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A SURVEY OF DIPLOMA STUDENTS' UTILIZATION OF INDEXING AND ABSTRACTING SERVICES OF INSTITUTE OF EDUCATION LIBRARY, AHMADU BELLO UNIVERSITY, ZARIA

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The study investigated utilization of indexing and abstracting services of Institute of Education Library, Ahmadu Bello University, Zaria. A survey research design was used. Three research questions and two null hypotheses guided the study. A total number of fifty students 50(33.3%) were sampled out of one hundred and fifty students. A set of questionnaire with reliability consistency of 0.631 using Cronbach reliability alpha score and observation were used to collect the data. The data analysis was done using descriptive statistic (non-parametric Wilcoxon statistic). The two null hypotheses revealed variation of mean ranking on awareness (26.42) and purpose of use (16.17). The sum ranking for awareness (1030.50) and purpose of use (146.50) were observed. The finding indicated that Diploma students are aware of indexing and abstracting services but have problems in using the tools for their projects, assignments test, and examination purposes. Sequel to, the study concluded with the followings: The programme should emphasize the relevance of these tools for the students in their academic pursuit. Educate the students on the use of indexing and abstracting services to overcome their challenges.

KEYWORDS: Survey, Students, Utilization, Indexing, Abstracting, Services

Introduction

The most important aim of library, information or documentation centre is to facilitate and support users' access and acquire information to satisfy their information needs. In order to do that, the library acquires numerous kinds of resources and painstakingly organizes these resources to ease access, retrieval and even for storage. The library through the utilization of tools such as indexes and abstract to reveal the compositions, relevance and making users aware of various information carriers; especially books, serials and such like that the library holds. Aina (2003:204) reiterating the roles of information centres to satisfy clients pointed that "users are said to be satisfied when they are able to retrieve materials that matches their needs". This stresses the fact that the library that acquires

appropriate resources also needs to provide right channels for locating and access to match users' information needs. It is no longer news that, as the quantity of information resources expands, access and retrieval becomes tasking and the need to organize these resources becomes more pressing.

Library resources that are accessible are likely to be consulted, and can contribute to knowledge and support the advancement of research for the overall benefits of the scholarship and other endeavours. For instance, the diploma students in Library and Information Sciences of Institute of Education, Ahmadu Bello University, Zaria do carry out annotated bibliographic on different subjects as part of the requirement of their projects for the award of the diploma in Library and Information Science. The Institute of Education Library is strategic to the teaching, learning and research activities of students and staff. The library operates numerous services that are sensitive to the different categorization of the Institute's curriculum and pedagogic requirements which also inform the choices of acquiring periodicals and numerous types of resources containing typical subjects. One of such prominent and distinct services is the indexing and abstracting services which over the years availed students with information contained in the myriad of recorded resources acquired. Accordingly, Kinshuk Huang, Sampson and Chen (2013:7), "indexing and abstracting services by implication bring to knowledge reliable information resources by providing a bibliographic details which shows valuable research topics".

"Index is a systematic arrangement of list of literary works acquired giving sufficient bibliographic description about each item to enable it to be identified and traced" (Rowley, 2010: 10). An index does not provide the information one is seeking, but indicates where it can be obtained by regularly listing articles that appear in different periodicals. Therefore, any device(s) used for the purpose of tracing and identifying an item is an index. Johnson, Dodd-McCue, Tartaglia and McDaniel (2013: 201-202) enumerated the purpose of indexing and abstracting to include revealing core literature and the resources providing the optimistic coverage for the literature.

There are various types of indexes. They include: i. Alphabetic subject index: This enable references to be entered under subject term, cross references are usually used to aid researchers in locating subject terms. ii. Periodic index: It is an index for article of periodical literature such as journals, magazines and newspapers. iii. Citation index: This is an index of citation between publications allowing the users to easily establish which later documents cite with earlier documents. iv. Cataloguing index: This uses elements of the basic bibliographic records, for instance: author, corporate author, report number and contract

number. v. Keyword in Context (KWIC), Keyword out of Context (KWOC) and Keyword and Context (KWAC) indexes in which they keywords of a title or abstract appear as index term accompanied by contextual matter and keyed to a full citation (Lancaster, 2003:328; Brown, 2010:378).

Rowley (2010:10) sees abstract as a “brief statement or summary of the key points in an article in a book, journal, research paper, thesis, conference proceeding and other academic or legal document”. With the understanding of this definition, we can deduce that, the primary purpose of an abstract is to facilitate selection of documents, which give an idea of the main content of the work. Abstract like all summaries cover the main points of piece of work. Normally, abstracts are typically 150 to 250 words of the main content of document. There are different types of abstracts: (i.) Indicative abstracts: Announces the existence of a publication and allow readers to decide whether they want to see the original. (ii.) Informative abstract: Provides substantive materials from the original publication, sometimes with the purpose of substituting for the original. (iii.) Critical abstract: Review and evaluate the contents of a publication.

Aina (2003:212) stressed that “index provides access to documents through index terms”; abstract does the same and goes further by providing summary of the essential content of a document; It gives a concise and accurate summary of the essential contents of the document in such a way that it presents a skeletal representation of the original document, thereby serving as a true surrogate of the document.

Abstract and indexes are useful tools of current awareness and have major impact on the gathering and dissemination of information to researchers when in the library as they hasten access by pointing the resources that are relevant to the fields of the library collection. Information scientists utilize index and abstracts to identify the document that are required to meet a specific subject request (Hjorland, 2011:596). This validate with Kinshuk Huang, Sampson and Chen (2013:4,7) who opined that awareness by clients of such services gives novice researchers a direction to focus on the highly influential articles during a specific period of time and develop their own research interests.

The Problem

Indexing and abstracting service are tools provided by the library to enable users and researchers to access resources they need in the library easily making it a significant service to staff and students. However, these services must be current and published monthly or quarterly, it must have an arm that creates

awareness and indicates importance of the newly acquired library resources to the clients. But these important tools are gradually going into extinction because students' projects and assignments particularly have shown that students have serious difficulties on how to locate and abstract relevant information for their studies and projects that are mainly on bibliographic compilation. A lot of time is taken before students complete their projects which is an indication of lack of awareness or lack of knowledge on the relevance of indexing and abstracting services which is expected to leverage project works. Duplicating fellow students assignments clearly informed problems of access and on the use indexing an abstracting services which lead to the resource. This background informed the interest to undertake the study to investigate the uses of indexing and abstracting services by diploma students of LIS of Institute of Education Library, Ahmadu Bello University, Zaria.

Research Questions

The following research questions gave focus to the study:

1. What are the diploma students' levels of awareness of the indexing and abstracting services in the Institute of Education Library?
2. What do the diploma students of Library and Information Science use the indexing and abstracting services for?
3. What problems do diploma students face when using the indexing and abstracting services of the Institute of Education Library?

Objectives of the Study

The main objective of the study is to create awareness and the uses of indexing and abstracting services in the Institute of Education Library for students and other clients. The specific objectives are:

1. To determine the extent of awareness and use of indexing and abstracting services by diploma students in the Institute of Education Library.
2. To ascertain the purposes for which diploma students in Library and Information Science use indexing and abstracting services.
3. Identify the problems militating against diploma students in Library and Information Science from using indexing and abstracting services available in the Institute of Education Library.

Hypotheses

The null hypotheses tested are as follows:

- Ho₁: There is no significant difference between levels of awareness and purpose of use of indexing and abstracting services among diploma students of Library and Information Science using the Institute of Education Library.
- Ho₂: There is no significant difference among purpose of use and problems militating against diploma students using indexing and abstracting services available in the Institute of Education library.

Methodology

The study used survey research design which utilized quantitative method to collect data from diploma II students. A sample of 50 diploma students volunteered by consenting and representing 33.3% of the total population of 150 diploma II students.

A structured questionnaire entitled Uses of Indexing and Abstracting Services by Diploma Students of Library and Information Science of Institute of Education Library, Ahmadu Bello University, Zaria was used for data collection. The instrument was made of three sections each representing the three research questions raised. The content validity was determined by language experts and a Cronbach reliability Alpha was obtained for internal consistency of the instrument; the reliability coefficient of 0.631. The data collected were ordinal and having intrinsic order in 5-Likert scale options; statistical procedure used for data analysis was descriptive and the hypotheses test was done using a non-parametric Wilcoxon statistic.

Results

Table 1: Summary of students' Awareness of the Indexing and Abstracting Services in the Institute of Education Library.

	Extent of awareness					Mean
	Extre mely aware	Moder ately aware	Somew hat aware	Slightl y aware	Not aware at all	
To what extent are you aware of the existence of the indexing and abstracting services in the Institute of Education Library?	17	21	5	1	6	3.84
How conversant are you of the compiled indexes and abstract that are available in the library?	11	18	11	5	5	3.50
How aware are you of the benefits these service can facilitate diploma student's during their project works?	17	13	12	3	5	3.68
How aware are you of the functions of the indexing and abstracting services in the library?	19	18	7	1	5	3.90
Cumulative mean						3.73

From Table 1, It is clear that diploma students are aware of the existence of indexing and abstracting service in the Institute of education library. However, the item by item has distinctive variations. The least score mean of 3.50 indicated that they are not conversant with the compiled indexes and abstract. They were equally aware of the functions of indexing and abstracting services in the library which has the highest mean score of 3.90. Adjudging from the cumulative mean score of 3.73, the extent of awareness of the indexing and abstracting unit by diploma students in the Institute of Education is good.

Table 2: Purpose and Extent of use of Indexing and Abstracting Services in the Institute of Education Library

Purpose	Extent of use					Mean
	Frequently	Almost every time	Occasionally sometimes	Almost never	Never	
For assignments	11	7	24	4	4	3.34
For project	10	16	14	7	3	3.46
To prepare for tests	5	6	16	5	18	2.50
To prepare for examinations	4	12	7	9	18	2.50
Cumulative mean						2.95

Table 2 reveals contrasting results of the purpose for which students use the indexing and abstracting services in the Institute of Education Library, when scale on item to item basis. The arithmetic mean of using the service for preparation for tests and examinations were not significant because the result fell below the expected score of 3. However, using the services for assignments and for project purposes was significant. The cumulative mean score of 2.95 signifies that there are no consistencies with the purpose and extent of which students use the indexing and abstracting services for assignment, project, test and examination as revealed.

Table 3: Distributions of Problems and the Extent to which they Retard Diploma Students from Using the Indexing and Abstracting Services Available in the Institute of Education Library.

Problem	Extent of problem					Mean
	Very extreme problem	Extreme problem	Moderate problem	Some what problem	Not a problem at all	
Lack of awareness that indexing and abstracting services is a ready tool in bibliographic compilation project	12	0	20	3	5	3.42
Lack of knowledge on how to use compiled indexes and abstracts	9	6	14	12	9	2.98
Ineffectiveness and poor competences of staff of the indexing and abstracting unit	4	4	23	9	10	2.89
Obsolescence of the resources available in the library	10	4	14	8	14	2.78
Cumulative mean						3.0175

Some of the problems of students from using the indexing and abstracting services that is available in the Institute of Education Library are presented in Table 3. The items' mean score revealed that problems of indexing and abstracting services were significant. However, lack of awareness that indexing and abstracting services is a ready tool in bibliographic compilation project was the major problem. The cumulative mean of 3.01 buttressed the significance and indicated that there are problems militating against the use of abstracting and indexing services by the students.

Testing of Null Hypothesis

H₀₁: There is no significant mean rank perception difference between the awareness of diploma II students and the purpose of using indexing and abstracting services of the Institute of Education Library.

Table 1: Wilcoxon Mean Rank Perception Difference between Awareness of Diploma II Students and the Use of Indexing and Abstracting Services

Variables	N	Mean ranking	Sum of ranks	Z	P
Awareness of indexing and abstracting services	50	26.42	1030.50	4.547	0.001
Purpose of use	50	16.17	145.50		

Results of the non-parametric Wilcoxon statistic of mean rank perception difference between awareness of students and the purpose of using indexing and abstracting services showed that significant difference exist in their mean ranks level of awareness and purpose of use. The mean rankings were 26.42 and 16.17 respectively. The mean sums of ranks were 1030.50 and 145.50. The implication on the null hypothesis which states that there is no significant difference in the mean ranking perception of diploma II students on their awareness and purpose of using indexing and abstracting services is hereby rejected.

H₀₂: There is no significant mean rank perception difference among the purpose of using indexing and abstracting services and problems militating against the use of abstracting.

Table 2: Mean Rank Perception Difference between the Purpose of Using Abstracting and Problems Militating Against the Use of Indexing and Abstracting Services

Variables	N	Mean ranking	Sum of ranks	Z	P
Purpose of use of indexing and abstracting services	50	9.33	28.00	5.611	0.001
Problems militating against use of indexing and abstracting services	50	24.49	1053.00		

Results of the non-parametric statistic of mean rank perception difference between the purpose of using indexing and abstracting services and problems militating against the use of the services. Their mean rankings are 9.33 and 24.49 for purpose of use and problems militating against the use of the services, respectively. Their mean sums of ranks are 28.00 and 1053.00 for purpose of use and problems militating against the use of the services. Therefore, the null hypothesis which states that there is no significant difference in the mean ranking perception of diploma II students on the purpose of using indexing and abstracting services and problems militating against the use of the services is hereby rejected.

Discussion

Awareness of the existence of a resource in library accounts for its usage by those who place value on it. According to Okiki (2013) failure to utilize services offered by libraries (indexing and abstracting services inclusive) could be blamed on lack of awareness. Earlier report by Ali (2005) indicated that 57% of students suffer from accessing the right information resources due to lack of awareness. Chegwe and Anachobi (2015) blamed the problem of information overload on lack of awareness and therefore reiterated the need to ameliorate the need to direct efforts at promoting and creating awareness of library services.

The purpose of indexing and abstracting is tied to the services which according to Cleveland and Cleveland (2013) is the provision of citations and abstract of content of a resource. Interestingly, the product of this service is a database that provides bibliographic citations, and abstracts for a discipline or subject, as distinct from a retrieval services which provides information sources in full text (Reitz, 2004). UPM in Musa, Musa and Musa (2014) recorded five main

purposes for which abstract distinctive serve to include: (i) Help readers decide if they should read an entire article; (ii) Help readers and researchers remember key findings on a topic; (iii) Help readers understand a text by acting as a pre-reading outline of key points; (iv) Index articles for quick recovery and cross-referencing and (v) Allow supervisors to review technical work without becoming bogged down in details.

The problems of indexing and abstracting service according to Morgan (2010) has to do with controlled vocabulary requirement which is a product of human language, and human language is ever-changing and ambiguous. Therefore, its effective use require knowledge of the structure, what field exist and types of content, physically separated from their original content and thus it is difficult to see how search terms are used in the context of the original content.

Conclusion

The results and test of hypothesis showed that diploma II students in the Library and Information Sciences of Institute of Education need the services of the Indexing and Abstracting Unit of the Institute of Education Library. However, the benefits students, especially, the diploma II can gain from the unit and its services during project and other scholarship is grossly under utilized.

Recommendations

The following recommendations are proffered based on the findings of the study:

1. The results of this finding indicated that Diploma II students are aware of the indexing and abstracting services. Therefore, such efforts should be maintained by the library.
2. The study also revealed that, there is no consistencies with the purposes students on what to use indexing and abstracting services for. There is need to educate the students on the relevance of indexing and abstracting tools for carrying out their projects, assignments, test and examinations.
3. Though the students indicated that they are aware of indexing and abstracting services but as part of the major problem, they lacked adequate knowledge that the tools can help them in bibliographic compilation. Sequel to, sensitization, lectures and inclusion of indexing and abstracting in the curriculum will solve the problem.

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