. 30 % 7.4%	No. 7 % 4.4%	No. 30 % 7.4%	No. 2 % 1.5%	147	6.5%
6-10 Years	No. 312 % 68.9%	No. 237 % 66.9%	No. 272 % 73.2%	No. 282 % 70%	No. 113 % 70.6%	No. 302 % 74.4%	No. 101 % 77.7%	1618	71.1%
11-15 Years	No. 30 % 6.6%	No. 28 % 7.9%	No. 18 % 4.9%	No. 27 % 6.7%	No. 18 % 11.3%	No. 23 % 5.7%	No. 12 % 9.2%	156	6.9%
16-20 Years	No. 43 % 9.5%	No. 36 % 10.2%	No. 33 % 8.9%	No. 36 % 8.9%	No. 4 % 2.5%	No. 19 % 4.7%	No. 15 % 11.5%	171	7.5%
21 and Above	No. 32 % 7.1%	No. 27 % 7.6%	No. 32 % 8.6%	No. 28 % 6.9%	No. 18 % 11.3%	No. 32 % 7.9%	No. 0 % 0%	184	8.1%
<b>TOTAL</b>	<b>453</b> <b>100%</b>	<b>354</b> <b>100%</b>	<b>370</b> <b>100%</b>	<b>403</b> <b>100%</b>	<b>160</b> <b>100%</b>	<b>406</b> <b>100%</b>	<b>130</b> <b>100%</b>	<b>2,276</b>	<b>100%</b>

Distribution of respondents by years of working experience in table 4.4 shows that a majority 1,618 (71.1%) worked for 6 –10 years of working experience, 184 (8.1%) are within 21 years and above of working experience. The least is 147 (6.5%) 1-5 years of working experience.

From the data available from all the libraries, it is clear that a majority of the government personnel who use the libraries at the Presidency are with the range of 6-11 years of working experience. This has confirmed the results of the responses on the age range of the respondents on table 4.3. The result showed that a majority of the users are within the age range of 31-40 years. This is so because normal graduates are within the age range of 25 and by the time they start work and have worked for about 6-11 years they are about the age of 31-40 years. This could therefore be the reason why the majority of the registered users fall within 6-11 years of working experience. This finding is further confirmed by the results of the findings on table 4.2 which revealed that the majority of the registered government personnel are first degree holders.

The results also show that the least registered in the Presidency libraries are those with 21 and above years of working experience. It is therefore not surprising because those with 21 and above years of working experience are normally very top civil servants who do not have time to go to the library and register.

4.35 TYPES OF RESOURCES IN THE PRESIDENCY LIBRARY

The Researcher wanted to identify the type of resources found in the Presidency Libraries. This is presented in table 4.5 below:

TABLE 4.5 TYPE OF RESOURCES IN THE PRESIDENCY LIBRARIES

TYPES OF LIBRARY

TYPE OF RESOURCES	OFFICE OF THE SGF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTAB. LIBRARY		NATIONAL ASSEMBLY LIBRARY		TOTAL GRAND TOTAL	TOTAL PERCENTAGE % TOTAL
	No	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%		
Books	118	26%	94	26.6%	109	29.5%	98	24.3%	24	15%	113	27.8%	19	14.6%	575	25.3%
Journals	74	16.3%	64	18.1%	41	11.1%	68	16.9%	10	6.3%	68	16.7%	5	3.8%	330	14.5%
Newspapers	55	12.1%	27	7.6%	50	13.5%	52	12.9%	50	31.3%	55	13.5%	50	38.5%	339	14.9%
Reports	91	20.1%	82	23.2%	69	18.6%	78	19.4%	48	30%	80	19.7%	41	31.5%	489	21.5%
Circulars	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Audio-Visual Materials	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Decrees	51	11.3%	40	11.3%	51	13.8%	51	12.7%	0	0%	51	12.6%	0	0%	244	10.7%
Laws	31	6.8%	28	7.9%	26	7%	27	6.7%	4	2.5%	12	3%	0	0%	128	5.6%
Government Publications	33	7.3%	19	5.4%	24	6.5%	29	7.2%	24	15%	27	6.7%	15	11.5%	171	7.5%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

## **SECTION B:**

### **USE OF PRESIDENCY LIBRARIES IN ABUJA BY GOVERNMENT OFFICIALS.**

major thrust of this study was to identify the type of the resources in the Presidency Libraries in Abuja. Such knowledge is useful in determining what improvements are needed in the collection.

The findings on the resources available in Presidency Libraries on table 4.5 revealed that a large number 575 (25.3%) of the information resources available are books. 489 (21.5%) reports, 339 (14.9%) Newspapers 330 (14.5%) Journals. The least available is 128 (5.6%) Laws of the Federation. It is surprising that laws of the federation are the least available information source in the Presidency libraries in Abuja. The National Assembly does not even have them. The situation is quite alarming as government the world over are guided by laws of their countries. Another surprising revelation of the findings is that government Circulars are also not available in all the libraries in the Presidency. Equally revealing is the fact that decrees are not available in the Police Affairs Library. This may be because the Police Affairs Office mostly deals with reports on Security issues and not decrees. It may also be because decrees are normally used by administrators and the Police are mostly concerned with national security.

From the responses gathered, the reasons may be attributed to the fact that books, panel reports, government publications and journals are more in number than any other information source.

This finding is similar to the findings of the research conducted by Mohammed (1993:43) on the "Use of Resources and Services of the Ministry of Justice Law Library, Minna". Her findings revealed that a majority (52%) of the resources available in the library were books.

#### 4.36 LEVEL OF USAGE OF PRESIDENCY LIBRARIES

The Researcher wanted to ascertain the level of usage of Presidency libraries. This is presented in table 4.6 below:

TABLE 4.6 USAGE OF THE PRESIDENCY LIBRARIES

##### TYPES OF LIBRARY

LEVEL OF USAGE	OFFICE OF THE SGF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTAB. LIBRARY		NATIONAL ASSEMBLY LIBRARY		TOTAL PERCENTAGE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	GRAND TOTAL	% TOTAL
(a) Very High	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
(b) High	199	43.9%	150	42.4%	168	45.4%	187	46.4%	84	52.5%	193	47.5%	74	56.9%	1,055	46.4%
(c) Moderate	55	12.6%	50	14.1%	48	13%	46	11.4%	29	18.1%	55	13.5%	26	20%	309	13.6%
(d) Low	29	6.4%	16	4.5%	21	5.7%	24	6%	21	13.1%	21	5.2%	19	14.6%	151	6.6%
(e) Very Low	38	8.4%	33	9.3%	22	5.9%	35	8.7%	22	13.8%	29	7.1%	11	8.5%	190	8.3%
(f) I don't use it all	132	29.1%	105	29.7%	111	30%	111	27.5%	4	2.5%	108	26.6%	0	0%	571	25.1%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

Table 4.6 which investigates the level of usage of the libraries in the Presidency, indicates that none of the users make very high use of the libraries. A majority of the users 1,055 (46.4%) indicated that they make high use of the libraries. 309 (13.6%) make moderate use of the libraries, 151 (6.6%) make low use, 190 (8.3%) make very low use, while 571 (25.1%) said they do not use the libraries at all. The overall results point to the fact that a relatively high use is made of the libraries in the Presidency. This may be because of the frequency of the organisation of Conferences and Workshops for public servants in the Federal capital by the Presidency. Most of the important dignitaries that are normally invited to give speeches come from the Presidency. This could be so because the responses on table 4.7 showed that a majority of the government personnel use the libraries for preparing speeches. However, from the data available, the Police Affairs Office and the National Assembly libraries have the highest number of respondents who said they make high use of the libraries. This shows that government personnel from these two libraries make the highest use of their departmental libraries as compared to other libraries in the Presidency. Surprisingly, in the office of the SGF library 132 (29.1%) of the respondents said they do not use the library at all. This was also true of 105 (29.75%) in the Office of the Vice President and 111 (27.5%) in the State Protocol library. This therefore shows that even though a high number of government personnel make use of the resources of these libraries, quite a good number of government personnel do not use the libraries at all. This may be because the collection of the libraries does not satisfy their needs.

4.37 REASONS FOR USING PRESIDENCY LIBRARIES

The Researcher wanted to identify the reasons for using Presidency Libraries by the government officials. This is presented in table 4.7 below:

TABLE 4.7 REASONS FOR USING THE PRESIDENCY LIBRARY

REASONS	TYPES OF LIBRARY										TOTAL PERCENTAGE	
	OFFICE OF THE SCF LIBRARY	OFFICE OF THE VICE PRESIDENT	STATE HOUSE LIBRARY	STATE PROTOCOL LIBRARY	POLICE AFFAIRS LIBRARY	OFFICE OF ESTAB. LIBRARY	NATIONAL ASSEMBLY LIBRARY	GRAND TOTAL	% TOTAL			
Discharge of normal routine Official duties	0	68	0	63	0	66	0	0	0	0.0%		
Private Reading	73	0	66	0	36	0	30	402	7.7%			
Budget Planning	0	0	61	0	0	4	0	0	0.0%			
Knowledge Update	61	44	0	61	0	61	0	288	12.7%			
Preparation for Meetings	7	7	4	5	4	0	3	34	1.5%			
To prepare a particular examination	0	0	0	0	0	10	0	0	0.0%			
To prepare for deliverance speech at conferences/workshops	259	200	207	226	88	229	74	1283	56.4%			
General browsing in order to find something that might be useful for any personal career development	0	0	19	0	13	0	0	0	0.0%			
Research	15	9	0	15	0	0	4	79	3.5%			
Reading for Recreation	38	26	13	33	19	36	19	190	8.3%			
<b>TOTAL</b>	<b>453</b>	<b>354</b>	<b>370</b>	<b>463</b>	<b>160</b>	<b>406</b>	<b>130</b>	<b>2,276</b>	<b>100%</b>			

This study aimed at finding out the kind of use made of the resources in the Presidency Libraries in Abuja. This awareness will help to determine the importance of the role played by the libraries to the parent organisations.

When the users were asked why they use the Presidency Libraries, data on table 4.7 revealed that a majority 1,283 (56.4%) of the respondents indicated that they use the library to prepare for delivering speeches at Conferences and workshops. 227 (10%) said they use it for knowledge update, 205 (9%) for private reading, and 184 (8.1) for recreation. Only 10 (2.5%) responded to using the library for a particular examination in the Office of the Establishment. 30 (1.4%) use the libraries for preparation for meetings. 43 (1.9) said they use the library for research. It is therefore clear from the data collected that the government personnel at the Presidency make most use of the libraries while preparing to deliver speeches. This could be due to the unique roles of the Offices in the Presidency being the administrative arm of the Office of the President. The findings therefore indicate that government personnel in the Presidency libraries do not use the libraries mainly for the discharge of their routine official duties.

Gaver (1969:407) in Udeoji (1993:22) stated that “the size of a special library collection depends upon the amount of materials available that is pertinent to the organization’s special needs. The responses gathered show that government personnel in the Presidency do not make use of the libraries for budget planning, knowledge update, preparation for meetings, exam purposes, general browsing and research. It is surprising that only 68 (19.2%) in the office

of the Vice President, 63 (15.6%) in the office of State Protocol, and 66 (16.3%) in the Establishment Office indicated using the libraries for the discharge of their normal routine duties. None of the respondents from the SGF library, State House Library, Police Affairs library and the National Assembly indicated using the libraries for discharge of official duties. This may be because these offices are mostly concerned with outdoor activities like public functions being close to the President. Another revelation of the findings is that only 19 (5.1%) in the state House Library and 13 (8.1%) in the Police Affairs Library indicated using the libraries for general browsing. This perhaps could be due to their tight schedule. The findings of this research negate some of the findings of the research conducted by Aiyepku (1989:83) on "The Perception and Utilization of information by policy makers in Nigeria". His findings revealed that "Policy makers strongly use libraries to browse, to keep up with new knowledge and to locate specific publications.

4.38 SERVICES OF PRESIDENCY LIBRARIES

The Researcher wanted to identify the services provided by Presidency Libraries. This is presented in table 4.8 below:

TABLE 4.8 THE SERVICES PROVIDED BY THE PRESIDENCY LIBRARIES

SERVICES PROVIDED	OFFICE OF THE SCF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTAB. LIBRARY		NATIONAL ASSEMBLY LIBRARY		TOTAL PERCENTAGE	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	GRAND TOTAL	% TOTAL
Lending Services	145	32%	133	37.6%	151	40.8%	135	33.5%	83	51.9%	139	34.2%	74	56.9%	860	37.8%
Reference Services	0	0%	78	22%	71	19.2%	0	0%	0	0%	0	0%	0	0%	149	6.5%
Bibliographic Services	93	20.5%	44	12.4%	59	15.9%	87	21.6%	1	.6%	93	22.9%	0	0%	377	16.6%
Inter-Library Loan	42	9.3%	31	8.8%	30	8.1%	37	9.2%	25	15.6%	35	8.6%	16	12.3%	216	9.5%
Indexing Services	68	9.3%	0	0%	0	0%	51	12.7%	4	2.5%	44	10.8%	0	0%	167	7.3%
Abstracting Services	105	15%	0	0%	0	0%	93	23.1%	47	29.4%	95	23.4%	40	12.3%	380	16.7%
Selective Dissemination of Information	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Translation Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Photocopying Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Current Awareness Services	0	0%	68	19.2%	59	15.9%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Fax Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
Telephone Services	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.0%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

Another objective of this study was to find out the type of services provided in the Presidency Libraries in Abuja. This will help to identify the type of services available and those that are needed for improvement.

The findings on table 4.8 shows that 860 (37.8%) of the users said the library provides lending services, 380 (16.7%) Abstracting services, 377 (16.6%) Bibliographic services, 216 (9.5%) inter-library loan services, 127 (5.6%) current awareness services. The figures show that none of the libraries offers selective dissemination of information, translation, photocopying, fax and telephone services. This could be attributed to the fact that the Presidency i.e the parent organisation is not a revenue generating establishment but a public service organisation. As a result, the departmental libraries are not expected to generate income from such services and such services are not normally provided free of charge. Another reason could be that such services are already available elsewhere in the Presidency like in their personal offices.

The figures also reveal that reference services are only rendered in the Office of the Vice President and the State House libraries. This could be because of the calibre of the government personnel in those office. In addition to that, the nearness of these offices to the President of the Federation also warrants reference queries to the libraries as such the librarians are forced to provide the service. Lending services appear to be prevalent in all the libraries in the Presidency. This could not be unconnected the fact that lending service is the most popular and oldest service in any library. Another reason could be that the users may not have enough time to sit down and consult materials in the library due to their tight

schedule. Surprisingly current awareness service is only provided in the Office of the Vice President library and the State House Library among all the other libraries. This could be because of the sensitivity of these offices. Another reason could be that new books and journals are purchased in these libraries compared to the others. This could also be due to the calibre of government personnel in these offices.

From the data available, one can therefore conclude that the Presidency libraries provide lending, reference, bibliographic, Inter-library loan, indexing and abstracting services. The findings of this research is similar to that of Abubakar (1992:69), on “The Utilization of Media Library Resources and Services by Journalists in Kaduna”. His findings revealed that book lending services are more compared to other services.

4.39 SERVICES PREFERRED BY PRESIDENCY LIBRARIES' USERS

The Researcher wanted to identify the services preferred by the government officials in the Presidency Libraries. This is presented in table 4.9 below:

TABLE 4.9 THE SERVICES PREFERRED BY THE USERS OF THE PRESIDENCY LIBRARIES

SERVICES PREFERRED	TYPES OF LIBRARY																TOTAL PERCENTAGE	
	OFFICE OF THE SCOT LIBRARY	OFFICE OF THE VICE PRESIDENT	STATE HOUSE LIBRARY	STATE PROTOCOL LIBRARY	POLICE AFFAIRS LIBRARY	OFFICE OF ESTAB. LIBRARY	NATIONAL ASSEMBLY LIBRARY	GRAND TOTAL	% TOTAL									
Lending Services	No. 182	No. 133	No. 151	No. 170	No. 84	No. 176	No. 74	No. 970	42.6%									
Reference Services	% 40.2%	% 37.6%	% 40.8%	% 42.2%	% 52.5%	% 43.3%	% 56.9%	523	23.0%									
Bibliographic Services	% 21.4%	% 22%	% 19.2%	% 21.8%	% 38%	% 19.7%	% 36.9%	523	23.0%									
Inter-Library Loan	No. 59	No. 44	No. 0	No. 54	No. 0	No. 59	No. 0	216	9.5%									
Indexing Services	% 13%	% 12.4%	% 0%	% 13.4%	% 0%	% 14.5%	% 0%	216	9.5%									
Abstracting Services	No. 35	No. 31	No. 30	No. 27	No. 11	No. 35	No. 8	177	7.8%									
Selective Dissemination of Information Services	% 7.7%	% 8.8%	% 8.1%	% 6.7%	% 6.9%	% 8.6%	% 6.2%	177	7.8%									
Translation Services	No. 0	No. 0	No. 0	No. 0	No. 0	No. 0	No. 0	0	0.0%									
Current Awareness Services	% 0%	% 0%	% 0%	% 0%	% 0%	% 0%	% 0%	0	0.0%									
Tax Services	No. 80	No. 68	No. 59	No. 0	No. 0	No. 0	No. 0	0	0.0%									
Photocopying Services	% 17.7%	% 19.2%	% 15.9%	% 0%	% 2.5%	% 13.8%	% 0%	183	8.0%									
Telephone Services	No. 0	No. 0	No. 0	No. 0	No. 0	No. 0	No. 0	0	0.0%									
TOTAL	No. 453	No. 354	No. 370	No. 403	No. 160	No. 406	No. 130	No. 2,276	100%									

Table 4.9 which is related in a way to Research Question 3, sought to find out the services preferred by users in the Presidency libraries in Abuja.

The findings reveal that a majority 970 (42.6%) prefer lending services. This was followed by 523 (23%) who said they prefer reference services, 216 (9.5%) bibliographic services, 177 (7.8%) Inter library loan services, 207 (9.1%) current awareness services and 183 (8%) selective dissemination of information services. The reason for the preference of lending services is that sitting spaces are just inadequate. Another reason is that government personnel do not usually have time to sit down and read in the libraries. This was gathered by the researcher during the interview conducted round the libraries. These findings are similar to those of Garba (1991:109), on “the Use of Some Selected Government Secondary School Libraries in Sokoto”. The findings of the research revealed that a majority of the users did not like using the libraries due to insufficient reading chairs and tables. In addition to lending services, reference, bibliographic, inter-library loan services are also preferred by the library users in the Presidency. *Librarians must therefore strive to offer them.*

Amazingly, bibliographic services are not offered in the State House library, Police Affairs Library and the National Assembly libraries. This could be due to the nature of activities going on in these offices as such they prefer other services to it. Another surprising revelation of this finding is that indexing, abstracting, translation, fax, telephone and photocopying services are not preferred in all the libraries in the Presidency. Perhaps it could be that some of these services are available in their individual offices as such they do not prefer

having same services in the libraries. Current awareness services is preferred by only users in the Office of the SGF, Office of the Vice President and the State House libraries. It could be that these libraries acquire current materials as such the government personnel want to be informed of the new arrivals.

KASHIM IBRAHIM LIBRARY

4.40 LEVEL OF SATISFACTION ON THE AVAILABILITY OF INFORMATION RESOURCES AND SERVICES IN THE PRESIDENCY LIBRARIES

The Researcher wanted to determine the level of satisfaction on the availability of information resources and services of the Presidency library users. This is presented in table 4.10 below:

TABLE 4.10 THE LEVEL OF SATISFACTION ON THE AVAILABILITY OF INFORMATION RESOURCES AND SERVICES IN THE PRESIDENCY LIBRARIES

LEVEL OF SATISFACTION	TYPES OF LIBRARY														GRAND TOTAL	% TOTAL
	OFFICE OF THE SCF LIBRARY	OFFICE OF THE VICE PRESIDENT	STATE HOUSE LIBRARY	STATE PROTOCOL LIBRARY	POLICE AFFAIRS LIBRARY	OFFICE OF STATE ESTAB. LIBRARY	NATIONAL ASSEMBLY LIBRARY									
Very Satisfactory	No. 105	% 23.2%	No. 83	% 23.4%	No. 78	% 21.1%	No. 93	% 23.1%	No. 64	% 40%	No. 92	% 27.7%	No. 56	% 43.1%	571	25.1%
Satisfactory	No. 243	% 54.1%	No. 181	% 51.1%	No. 214	% 57.8%	No. 226	% 56.1%	No. 84	% 52.5%	No. 239	% 58.9%	No. 74	% 56.9%	1263	55.5%
Just Satisfactory	No. 93	% 20.5%	No. 81	% 22.9%	No. 70	% 18.9%	No. 74	% 18.4%	No. 4	% 2.5%	No. 69	% 17%	No. 0	% 0%	391	17.2%
Not Satisfactory	No. 10	% 2.2%	No. 9	% 2.5%	No. 8	% 2.2%	No. 10	% 2.5%	No. 8	% 5%	No. 6	% 1.5%	No. 0	% 0%	51	2.2%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

This study also aimed at determining the user's level of satisfaction on the availability of information resources and services in the Presidency Libraries in Abuja. A knowledge of this will in no small measure let both the librarians and the governing authority know the extent of improvement that is required in the libraries for better services. Responses gathered from the users show that, 571 (25.1%) of the respondents said that the services are very satisfactory, 1,263 (55.5%) Satisfactory, 391 (17.2%) just satisfactory, only 51 (2.2%) of the respondents said the services are not satisfactory. None of the respondents from the National Assembly library said the services are just satisfactory or not satisfactory. This indicates that the users of the National Assembly library are generally satisfied with the availability of information resources and services provided in the library. This may be because the National Assembly is the present day seat of power, as such a lot of money is voted to the library which enables the library to provide better services. Another reason as gleaned from the interview may be that the librarians normally posted to man the libraries in such offices are senior and hardworking librarians.

The results of the findings also show that only few respondents from all the libraries said their level of satisfaction on the availability of information resources and services in the Presidency libraries is generally satisfactory. This is not surprising. It may be because the Presidency is the centre of the Civil Service of the Federation. Special attention is therefore given to the libraries. The findings of this research are similar to that of Adefolaju (1983:13) on "The Use of the

National Horticultural Research Institute Library". His findings revealed that (61%) of the respondents said they found the collection of the library satisfactory.

#### 4.41 PROBLEMS AFFECTING THE PROVISION OF LIBRARY SERVICES IN THE PRESIDENCY

The Researcher wanted to identify the various problems affecting the effective provision of library services in the Presidency. This is presented in table 4.11 below:

TABLE 4.11 THE PROBLEMS AFFECTING THE PROVISION OF LIBRARY SERVICES IN THE PRESIDENCY

PROBLEMS	OFFICE OF THE SGF LIBRARY		OFFICE OF THE VICE PRESIDENT		STATE HOUSE LIBRARY		STATE PROTOCOL LIBRARY		POLICE AFFAIRS LIBRARY		OFFICE OF ESTAB. LIBRARY		NATIONAL ASSEMBLY LIBRARY		TOTAL PERCENTAGE	
	No	%	No	%	No.	%	No.	%	No.	%	No.	%	No.	%	GRAND TOTAL	% TOTAL
Inadequate Funds	103	22.7%	64	18.1%	67	18.1%	95	23.6%	45	28.1%	95	23.4%	40	30.8%	509	22.4%
Lack of Qualified Library Staff	33	7.3%	25	7.1%	28	7.6%	28	6.9%	4	2.5%	11	2.7%	0	0%	129	5.7%
Outdated Library Materials	119	26.3%	110	31.1%	93	25.1%	98	24.3%	44	27.5%	109	26.8%	37	28.5%	610	26.8%
Lack of Modern Technological Equipments	198	43.7%	155	43.8%	182	45.2%	182	45.2%	67	41.9%	191	47%	53	40.8%	1028	45.2%
All of the above	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>TOTAL</b>	<b>453</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>403</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>406</b>	<b>100%</b>	<b>130</b>	<b>100%</b>	<b>2,276</b>	<b>100%</b>

When the users were asked of the problems affecting the effective provision of library services in the Presidency Libraries in Abuja. The data collected from their responses revealed that a majority 1,028 (45.2%) of the users said there is lack of modern technological equipment. 610 (26.8%) responded to outdatedness of library materials. 509 (22.4%) inadequate funds, 129 (5.7%) said lack of qualified library staff. None of the users from all the libraries indicated having all the problems in a particular library.

From the responses gathered, it is clear that lack of modern technological equipment is the major problem affecting all the libraries in the Presidency. This situation was confirmed during the interview and personal observation of the libraries. It was observed that none of the libraries is computerised. Not only computerization but other modern technological equipment like fax machines, photocopiers, scanners are not available. The situation is quite alarming for libraries of this calibre not to have these modern technological equipment. The problem may be due to the non-challant attitude of the parent organizations and may be that of the librarians as well. Some librarians do not involve themselves in the local politics of the parent organizations to win the approval of the chief executives. The available data also revealed that only 4 (2.5%) of the respondents in the Police Affairs library said the library lacks qualified staff. This indicates that even if there is the problem of staffing in the Police Affairs Office, the situation is not so bad.

None of the respondents in the National Assembly library indicated unqualified staffing as a problem. This has confirmed the findings on the level of

satisfaction on the availability of information resources and services on table 4.9, in which about (50%) of the respondents said the availability of information resources and services in the National Assembly is very satisfactory.

Inadequate funding of the libraries is another problem that cuts across all the libraries in the Presidency. This may be because normally the money given to the libraries are not always enough. The money may be there but it may not be sufficient enough to solve the problems.



The responses gathered from the users on measures to be taken to improve library services in the Presidency on table 4.12 revealed that, 428 (18.8%) suggested adequate funding for the libraries. This may be because funds is required for effective management. 230 (10.1%) suggested training and retraining of library staff. Better services always come from a well trained staff and even if well trained they need to keep in touch with modern developments. 312 (13.7%) suggested the acquisition of modern technological equipment. This is a fact because without modern technological equipment, the provision of effective services becomes difficult. None of the users from all the libraries suggested the employment of more junior and para-professional staff in the libraries. This indicates that the libraries have enough of this category of staff. Surprisingly in the offices of the Vice President, and State Protocol, none of the respondents suggested the employment of more professional staff. This shows that these offices have enough professional staff. This may be because of the sensitivity of the offices as such special attention is given to the staffing of those offices. Also in the office of the SGF, none of the respondents suggested adequate funding. This indicates that a lot of money is voted to the library, that is why the users feel it is adequate.

A majority of the users from all the libraries 1,097 (48.2%) suggested the acquisition of current books and journals to the libraries. This is an indication that all the libraries do not acquire expected volume of books and journals needed by the users. Even the few that subscribe to the books and journals may not be buying sufficient ones.

#### 4.43 INTERPRETATION AND ANALYSIS OF LIBRARIAN'S QUESTIONNAIRE

The Librarians' questionnaire also has Sections 'A' and 'B'. Section 'A' is designed to find out personal information about the librarians like sex, age group, years of working experience and educational qualification. Section 'B' deals with the Use of Presidency Libraries in Abuja by government personnel.

#### 4.44 The Gender of Librarians in the Presidency

The Researcher wanted to identify the gender of librarians in the Presidency. This is presented in table 4.13 below:

##### SECTION A:

**TABLE 4.13 DISTRIBUTION OF LIBRARIANS BY SEX**

<b>SEX</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
Male	9	60%
Female	6	40%
<b>Total</b>	<b>15</b>	<b>100%</b>

Table 4.13 above shows that there are both male and female librarians working in the Presidency libraries in Abuja. The data available shows that 9(60%) of the librarians are males and 6(40%) are females. This indicates that there are more male than the female librarians working in the Presidency. This may not be unconnected to the world wide trend of male having better opportunities for training and advancement than females. Most females especially girls in the African tradition are in many instances deprived of Western Education

and are often forced into early marriages. Some of the women, even if they are educated even up to tertiary level, are prevented from taking government appointments by their husbands. This findings is in conformity with that of the users on table 4.12 which also shows that there are more male registered with the libraries in the Presidency than the female.

#### **4.4.4 Educational Qualification of Librarians in the Presidency**

The Researcher wanted to find out the educational qualification of libraries in the Presidency. This is presented in table 4.14 below:

**TABLE 4.14 DISTRIBUTION OF LIBRARIANS BY EDUCATIONAL QUALIFICATION**

<b>EDUCATIONAL QUALIFICATION</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
(a) Diploma in Library Science	0	0%
(b) HND in Library Science	0	0%
(c) B.L.S.	9	60%
(d) M.L.S	6	40%
(e) M. Phil	0	0%
(f) PG Diploma in Lib. Science	0	0%
(g) Ph.D	0	0%
(h) D. Ed.	0	0%
(i) D.Sc.	0	0%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Data available on the distribution of librarians by educational qualification revealed that, 9(60%) of the librarians are B.L.S. holders, 6(40%) are M.L.S. holders. None of the librarians has other qualifications than B.L.S or M.L.S. This shows that a majority of the librarians in the Presidency are first degree holders followed by Masters degree holders. The figures therefore indicate that the Presidency employs trained librarians. This is an encouraging development in such libraries. The reason for this may be because of the calibre of government personnel that these libraries are serving. As such they lay emphasis on the employment of well trained librarians.

Okorie (1964:106) stated that “one of the problems in managing libraries is to find a cadre of dedicated qualified and experienced librarians to man the services and resources of a library”. He added that “the success of a library service largely depends on the interest, ability and suitability of the personnel”.

#### **4.46 Age Group of Librarians**

The Researcher wanted to determine the age group of Presidency library users.

This is presented in table 4.15 below:

**TABLE 4.15 DISTRIBUTION OF LIBRARIANS BY AGE GROUP**

<b>AGE GROUP</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
(a) Below 30 Years	0	0
(b) 31 – 40 years	10	66.7%
(c) 41- 50 years	5	33.3%
(d) 51 – 60 years and above	0	0%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Responses of the Librarians in table 4.14 above shows that none of the librarians is below 30years of age or 51-60 years and above. 10(66.7%) are within the age range of 31-40 years, 5(33.3%) are within 41-50 years of age.

That none of the librarians is below 30 years shows that the librarians in the Presidency are well matured and experienced. This is because for a librarian to obtain a degree in librarianship and be considered truly experienced, he/she must have passed the age of 30. And those that are within the age range of 51 – 60 years and above are almost retired. That is why there are no librarians within these age range in the Presidency.

A majority of the librarians were found to be within the ages range of 31-40 years and 41-50 years. This is so because these are the ages expected of a typical well trained and experienced librarian. The finding is therefore not surprising.

#### **4.4 Working Experience of Librarians**

The Researcher wanted to identify the years of working experience of librarians.

This is presented in table 4.16 below:

**TABLE 4.16 DISTRIBUTION OF LIBRARIANS BY YEARS OF WORKING EXPERIENCE**

<b>YEARS OF EXPERIENCE</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
(a) 1 – 5 Years	0	0%
(b) 6 – 10 years	9	60%
(c) 11- 15 years	3	20%
(d) 16 – 20 years	3	20%
(e) 21 years and above	0	0%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

The distribution of librarians by years of working experience shows that none of the librarians in the Presidency libraries has less than 1-5 years working experience. This may be so because the data obtained in table 4.14 on the distribution of libraries by age group shows that a majority of the librarians are within the age range of 31 – 40 years and 41- 50 years of age. Ideally for a librarian to be trained and truly experienced, he or she must have passed the range of 1-5 years of working experience in the service. The figures also show that a majority 9(60%) of the librarians have 6-10 years of working experience. 3(20%) 11-15 years of working experience, 3(20%) 16 – 20 years of working experience. This therefore shows that there are Senior Librarians working in the Presidency libraries. The reason for this may be because of the importance and position of the Presidency as the Centre of the civil service of the Federation and the calibre of government personnel they are serving. Since the office is a very sensitive one, Senior and experienced librarians are the ones normally posted to man the libraries.

## SECTION B

### USE OF PRESIDENCY LIBRARIES IN ABUJA BY GOVERNMENT OFFICIALS.

#### 4.48 Type of Resources in Presidency Libraries

The Researcher wanted to identify the type of resources available in Presidency libraries. This is presented in table 4.17 below:

**TABLE 4.17 TYPE OF RESOURCES IN THE PRESIDENCY LIBRARIES**

<b>TYPE OF RESOURCES</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
Books	9	60%
Journals	1	6.7%
Newspapers	2	13.3%
Reports	3	20%
Circulars	0	0%
Decrees	0	0%
Audio-Visual Materials	0	0%
Laws of the Federation	0	0%
Government Publications	0	0%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

To identify the type of resources in the Presidency libraries in Abuja, responses gathered from the librarians show that, a majority 9 (60%) said books are the information resources available. This shows that the responses of both the

librarians and the users are similar. The reason may be attributed to the fact that book resources are more in number than any other information source. These findings are similar to the findings of the research conducted by Mohammed (1993:43) on the "Use of Resources and Services of the Ministry of Justice Law Library, Minna. Her findings revealed that a majority (52%) of the resources available in the library were books.

1 (6.7%) of the librarians indicated the availability of Journals as one of the information resources available in the Presidency libraries. This may be because the Presidency is a public service Institution and not an academic institution. The use of journals may therefore not be so much. Another reason could be that the libraries do not have enough funds to subscribe to journals. This was indicated by the users on table 4.11 earlier as one of the problems affecting the effective provision of library services in the Presidency libraries. 2 (13.3%) of the librarians indicated the availability of Newspapers in the Presidency libraries. This shows that the Presidency libraries subscribe to Newspapers as newspapers tend to carry some vital information on government activities. 3 (20%) responded to the availability of Reports in the Presidency libraries. The reason may be because Reports are very important documents of the government. Reports are always being used by government officials for records and reference purposes.

None of the librarians indicated the availability of either circulars, Audio-Visual materials, laws of the federation, government publications and decrees. The responses are quite similar to that of the users in some instances, but in the case of government publications, decrees, and laws of the federation, the

responses of the librarians do not correspond with that of the users. Some of the users indicated the availability of laws of the federation, decrees and government publications.

This discrepancy in responses may be that the users do not know the library collection very well, because some important documents are normally hidden in the library and are only presented to users on special requests.

#### **4.48 Level of Usage of Presidency Libraries**

The Researcher wanted to determine the level of usage of presidency libraries.

This is presented in table 4.18 below:

**TABLE 4.18 USAGE OF THE PRESIDENCY LIBRARIES**

<b>LEVEL OF USAGE</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
(a) Very High	4	26.7%
(b) High	9	60%
(c) Moderate	0	0%
(d) Very Low	2	13%
(e) Low	0	0%
(f) I don't use it at all	0	0%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Investigating the level of usage of the libraries in the Presidency, the data gathered from the librarians responses show that, 4 (26.7%) of the librarians indicated that very high use is being made of the libraries in the Presidency. 9

(60%) high use. This response is similar to that of the users in which a majority of the users said they make high use of the resources of the Presidency libraries.

In the case of very high usage, none of the users indicated making very high use of the resources of the libraries in the Presidency. This shows that there is a contradiction between the users and the librarians responses on very high usage of the libraries. None of the librarians said moderate use is made of the resources of the libraries while 309 (13.6%) of the users said they make moderate use of the resources of the libraries. This may be because the librarians are looking at it from the technical point of view of usage of a library while the users do not see it along that line. None of the librarians indicated that the users make low use of the libraries or not using the libraries at all. But in the case of the users a few from all the libraries said they make low use of the libraries and some said they do not use the library at all. This difference in opinion may be because the librarians, being the heads of the libraries, do not want to admit the fact that the libraries are less used or not used at all. That might mean that they are not doing their jobs well or that the libraries are not utilised properly. However, from the responses gathered from both the librarians and the users one could conclude that high use is made of the resources of the libraries in the Presidency.

#### **4.19 Reasons for Using Presidency Libraries**

The Researcher wanted to know the various reasons for using presidency libraries by the government personnel. This is presented in table 4.19 below:

**TABLE 4.19 REASONS FOR USING THE LIBRARIES**

<b>REASONS</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
(a) Discharge of official duties	3	20%
(b) Private Reading	0	0%
(c) Budget Planning	0	0%
(d) Knowledge Update	0	0%
(e) Preparation for meetings	0	0%
(f) To prepare for particular exams	0	0%
(g) To prepare for delivering Speech at Conferences and Workshops	8	53.3%
(h) General Browsing in order to find something that might be useful for any personal career development	0	0%
(i) Research	0	0%
(j) Reading for recreation	4	26.7%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

In an attempt to find out the kind of use made of the resources in the Presidency libraries in Abuja. From the perspective of the librarians, the latter were asked why the government personnel use the libraries. 3 (20%) of the

librarians said government personnel use the libraries for the discharge of normal official duties. None of the librarians said the government personnel use the libraries for private reading, budget planning knowledge update, preparation for meetings, preparation for particular exams, general browsing or research. A majority of the librarians 8(53.3%) said the government personnel use the libraries for preparation of speeches at conferences and workshops. 4(26.7%) use the library for recreation purposes. The responses gathered from the librarians is therefore similar to that of the users themselves in which a majority 1,283 (56.4%) said they use the libraries for preparation of speeches. This could be due to the unique roles of the offices in the Presidency. They are the administrative arm of the office of the President. Most of the important dignitaries invited to deliver speeches at functions come from the Presidency.

Though none of the librarians indicated other uses of the libraries except for the preparation of speeches and the discharge of normal duties, some of the users indicated using the libraries for private reading, recreation, for the preparation of particular examinations and for meetings.

#### 4.51 Services of Presidency Libraries

The Researcher wanted to identify the type of services provided in Presidency libraries. This is presented in table 4.20 below:

**TABLE 4.20 SERVICES PROVIDED BY THE PRESIDENCY LIBRARIES**

<b>SERVICES PROVIDED</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
(a) Lending Services	5	33.3%
(b) Reference Services	1	6.7%
(c) Bibliographic Services	1	6.7%
(d) Inter-Library Loan Services	2	13.3%
(e) Indexing Services	0	0%
(f) Abstracting Services	0	0%
(g) Selective Dissemination of Information Services	2	13.3%
(h) Translation Services	0	0%
(i) Photocopying Services	4	26.7%
(j) Current Awareness Services	0	0%
(k) Fax Services	0	0%
(l) Telephone Services	0	0%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Another objective of this study was to find out the type of services provided in the Presidency libraries in Abuja. The data gathered from the librarians' responses revealed that a majority 5 (33.3%) of the librarians said they offer lending services to users. This findings is similar to the responses of the users on 4.8 in which a majority of the users

said lending services are provided in the Presidency libraries. The reason for the prevalence of lending services could be that the users may not have enough time to sit down and consult materials in the library owing to their tight schedules. Another reason could also be that lending services is the oldest and most popular library service among all others. Only 1 (6.7%) of the librarians responded for each of reference and bibliographic services. 2 (13.3%) responded to offering Inter-library loan services. 4 (26.7%) said they offer photocopying services. Surprisingly the responses from the users show that none of the libraries offers photocopying services. This indicates that there may be a problem somewhere. It may be that the photocopying services rendered are hardly known to users. The machines may be there for the purpose but the users may not be benefiting from them.

None of the librarians indicated offering Indexing services, abstracting services, translation services, current awareness services, fax or telephone services. This could be a lapse on the part of the librarians, because the libraries acquire current materials even if it is occasional. They should at least offer current awareness services to users. This area of lapse therefore needs to be improved. Even though none of the librarians indicated offering abstracting, current awareness services, some of the users indicated enjoying these services. There is therefore a contraction between the librarians and the users responses on these two services.

#### 4.52 Category of Users of Presidency Libraries

The Researcher wanted to identify the category of government officials that make use of the Presidency libraries. This is presented in table 4.21 below:

**TABLE 4.21: CATEGORIZING PRESIDENCY LIBRARY USERS**

<b>USERS BY CATEGORY</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
a) Top Government Officials	1	6.7%
b) Senior Staff	4	26.7%
c) Intermediate Staff	7	46.7%
d) Junior Staff	3	20%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Another reason for conducting this study was to determine the category of government Personnel that make use of the Presidency Libraries in Abuja. The results of the findings will unfold the category of government personnel that make most and least use of the libraries in the Presidency.

In analysing the librarians' responses, a majority of the librarians <sup>474834</sup> (46.7%) said the intermediate staff make most use of the library. 4(26.7%) that the Senior Staff make use of the library, 3 (20%) junior staff, and 1 (6.7%) top government officials. The findings therefore indicate that the intermediate staff make most use of the libraries in the Presidency. Followed by the senior staff. It also indicates that the top government officials make least use of the libraries in the Presidency. This may be because normally at all levels of government i.e federal, state or local government, most assignments are carried out by the intermediate and senior staff for the top government officials. The top government officials normally assign their subordinates to write speeches for them. They do

all sorts of administrative jobs for them. The top government officials are mostly concerned with decision taking. Another reason could also be that the intermediate staff use the libraries a lot because they want to improve themselves. The interview conducted round the libraries also confirmed the fact that many of the intermediate staff are undertaking courses in the University of Abuja under the distance learning programme. Some are registered with other institutions around the country to improve themselves.

#### 4.53 **Problems of Effective Provision of Library Services**

The Researcher wanted to identify the problems affecting the effective provision of library services from the point of view of the librarians. This is presented in table 4.22 below:

**TABLE 4.22 PROBLEMS HINDERING EFFECTIVE PROVISION OF LIBRARY SERVICES**

<b>PROBLEMS</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
a) Inadequate Funding	1	6.7%
b) Lack of qualified Staff	0	0%
c) Out dated library Materials	6	40%
d) Lack of modern technological equipments	5	33.3%
e) All of the above	3	20%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Responses from librarians on factors hindering the provision of effective library services in the Presidency show that, 1 (6.7%) indicated inadequate funding, 6 (40%) out-datedness of library materials, 5 (33.3%) lack of modern technological equipment and 3 (20%) noted that all the enumerated problems affect the effective provision of library services in the Presidency.

The responses of the librarians is similar to that of the users. This therefore indicates that the problems affecting the librarians also affects the users.

#### **4.54 Measures to Improve Library Services**

The Researcher wanted to identify the measures needed to be taken to improve library services in the Presidency from the point of view of the librarians. This is presented in table 4.23 below:

**TABLE 4.23 MEASURES TO IMPROVE LIBRARY SERVICES**

<b>MEASURES TO BE TAKEN</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
a) Adequate Funding	7	46.7%
b) Training and Re-training	1	6.7%
c) Employment of more Professional Staff	3	20%
d) Employment of more Para-professionals	1	6.7%
e) Employment of more Junior Staff	0	0%
f) Acquisition of modern Technological Equipments	2	13.3%
g) Acquisition of Current Books and Journals	1	6.7%
<b>TOTAL</b>	<b>15</b>	<b>100%</b>

Regarding measures to be taken to improve library services in the Presidency, a majority 7 (46.7%) of the librarians suggested adequate funding for the libraries. This may be because virtually almost every other problem revolves around funding. Factors like acquisition of books and journals, acquisition of modern technological equipment and training all require money. 1 (6.7%) suggested training and retraining of the library staff. For the librarians to be able to render effective service, they need to be trained and retrained in the modern day information service. 3 (20%) of the librarians suggested the employment of more professional staff. The need for more professional staff was confirmed during the interview and personal observation of the libraries. Some of the libraries have only one (1) professional librarian, they certainly need more helping hands for better services. None of the librarians suggested the employment of more junior staff. This may be because of the nature of the libraries being small in size serving only a limited clientele. They therefore do not require a large number of junior staff. 2 (13.3%) suggested the acquisition of modern technological equipment. 1 (6.7%) suggested the acquisition of current books and journals. Responses from the users also revealed that the libraries need more funding, the acquisition of current books and journals, the acquisition of modern technological equipment, staff training and employment of more professional staff. This therefore indicates that the librarians and the users have a common perception of the problems.

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Project. ABU, Zaria.

**SUMMARY, CONCLUSION AND RECOMMENDATION**

**5.1 INTRODUCTION**

This chapter encompasses a summary of the findings, recommendations and conclusion of the study. The study focused on the Use of Presidency Libraries in Abuja by government personnel in seven Presidency libraries. The libraries are the Secretary to the Government's Office Library, the Office of the Vice President's Library, the State House Library, the State Protocol Library, the Office of the Establishment Library, the Police Affairs Office Library and the National Assembly Library.

The objectives of this study are to determine the type of resources available in government libraries in the Presidency, to find out the kind of use made of the resources, the type of services that are provided, to determine the level of satisfaction of the government personnel on the availability of information resources and services, and to determine the category of government personnel that make use of departmental libraries in the Presidency, Abuja.

The study is generally aimed at creating awareness among government personnel in the Presidency concerning the use and importance of government libraries.

The research method adopted for this study is the survey research method. It was chosen because it is a method widely used for conducting studies involving a large population. The findings and interpretations were based on the information

collected from questionnaires filled by both the government personnel and the librarians as well as the interview conducted and personal observation.

## **5.2 Summary of Findings**

- (1) Arising from the analysis of data, the results of the study point to the following facts: that, books, reports, Journals, Newspapers, government publications are the main sources of information in the Presidency Libraries. Decrees are not available in the Police Affairs Library and the National Assembly Libraries. Government Circulars and Audio-visual materials are not also available in all the libraries in the Presidency.
  
- (2) A majority of the government personnel use the libraries for the preparation of speeches. A few of the respondents use the libraries for recreational and for research purposes. None of the respondents from the State House, Police Affairs and the Office of the Establishment uses the library for research. Only the personnel in the State House and the Police Affairs Libraries use the libraries for general browsing. Only 10 (2.5%) of the respondents in the Office of the Establishments library among all the 7 libraries use the library to prepare for specific examinations. A few respondents from the Office of the SGF, Office of the Vice President, State House, State Protocol, Police Affairs and the National Assembly libraries use the libraries for the preparation of meetings. Few respondents use the libraries for knowledge update in all the libraries except the National Assembly, State House and the Police Affairs

libraries. A few of the personnel in the SGF, State House, Police Affairs and the National Assembly libraries use the libraries for private reading. Nobody in the Office of the Vice President, the State Protocol and the Establishment Office libraries use the libraries for private reading. The Personnel in the Office of the Vice President, State Protocol and the Office of the Establishment libraries use the libraries for the discharge of routine duties. In the SGF, State House, Police Affairs and the National Assembly libraries nobody uses the libraries for discharge of routine duties.

- (3) On the services provided, lending and Inter-library loan services are the only ones rendered in all the 7 Presidency libraries. Reference Services is only offered in the Office of the Vice President and the State House libraries. Bibliographic services are offered in all the libraries except the National Assembly library. Indexing services are rendered in the SGF, State Protocol, Police Affairs and the Office of the Establishment libraries. Indexing services are not offered in the Office of the Vice President, State House and the National Assembly libraries. Abstracting Services obtains in the SGF, State Protocol, Police Affairs, Office of the Establishment and the National Assembly libraries. Abstracting Services are not provided in the Office of the Vice President and the State House libraries. Selective Dissemination of Information (SDI), Translation, Photocopying, Fax and Telephone are not provided in all the libraries. Current Awareness Services is only provided in the Office of the Vice President and the State House libraries.

- (4) A majority 1,263 (55.5%) of the respondents reported that the level of the availability of information resources and services in the Presidency libraries is satisfactory. 571 (25.1%) very satisfactory, 391 (17.2%) just satisfactory and only 51 (2.2%) said not satisfactory.
- (5) As for the category of government personnel that use the libraries, It was discovered that the intermediate staff make most use of the libraries in the Presidency, followed by the Senior Staff. The top government officials and the junior staff make least use of the libraries in the Presidency.
- (6) Both the librarians and government personnel enumerated a number of problems affecting the effective and efficient provision of library services in the Presidency. These include inadequate funding, lack of modern technological equipment and outdatedness of library materials. Staffing also affects all the libraries except the National Assembly library.

### 5.3 **Recommendations**

Based on the findings, the following recommendations are made:

1. The Government should provide enough funds to enable the librarians provide effective and efficient library services in the Presidency.
2. In addition to Government funding, these libraries should seek other means and ways of generating revenue internally or externally. This can be achieved through the following methods: (i) Photocopying Services (ii)

binding services (iii) Fines for overdue books (iv) occasional appeal funds and (v) fees on organised conferences.

3. The Librarians should be allowed to control the libraries' vote completely. This is because they are in a better position to utilise it for meaningful development of the libraries.
4. Modern technological equipment like computers should be provided in all the libraries.
5. Both the librarians and government personnel should be trained on how to use modern technological equipment.
6. Reference, bibliographic service, indexing and selective dissemination of information should be introduced in the National Assembly and the Offices of the Establishment libraries.
7. Current books and journals should be provided to the libraries.
8. More professional staff should be employed in the Offices of the SGF and the State Protocol libraries.
9. More para-professional staff should be employed in all the libraries except the National Assembly library.

#### 5.4 **Recommendation for further Studies**

This study examined "the Use of Presidency Libraries in Abuja by government personnel". A further study should be conducted on the Utilisation of information sources and services in the libraries of other ministries.

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## APPENDIX I

Department of Library & Information Science  
Faculty of Education  
Ahmadu Bello University  
Zaria.

Dear Respondent,

### QUESTIONNAIRE

I am conducting a study on "*The Use of Presidency Libraries in Abuja by Government Officials*", for my M.L.S. thesis. The attached copy of the questionnaire will provide data for the study.

I am requesting that you kindly complete the questionnaire to the best of your ability. All answers will be treated confidently and used for the purposes stated above.

You are expected to either tick from the alternative answers provided or fill in the spaces provided.

Thank you for your anticipated co-operation.

Sincerely yours,

*(Signed)*  
**Mrs. M. Sali**

**APPENDIX II**

**QUESTIONNAIRE FOR THE USERS**

**INSTRUCTION**

**PLEASE ANSWER EACH OF THE FOLLOWING QUESTIONS BY TICKING THE OPTION(S) WHICH BEST EXPRESSES YOUR FEELING.**

**SECTION A:**

**PERSONAL INFORMATION**

1. Sex: (a) Male  (b) Female

2. **EDUCATIONAL QUALIFICATION: (PLEASE TICK THE HIGHEST QUALIFICATION OBTAINED).**

- (a) WASC [ ]
- (b) Diploma [ ]
- (c) Higher National Diploma. [ ]
- (d) N.C.E [ ]
- (e) 1<sup>st</sup> Degree [ ]
- (f) M.L.S. [ ]
- (g) M. Phil [ ]
- (h) P G. Diploma [ ]
- (i) Ph. D [ ]
- (j) D. Ed. [ ]
- (k) D. Sc. [ ]
- (l) Others, (Please specify) .....

**3. AGE GROUP:**

- (a) Below 30 years [ ]
- (b) 31 – 40 years [ ]
- (c) 41 – 50 years [ ]
- (d) 51 – 60 years and above [ ]

**4. SALARY GRADE LEVEL:**

- (a) GL. 01 – 6 [ ]
- (b) GL. 07 – 13 [ ]
- (c) 14 and above [ ]

**5. WORKING EXPERIENCE IN THE ORGANISATION**

- (a) 1 – 5 years [ ]
- (b) 6 – 10 years [ ]
- (c) 11 – 15 years [ ]
- (d) 16 – 20 years [ ]
- (e) 21 years and above [ ]

**SECTION B:**

**USE OF PRESIDENCY LIBRARIES IN ABUJA BY GOVERNMENT OFFICIALS.**

**A. RESOURCES**

**1. WHAT CONSTITUTE THE LIBRARY COLLECTION?**

- (a) Books [ ]
- (b) Journals [ ]
- © Newspapers [ ]
- (d) Pamphlets [ ]
- (e) Reports [ ]
- (f) Circulars [ ]
- (g) Audiovisual Materials [ ]
- (h) Decrees [ ]
- (i) Laws of the Federation [ ]
- (j) Government Publications [ ]
- (k) Others, (please specify) [ ]

**2. WHAT IS YOUR LEVEL OF SATISFACTION ON THE AVAILABILITY OF INFORMATION RESOURCES IN THE LIBRARY GENERALLY?**

- (a) Very satisfactory [ ]
- (b) Satisfactory [ ]
- (c) Just Satisfactory [ ]
- (d) Not Satisfactory [ ]

**B. USE**

**1. WHAT ARE YOUR REASONS FOR USING THE LIBRARY?**

- (a) Discharge of official duties [ ]
- (b) Private reading [ ]
- © Budget Planning [ ]
- (d) Knowledge update [ ]
- (e) Preparation for meetings [ ]
- (f) To prepare for a particular examination [ ]
- (g) To prepare for delivering speech at  
Conferences or Workshop [ ]
- (h) General browsing in order to find  
Something that might be useful for any  
personal or career development [ ]
- (i) Research [ ]
- (j) Reading for recreation [ ]
- (k) Others, (please specify) .....

**2. HOW WOULD YOU DESCRIBE YOUR LEVEL OF USAGE OF THE LIBRARY?**

- (a) Very high [ ]
- (b) High [ ]
- © Moderate [ ]
- (d) Very Low [ ]
- (e) Low [ ]
- (f) I don't use it at all [ ]

**C. SERVICES**

**1. WHICH SERVICES DOES THE LIBRARY NORMALLY PROVIDE?  
(YOU MAY TICK MORE THAN ONE ANSWER)**

- (a) Lending Services [ ]
- (b) Reference Services [ ]
- © Bibliographic Services [ ]
- (d) Inter-Library Loan [ ]
- (e) Indexing Services [ ]
- (f) Abstracting Services [ ]
- (g) Selective Dissemination of Information  
Services (S.D.I.) [ ]
- (h) Translation Services [ ]
- (i) Current awareness services [ ]
- (j) Fax Services [ ]
- (k) Telephone Services [ ]
- (l) Photocopying Services [ ]
- (m) Other, (please specify) .....

**2. WHICH LIBRARY SERVICES DO YOU PREFER? (YOU MAY TICK  
MORE THAN ONE ANSWER)**

- (a) Lending Services [ ]
- (b) Reference Services [ ]
- © Bibliographic Services [ ]
- (d) Inter-Library Loan [ ]

- (e) Indexing Services [ ]
- (f) Abstracting Services [ ]
- (g) Selective Dissemination of Information Services (S.D.I.) [ ]
- (h) Translation Services [ ]
- (i) Current awareness services [ ]
- (j) Fax Services [ ]
- (k) Telephone Services [ ]
- (l) Photocopying Services [ ]
- (m) Other, (please specify) .....

**3. HOW WOULD YOU RATE SERVICES OF THIS LIBRARY GENERALLY?**

- (a) Excellent [ ]
- (b) Very good [ ]
- © Good [ ]
- (d) Fair [ ]
- (e) Poor [ ]
- (f) Very poor [ ]

**4. WHAT PROBLEMS DO YOU THINK AFFECT THE EFFECTIVE PROVISION OF THE LIBRARY SERVICES? (YOU MAY TICK MORE THAN ONE ANSWER)**

- (a) Inadequate funds [ ]
- (b) Lack of qualified Library Staff [ ]
- © Outdated library materials [ ]

(d) Lack of modern Technological equipments [    ]

(e) All of the above [    ]

(f) Other, (Please Specify) .....

**5. WHAT MEASURE(S) WILL YOU SUGGEST TO BE TAKEN TO IMPROVE THE LIBRARY SERVICES? (YOU MAY TICK MORE THAN ONE ANSWER)**

(a) Adequate funding [    ]

(b) Training and re-training of Library Staff [    ]

(c) Employment of more professional staff [    ]

(d) Acquisition of modern Technological equipment [    ]

(e) Employment of more para-professional staff [    ]

(f) Employment of more junior staff [    ]

(g) Acquisition of Current books/journals [    ]

(h) Other, (please specify).....

APPENDIX III

QUESTIONNAIRE FOR THE LIBRARIANS

**INSTRUCTION:**

**PLEASE TICK AS APPROPRIATE. MORE THAN ONE ANSWER MAY BE TICKED.**

**SECTION A:**

**PERSONAL INFORMATION OF RESPONDENTS**

1. Sex: (a) Male [ ] (b) Female [ ]
  
2. **EDUCATIONAL QUALIFICATION:** (Please tick the highest Qualification Obtained)
  - (a) Diploma in Library Science [ ]
  - (b) H. N. D. in Library Science [ ]
  - (c) B. L. S. [ ]
  - (d) M.L.S [ ]
  - (e) M. Phil [ ]
  - (f) PG Diploma in Library Science [ ]
  - (g) Ph. D [ ]
  - (h) D. Ed. [ ]
  - (i) D. Sc. [ ]
  - (j) Others, (Please specify) .....

**3. AGE GROUP:**

- (a) Below 30 years [ ]
- (b) 31 – 40 years [ ]
- © 41 – 50 years [ ]
- (d) 51 – 60 years and above [ ]

**4. SALARY GRADE LEVEL:**

- (a) GL 01 – 06 [ ]
- (b) GL 07 – 13 [ ]
- © GL 14 and above [ ]

**5. WORKING EXPERIENCE IN THE ORGANISATION**

- (a) 1 – 5 years [ ]
- (b) 6 – 10 years [ ]
- (c) 11 – 15 years [ ]
- (d) 16 – 20 years [ ]
- (e) 21 and above [ ]

**SECTION B:**

**USE OF GOVERNMENT LIBRARIES AT THE PRESIDENCY BY GOVERNMENT OFFICIALS.**

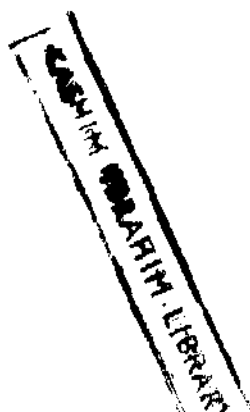
**A. USE**

**1. WHAT DO THE GOVERNMENT OFFICIALS USE THE LIBRARY FOR?**

- (a) Discharge of official duties [ ]
- (b) Private Reading [ ]
- © Budget Planning [ ]
- (d) Knowledge Update [ ]
- (e) Preparation for meetings [ ]
- (f) To prepare for a particular examination [ ]
- (g) To prepare for delivering speech at Conferences or Workshops [ ]
- (h) General Browsing in order to find something that might be useful for any personal or career development [ ]
- (i) Research [ ]
- (j) Reading for recreation [ ]
- (k) Other, (Please Specify) .....

**2. HOW OFTEN DO THE GOVERNMENT PERSONNEL MAKE USE OF THE LIBRARY?**

- (a) Regularly [ ]
- (b) Occasionally [ ]
- © Rarely [ ]
- (d) Never [ ]



**3. HOW WOULD YOU DESCRIBE THE LEVEL OF USAGE OF THE LIBRARY?**

- (a) Very high [ ]
- (b) High [ ]
- © Low [ ]
- (f) Very Low [ ]

**4. WHO ARE THE USERS OF YOUR LIBRARY MOST? (PLEASE RANK THE POINTS LISTED BELOW, 4 IS THE HIGHEST AND 1 IS THE LOWEST).**

- (a) Top Government officials [ ]
- (b) Senior Staff [ ]
- © Intermediate Staff [ ]
- (d) Junior Staff [ ]
- (e) All Categories [ ]

**B. RESOURCES:**

**1. WHAT CONSTITUTE YOUR LIBRARY COLLECTION?**

- (a) Books
- (b) Journals
- (c) Newspapers
- (d) Video Cassettes
- (e) Radio Recorder
- (e) Video Recorder
- (f) Circulars
- (g) Slides

- (h) Microfiche
- (i) Micro Reader
- (j) Laws of the Federation
- (k) Government Publications
- (l) Audio Visual Materials
- (m) Decrees
- (n) CD-ROM
- (o) CD-DISC
- (p) Gazettes
- (q) Panel Reports
- (r) Magazines
- (s) Computers

**C. SERVICES**

**1. WHICH SERVICES DO YOU NORMALLY OFFER TO YOUR CLIENTELE? (YOU MAY TICK MORE THAN ONE ANSWER)**

- (a) Lending Services [ ]
- (b) Reference Services [ ]
- © Bibliographic Services [ ]
- (d) Inter-Library loan [ ]
- (e) Indexing Services [ ]
- (f) Internet Services [ ]
- (g) Abstracting Services [ ]

- (h) Selective Dissemination of Information (S.D.I) [ ]
- (i) Photocopying Services [ ]
- (j) Fax Services [ ]
- (k) Current awareness Services [ ]
- (l) Translation Services [ ]
- (m) Telephone Services [ ]
- (n) Other, (Please Specify) .....

**2. WHICH SERVICES DO YOUR CLIENTELE PREFER MOST? (YOU MAY TICK MORE THAN ONE ANSWER)**

- (a) Lending Services [ ]
- (b) Reference Services [ ]
- (c) Bibliographic Services [ ]
- (d) Inter-Library loan [ ]
- (e) Indexing Services [ ]
- (f) Internet Services [ ]
- (g) Abstracting Services [ ]
- (h) Selective Dissemination of Information (S.D.I) [ ]
- (i) Photocopying Services [ ]
- (j) Fax Services [ ]
- (k) Current awareness Services [ ]
- (l) Translation Services [ ]
- (m) Telephone Services [ ]
- (n) Other, (Please Specify) .....

**3. WHICH PROBLEMS HINDER YOU FROM RENDERING EFFIENCE AND EFFECTIVE LIBRARY SERVICES TO YOUR CLIENTELE? (YOU MAY TICK MORE THAN ONE ANSWER)**

- (a) Inadequate Funds [ ]
- (b) Lack of qualified Library Staff [ ]
- © Outdated Library Materials [ ]
- (d) Lack of Modern Technological equipments [ ]
- (e) All of the above [ ]
- (f) Other, (Please Specify) .....

**4. WHAT MEASURE(S) WILL YOU SUGGEST TO BE TAKEN TO IMPROVE THE LIBRARY SERVICES? (YOU MAY TICK MORE THAN ONE ANSWER)**

- (a) Adequate funding [ ]
- (b) Training and re-training of Library Staff [ ]
- © Employment of more Professional Staff [ ]
- (d) Employment of more para-professional Staff [ ]
- (e) Employment of more junior staff [ ]
- (f) Acquisition of modern Technological equipments [ ]
- (g) Acquisition of current books/journals [ ]
- (h) Other, (please specify) .....