

**AVAILABILITY, ACCESSIBILITY AND UTILIZATION OF
INFORMATION RESOURCES AND SERVICES FOR PRISON INMATES
IN NORTH CENTRAL STATES OF NIGERIA**

BY

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DECLARATION

I hereby declare that this thesis entitled Availability, Accessibility and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria” has been written by me under the supervision of Prof. Tijjani Abubakar and Dr.(Mrs) Hannatu M. Daudu. That it has never been presented anywhere, either wholly or in part, for the purpose of the award of a degree. All literature consulted and cited were fully acknowledged within the text and by means of references.

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CERTIFICATION

This thesis entitled Availability, Accessibility and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria’’ meets the regulations governing the award of the Master’s Degree in Library Science of Ahmadu Bello University, Zaria Nigeria and is approved for its contribution to knowledge and literary presentation.

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DEDICATION

This research work is dedicated to God Almighty for his mercies and divine protection upon my life. To my husband, Mr Dare Oyewole Ibikunle, my parents, Mr and Mrs Adegboye and to my entire family members for their prayers, support and encouragement.

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I am most grateful to God for granting me this opportunity to be counted among the living. May your holy name be blessed forever.

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ABSTRACT

This research was carried out to investigate the “Availability, Accessibility and Utilization of Information Resources and Services to Prison Inmates in North Central States of Nigeria”. To achieve the objectives of the study, five research questions were formulated and answered. Survey method was adopted for the study while a structured questionnaire was the instrument used for data collection. Two hundred and twenty nine (229) were used as sample size for the study from a population of two thousand two hundred and eighty eight (2288). Data collected were analyzed descriptively. The respondents were asked questions on the information resources and services in prisons, access to information resources and services, utilization of information resources and services, satisfaction with information resources and services and information needs of inmates. The data were presented in frequency tables and percentages. The findings revealed that the information resources and services were made available to inmates. It was discovered that books, newspapers and dictionaries (84.3%, 67.0%, 61.4 %,) respectively were the most available information resources. Furthermore the available information services were exhibition and display, lending services and library orientation/user education (45.9%, 47.0%, 42.2%) respectively. However, the study revealed that not all of these resources and services were fully utilized by inmates. The study also revealed that inmates all have information needs which are to be met through the provision of information resources. The study concluded that the Nigerian prisons are more of custodians than rehabilitation and reformation because majority of the inmates were not satisfied with the information resources and services due to the inadequate attention given to library services. One of the main recommendations made by the study is that there is a need to make information resources and services available and accessible to prison inmates to enhance rehabilitation and reformation, which is the main objective for establishing libraries in prisons.

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CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Every individual requires one form of information or the other to satisfy an information need. Prison inmates are individuals who have been cut off from their local environment and kept in custody as a result of crimes committed and separated from the larger society. Whether or not inmates are on short or long term jail, rehabilitation and reformation is a necessity in the Nigerian prison sector. Prison libraries provide an important means of self-improvement for inmates. They act as a supplement to educational programs and lead to better work opportunity which in turn creates more stable and productive citizens. Oreh (2006) rightly observed that education in prison is necessary because its provision will make the prisons become places of continuous and informal learning rather than schools of crimes.

This can be achieved through the provision of information. Education in prison should not be seen as mere skills for jobs but as path to personal employment, enhanced citizenship and better health. Libraries are one of the major custodians of information, as information arises. Libraries house collected information brought together for the purpose of knowledge dissemination and utilization (Ibegwam, 2003). Libraries are engine room and power house where information is collected, stored, processed and retrieved for use (Anafulu, 1998). Libraries are places established for the gathering, processing, organizing, storing, retrieving, dissemination and use of information and information resources for public use.

Information is a major resource in the development of human beings and the world entirely. Illoeje (2001) postulated that information is the heart of the world development, increased access to timely, accurate, relevant and current information has been a significant precursor to technological innovations. Information is an essential need that enables an individual, organization to function, flourish and take decisions. Tenibiaje (2006) highlighted information as an important tool in decision making. This therefore indicates that information provides clues to hidden facts and assists in providing necessary ideas in arriving at a wise reasonable decision to vocational, educational and socio- personal problems.

The availability of information resources and services as to do with the resources and services attainable at hand to meet the quest of information needed by the inmates which are stocked in the library and are in both print and non-print resources. The prison library information resources are materials which convey, carry or contain information for use by the inmates. Peschers (2011) emphasized prison library information resources to include illustrated books, comics, dictionaries, encyclopedias, serials, fiction and non-fiction. The library and information resources in prisons are information bearing materials. Glenor (2012) identified prison libraries and information resources to include almanacs, dictionaries, encyclopedias, directories and legal databases; she further stated the general collections as fiction and non-fiction, home grown newspapers and magazines. The prison library resource is of diverse formats. According to Burt (1977) the materials for prison inmates should include textbooks, serial publications, government documents, reference materials, monographs and audio-visual materials.

Accessibility is the means by which prison inmates easily obtain or locate information resources which includes the catalogues, indexes and bibliographies to mention a few. Utilization

of the information resources and services is making use of the available resources and services by the inmates through adequate access where the library ensures that the resources are acquired and processed as well as making them readily available and accessible at the right time through the right medium through which inmates would be able to make use of such resources. Library Association Guidelines (1981) outlined a specification that a prison library should be the same with other existing libraries and at least the same with a good public library.

Materials in the prison library should reflect and support training, recreational, vocational and educational activities of the prisoners it serves which include materials in support of basic education, history, art, literature of each ethnic group and to all members of a multicultural population, recreational materials, periodicals, reference materials, non- book media. Information provision is one of the primary services that prison libraries should make available to serve inmates. Some of the services that lead to information provision in prison libraries, according to Australian Library Association (1990), include issue and discharge of loans, request services, basic reference works, maintaining single records and statistics, filing, shelving and keeping order, end-processing, repair, publicity and readers' advisory services. Other information services in prisons are services rendered to inmates during jail term which constitutes training in library skills, technical services carried out as a professional practice.

1.1.1 Prison Library

Libraries from all ages have been indispensable agents of information gathering, organization, storing, retrieval, dissemination and use. The library is the source of information for the disadvantaged and confined persons like the prisoners. Robertson (2005) as cited in Oladele (2011) holds the view that a library is an institution that manages the intellectual products that

individual can gain access to at all times. Library is the house of knowledge. Iyanda and Salawu (2006) cited Ranganathan who identifies a library as a public institution or an establishment charged with the care of collection of books and making them accessible to patrons who require using them.

The library is therefore a repository of information and information sources. There are different kinds of libraries such as academic, public and special libraries with different categories of users. The prison library is a special library that caters for a particular set of individuals. Ogunleye (2000) argued that special libraries are those libraries that are not meant for every member of the public but exclusively for users operating within or working for the specialized organization. To this point, a prison library is a special library that meets the information needs of individuals that have been confined to the prison. The prison libraries in Nigeria include the Kuje prison library, Kaduna convict library, Kakuri open prison camp library, Zaria prison library, Henrich Boll prison library, Borstal training institution library, Kastina mobile library, National Open University of Nigeria study centers in prisons located at Kaduna, Lagos kirikiri, Port-Harcourt and Enugu prisons to mention a few.

Special libraries are established only for a particular group of individuals. These types of libraries are found in the special education or rehabilitation centers of which the prison is a typical example. Folorunsho (2007), reviewing Ajibero (2001), submitted that a special library is that kind of library purposely established to substantially quench the information thirst of some specialized institutions, agencies and bodies. Special library is restricted in its collection and the type of users it serves. Harold (1976) perceived special library as one which is to obtain and exploit specialized information for the organization which provides its finances.

From the above viewpoints a prison library is a special library established to serve the needs of special clients as the inmates who are special people with special needs and interest confined in a restricted environment.

1.1.2 Information

Information is of great importance to the society. Information is essential in planning and indecision making. Information is essential to take decision since its content is evident from data. According to Prytherch (1995) in Egwuonwu(2010), information is seen an assemblage of data in a comprehensive form capable of communication. This means that information must be made up of data put together in a particular form that can be communicated or distributed.

Information is a critical resource that enables an individual, organization to function, flourish and take decisions. Tenibiaje (2006) highlighted information as an important tool in decision making. This, therefore, indicates that information provides clues to the hidden facts and helps in providing necessary and reliable facts to a wise and reasonable decision for vocational, educational and socio-personal problems. Information is no doubt an integral part of man's daily activities and existence. Aina (2004) argued that information is a group of processed data and when utilized well can help individuals deduce an inference on value judgment in making decisions.

Popoola and Okilagwe (2009) on their part viewed information as a critical economic resource which improves the knowledge of an individual to take rational decision. Mohammed (2011) emphasized that information can be conceived as anything that adds to our existing knowledge, ideas, skills and experiences positively or negatively that enables us to take decisions or react to situations immediately or late at an appropriate period of time. Therefore, information

serves as communicating ideas, opinions, beliefs, perception and knowledge of people in the society and religious associations, which are capable of solving personal or corporate problems. Information educates the mind because it is a powerful tool which develops the three domains of learning which includes cognitive, effective and psychomotor.

The concept of information is really an elusive and controversial concept. Ajewole (2001) pointed out that information is categorized into three (3) stands. The first is the scientific and technical information (STI). This is within the domain of scientific and technological communities. The second stand is socio-cultural. In this context he viewed information as knowledge which is transferable in the conduct of various activities. The final stand, information is perceived as a basic resource and an indispensable and irreplaceable link between a variety of activities, intellectual and material, in the service of society, institutions and individuals. With this stand information is perceived as fundamental as energy or matter which affects all human activities.

Information is capable of provoking action or inaction in the recipient. This may have informed Gordon (1994) describing information as “primarily to the human understanding that steers human actions and consequently control signals in any living organism”. Similarly Shera (1972) in Opara (2004) defined information as that which is transmitted by the act or process of communication. Information is seen as an essential need. Krikelas (1983) is of the opinion that information is seen to be “any activity of an individual that is undertaken to identify a message that satisfies a perceived need”. Information is any stimulus that reduces uncertainty. Aiyepoku (1982) described information as being used to describe man’s cumulated knowledge in all subjects, in all forms and from all sources which could help its users make rational decision. From all opinions, information is to aid decision making to an individual, organization or

corporate body for better decision. Information helps inmates direct their thought away from the prison environment due to the exposure and awareness it creates. Information, therefore, is that which adds to our awareness and understanding of some problems or events which are perceived as facts, intelligence, data, news and knowledge.

1.2 Statement of the Problem

Individuals in the prison have needs for information which are to be met. Based on this, a law was enacted to enhance the availability of information resources in the prison environment for example the European Prison Law 82 and the IFLA Guidelines for Prison Library reported that the Rule 40 of the United Nations Standard Minimum Rules for the treatment of Prisoners stated that every institution, including prisons shall have a library for the use of all categories of prisoners adequately stocked with a wide range of both recreational and instructional books and prisoners shall be encouraged to make use of the resources (Grimes,2000).

The major objective of the prison is reformation and rehabilitation as opined by Akpe (2004) who stated the key element in prison is to ensure that inmates are reformed and recovered from a life of crime. In support of this, Daramola (2004) opined that prisons were established to exploit devices and programs such as Adult and Remedial education for inmates, skills and vocational training, religious instructions, recreational and attitude change towards the achievement of reformation and rehabilitation of inmates to facilitate their social integration into the society after jail. In line with the above assertion, the objective of the prison has not been achieved based on the observation made by Enuke (2000) that prisons in Nigeria are more of custodian than rehabilitation and scant attention is paid to the need for library services to inmates.

Information is essential in prisons due to the vital role it plays in reformation and rehabilitation of inmates, as asserted by Omagbemi (2007) that prisoners as members of the larger society desire and deserve information. It is noted that the standard by IFLA and European Prison Law as cited by Grimes (2000) and the goals postulated by Daramola (2004) can only be achieved through adequate availability, accessibility and utilization of information resources and services. This study sought to find out whether prisons in North Central States of Nigeria provide information resources and services for prison inmates since the inmates are cut-off from access to education, recreational and social facilities available in their local communities. It is against this background that this study sought to investigate the availability, accessibility and utilization of information resources and services for prison inmates in North Central States of Nigeria.

1.3 Research Questions

1. What are the information resources and services available to prison inmates in North Central States of Nigeria?
2. How are information resources and services in the prison libraries accessible to inmates in North Central States of Nigeria?
3. How regular are the information resources and services utilized by the prison inmates in North Central States of Nigeria?
4. How satisfied are the inmates with the information resources and services?
5. What are the information needs of the prison inmates in North Central States of Nigeria?

1.4 Research Objectives

The objectives of the study are to

1. Identify the types of information resources and services available to prison inmates in North Central States of Nigeria.
2. Find out how inmates access information resources and services.
3. To determine how regular the information resources and services are utilized by Inmates in North Central States of Nigeria.
4. To determine how satisfied the inmates are with the information resources and services.
5. Identify the information needs of inmates in North Central States of Nigeria.

1.5 Significance of the Study

The findings of the study would reveal the kind of attention given to the Nigerian prison libraries. It would also awaken the government and prison management about the importance and roles information resources and services play in the reformation, rehabilitation, education and training of inmates. The findings of this study would further assist the authorities to provide resources and services that would help to bridge the gap of illiteracy between the incarcerated upon release with other citizens due to their exposure to information while in jail. The outcome of this study would lead to a proposed library guidelines and standards that would be of benefit to the prison library in North Central States of Nigeria.

The findings would throw light and hope to create awareness to inmates in North Central States of Nigeria on the need for availing themselves for use of the library and also would help

the Nigerian prisons know the need and importance of information resources and services to inmates.

1.6 Scope of the Study

The study focused on the Availability, Accessibility and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria. The inmates include convicted and un-convicted persons in the medium security prisons in North Central States of Nigeria. The security prisons are 7 in number which include:-

- a. Medium Security prison Kuje, FCT Abuja
- b. Medium Security Prison Makurdi, Benue State
- c. Medium Security Prison Kabba, Kogi State
- d. Medium Security Prison Ilorin, Kwara State
- e. Medium Security Prison, Lafia Nasarawa State
- f. Medium Security Prison Jos, Plateau State

The prisons in North Central States of Nigeria with functional libraries are as follows

- a. Medium Security prison Kuje, FCT Abuja
- b. Medium Security Prison Ilorin, Kwara State
- c. Medium Security Prison, Lafia Nasarawa State
- d. Medium Security Prison Jos, Plateau State

1.7 Limitation of the Study

The security and restrictive nature of the Nigerian prisons constituted a great challenge in administering the research instruments. The researcher went through serious interrogation before

the final approval of administering the instruments was granted. Distances of each of the prisons were also time consuming which really slowed down the speed of the work.

1.8 Operational Definition of Terms

The following are the operational definition of terms for easy understanding:

Confined: It is when an individual is deprived of liberty or freedom to move freely as usual.

Information Resources: They are items that contain or carry information which include books, periodicals, audio-visual materials provided for use and are arranged in a systematic order for easy retrieval.

Information Services: These include means by which a librarian or information provider makes service available which includes Selective dissemination of information, Current Awareness Services, Library Exhibition and Displays.

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CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter presents a review of literature related to the study. The review is presented under the following headings

1. Importance of Prison Libraries
2. Information Resources in Prison Libraries
3. Information Services in Prison Libraries
4. Access to Information Resources and Services in Prison Libraries
5. Utilization of Information Resources and Services in Prison Libraries
6. Satisfaction with Information Resources and Services in Prison Libraries
7. Information Needs of Prison Inmates
8. Problems Prevalent in Nigerian Prisons
9. Summary of the Review

2.2 Importance of Prison Libraries

The libraries serves diverse purposes as teaching, research, recreation, community service and a lot of services that can be rendered. IFLA Guidelines for prison library Reported that the Rule 40 of the United Nations Standard Minimum Rules for the Treatment of prisoners stated that

“Every institution (prison) shall have a library for the use of all categories of prisoners and should be adequately stocked with both recreational and instructional books and prisoners shall be encouraged to make full use of them.”

The library is the only point of contact to meet the information needs and desires of inmates due to their confinement in a restricted environment therefore exploring information needs, sources, accessibility and utilization of prisoners is very important if the cardinal goals and objectives of prison is to be achieved which is reformation and rehabilitation. IFLA Reports Number 92 (2005) as cited by Okwor (2010) pursues that prison libraries can be effective management tool for the prison administration by reducing prisoner’s idleness and encouraging constructive use of time.

Prison libraries plays a positive role in the lives of the prisoners through the provision of resources which assist and enhance them in the skills acquired as well as help to address psychological problems and attitude behavior. Lehman and Locke (2005) in accordance with the United Nations Universal Declaration of Human Rights, society have shifted their focus from punishment of prisoners to education, rehabilitation and the use of their time while serving in prison. Prison library becomes an important environment in its support for educational, recreational and rehabilitative programs. Coyle (1987) noted that prison libraries provide information that meets recreational, lifelong learning and transitional needs of inmates and preparing them to be successful ex-offender into the society ready to contribute towards the development of the country.

Prison library provide an important means of self- improvement to inmates, many reports have demonstrated that prisoners feel that library services is valuable because it was realized that

the deadliest riots in Mexico 1980 when inmates destroyed many of prison facilities but the library remained untouched (Dixen&Thorsen, 2001). The prison library provides books and audiovisual resources to give inmates a general opportunity in any case to direct their thought away from the prison environment, the main value of the prison library is in providing it users with the option for further education and self – reflection (Glenor, 2006) in essence the library will go a long way in helping them in their anti-social behavior.

Reading skills is achieved through the functionality and access to the library since the purpose of the library is to encourage inmates to read. It is believed that the inmate who appreciate books (bibliotherapy) during his/her jail term has better chances of successful integration into the society after release from custody (Rubin as cited by Jarjoura&Krumholz, 1998). The prison libraries are essential because it aims are rehabilitation and reformation through information resources and services. Cuizon (2009) revealed that inmates who took classes while in prison, either vocational training or classes at high school or college level are less likely to go back to prison within the first 3years of release.

Incarceration cannot hinder an individual from achieving his/her goal in life. Onukaogu (2001) opined that incarceration cannot hinder an individual from actualizing his/her goal in life. This led to the literacy empowerment goal of the NGO on 25th May 2001 which led to the establishment of reading room at the Illesha prison in Osun state adequately which was named after a prisoner Heinrich, Boll which was adequately stocked with books and computer hardware and software to enhance self-esteem of the inmate and give them a taste of beauty. Field (2008) opined that prison libraries have enable to extend their cultural life beyond the prison walls and to interact with one another in a situation that emulate the same activity on the outside.

Prison library cannot be over emphasized due to its importance. Benki (1995) arguments that almost all prison in Nigeria has a library and prison inmates in Nigeria possess the educational background to make use of a good prison library. He further stated through the prison libraries many inmates have benefited from the use of the prison library resource giving a typical example of Robert Mugabe of Zimbabwe during his 11 years jail term in prison was able to obtain chains of university degrees. This also has been made possible for inmates to acquire degrees from the prison through the establishment of study centers by the National Open University of Nigeria (NOUN) in prisons across the country in which Abuja, Kaduna, Port-Harcourt, Lagos and Enugu states are beneficiaries among others. A typical case is that of an inmate at the kirikiri prison study who obtained a Bachelor degree in Human Resources Management on the 20th of February 2014 and others at the Enugu prison centers who obtained degrees in diverse discipline in 2012(Vanguard, 2014)

Thus to reform convicts there is the need to provide resources and services to meet their needs and to see the importance of the library as crucial because it is a vehicle for creativity and interaction between and among inmates. It must be noted that education can be effective with a functional library which is the resource center. The place of library cannot be neglected, Lehman and Locke (2005) listed education in prison libraries to be in the form of library programs as author reading, book clubs and discussion, creative writing, workshops, music programs, art workshop and display, literacy tutoring, spelling contest and job talks. Library organize programs that promote the reading interest of inmates so services should not be limited to reference services but also provision of regular orientation. Knudsen (2000) described how books have been a lifeline during his stay in the prison and suggested other agents of reformation to include counseling, vocational training, magazines and electronic media.

2.3 Information Resources in Prison Libraries

Libraries provide resources for knowledge acquisition, recreation, personal interests and interpersonal relationships for all categories of users. However in prison environment the attention is focused on prison inmates. Library and information resources are the stock in trade of library, they are the materials which the users come to consult, read or borrow. Information resources are many and they also vary, but can be divided into two broad categories that are printed and non-printed materials. The majority of university libraries collect a variety of materials which include not only traditional print-on-paper media like books, journals, newspapers and maps, but also audio visuals, CD-ROMS, computer software, online databases, internet, e-books, e-journals and other media (Halsey, 2005)

It is variously perceived that information resources are in various formats. Popoola and Haliso (2009) describes information resources as those information bearing materials that are in both printed and electronic formats as textbooks, journals, indexes, abstracts , newspapers, magazines and reports while the electronic formats are CD-ROM databases, internet/e-mail, video tapes/cassettes, diskettes, magnetic disk, computers and microforms. Information resources are indispensable resources that the library cannot do without. Elaturoti (1977) viewed information resources to mean anything that can provide intellectual stimulation to the reader and it includes periodicals, newspapers, pamphlets, ephemera, audio materials, film materials and computers as well as individuals in the community. Gana (1992) includes everything that is used in providing required services to the clientele as an information resource.

Fayose (2000) argued that Information resources are those materials which enable libraries to carry out their function out effectively which are made up of books and other

information bearing media. Information resources are all library materials including books, electronic books, grey literatures (thesis and dissertations, statistical reports, manuscripts, government publications, journals, audio e-books, DVDs, Blu- rays console games, print and non- print materials) (Medway Libraries and Archives, 2012).

The prison information resources are also in the same format as other existing libraries since all information resources are either in print, non-print or electronic forms of which those stocked in the prison libraries are not different. Peschers (2011) in a prison library survey conducted in Muster prison library in Germany, stated that the prison library information resources includes illustrated books, comics, dictionaries, encyclopedias, serials, fiction and non-fiction. The prison library stocks resources on diverse discipline in printed forms. Okwor (2010) in a survey of library services to prisoners in South East Geopolitical Zone of Nigeria stressed that the resources in the prison library are in printed form on diverse discipline such as administration, agriculture, arts and crafts, biography, computer science, drama, economics, fiction, history/geography, languages, law, literature, religion, sciences and technology.

The prison information resources should be the same with other existing libraries. The Library Association Guidelines (1981) outlined a specification that a prison library should be the same with other existing libraries and at least the same with a good public library. Materials in the prison library should reflect and support training, recreational, vocational and educational activities of the prisoners it serve which include materials in support of basic education, history, art, literature of each ethnic group and to all members of a multicultural population, recreational materials, periodicals, reference materials, non- book media. Glenor (2012) in her survey indicated that the collections of the prison libraries is similar to that of the public libraries which includes almanacs, dictionaries, encyclopedias, directories and legal databases. She further listed

the general collection as fiction and non-fiction, home grown newspapers and magazines and categorized the non-fiction to be self-help, career, biographies, poetry, medical, psychology, religion, arts and writing and the popular fiction as horrors, mystery, action/adventure, romance and science fiction.

The information resources are categorized into reference sources, general collections and serials from the above point of view. The resources available in prison libraries according to Burt (1977) stated that the materials to be acquired for prison inmates are textbooks, serial publications, government documents, reference materials, monographs and audio-visual materials. Prison library resources are to be in a specified format this is in collaboration with the Australian Library and Information Association (1990) “ prison libraries must have materials in the following format as tapes, CD’s, DVD’s music CD’s ,computer games, software, databases and other emerging technologies. This indicates that technologies have taken over virtually all the activities in the libraries and of which prison libraries should not be an exception.

The prison information resources include materials that are as well stocked in the public libraries which constitutes the print and the non-print resources. The inmates are the major users of the prison library they should be included in the selection of library resources. Quinn (2010) emphasized that the incarcerated children and youth should not only have access to wide range of fiction and non- fiction but be involved in the selection of documents and other library materials into the prisons as books, serials, references materials to mention a few. They information made available to inmates in prison are presented in form of printed text, graphics, sounds, animation and still pictures. Information resources in prison constitute the general collections, reference materials, fiction, non-fictions and periodicals.

2.4 Information Services in Prison Libraries

Information provision is one of the primary assignments of libraries; therefore prison libraries should make services available to serve inmates. Information services are various activities that are performed in an organized environment in the interest or for the benefit of others. Agu (2006) reported that library services are described as the professional guidance offered to users and further stated that this service vary in accordance with the type or category of both the library and library users.

The calculated attention one gives to someone else at one's duty post is an act of service to bring into contact the right user and the right information sources at the right time and in the right personal ways, this is in conjunction with Ranganathan (1992) who equally posited library service as "the establishing of contact between the user and information resources by personal way". In a conventional library the information services rendered includes lending, reference, literature search, selective dissemination of information, referral, document delivery, current awareness, training, information outreach, retrospective computer search and inter library loan services (ALA, 1980)

The services needed by the prison inmates should be that which will improve them since the prison library is to serve for education, recreation and personal development. Australian Prison Library (1990) emphasized that the library and information services in prison libraries are carried out by the librarians. The services they render are provision of basic reference work, issue and discharge of loans, request services, maintaining single records and statistics, filling, shelving and keeping general order, end-processing, repair, publicity and reader's advisory services. Library Association Guidelines (1981) specified the services in the prison library to

include creation and maintenance of community profile, monitoring and development of library service in relation to the community it serve, stock selection and maintenance, exhibition and display, library promotion to both inmates and staff, library education, daily routine, operation supervision, tidiness of the library and it stock.

Information services to inmates should be available during inmates work and leisure time periods, including every evenings and weekend and each inmate is entitled to at least 5 visits a week or a minimum of 72 hours contact time (Australian Prison Library, 1990). Library services in prison includes counseling, appraisal, information and follow up based on, Ipaye (2004) in his study he was of the opinion that counseling in prisons, jail and reward homes are crucial, Olayinka (1990) sees counseling as an assistance given to another individual on a person to person contact which could be in the form of education, vocation, social, recreation and moral aspects.

The services carried out in the prison is to ensure and help inmates into the society, this can only be achieved through the provision of resources and services also Aina (2004) stressed that the services provided in a library will differ from one library to another but there are certain services that are common to all libraries as shelving, reference services, loans, maintaining statistics to mention a few. The provision of information services is one of the fundamental human rights to every citizen whether confined or not. ALA (1980) outlined library and information services to include exhibition and display, user education, information literacy program, referral, translation, extension and outreach services. The prison library and information services are services which are rendered to inmates during their jail term according to the Australian Prison Library (1990) prison library services includes training in library skills,

technical services to be part of the library and information services carried out as a professional practice.

In the public library, library and information services are reference services, lending(circulation), current awareness services, selective dissemination of information, translation services, information analysis, indexing services, display/ exhibition, photocopy, internet information service, bibliography and fax services (Udo, 1998). This services carried out in the public libraries are all to be included into the prison libraries to ensure that inmates are reformed and rehabilitated, current and adequate information service needs to be rendered which includes the current awareness services, technical services, selective dissemination of information, library orientation and display/ exhibition.

Information services in prison libraries are services rendered to inmates during their jail term by librarians or information custodians to facilitate the use of library through effective library opening hours, reference services, exhibition and counseling of inmates.

2.5 Access to Information Resources and Services in Prison Libraries

Accessibility to information is the means by which a user locates desired information. Information access in the prison libraries are in line with the Prison Library Specification (2010) which states that

“All inmates must be allowed access to library books, library visit should be of a minimum of 30 minutes duration. Where prisoners are unable to access the library an alternative services should be Provided that will allow them to both exchange and order reading materials at least as often as they were able to visit the library.

Information access should be a priority in the prisons rather than punishing offenders and depriving them of their fundamental human rights to information. The Nigerian constitution of

fundamental human rights still preserves the right of these prisoners access to information. This is further collaborated by the Freedom of Information Bill (FOIB) recently asserted to by the Nigerian President, Good luck Jonathan on the 28th May 2011 (Nigerian Tribune, 2011). Information accesses are channels through which information can be located. Mohammed (2011) suggested that access to information include library catalogues, indexes, abstracts, online catalogues, bibliographies, references at the end of the books, and published/ printed papers as well as “see” and “see” also reference, internet search engines as yahoo, Google etc. in which their basic function is to facilitate easy access to information.

Access to information can also be through the library catalogues. Pandy (2000) observed that the library catalogue is primarily a “finding list” which is so constructed to identify, trace and locate a book and other graphic materials in the library. It communicates information about the materials in the library sufficient enough to locate and identify the bibliographical features of the books. In special libraries access to resources is through the card catalogues, author/ title, subject and shelf list. Access through the card catalogue is supplemented in many cases with written directions and arrow pointing to the shelf. Special libraries also provide assistance to users as stated by (Nweke, 1991) of which prison libraries are typical examples. Individuals should not be hindered useful information; Kantumoya (1992) established that people will not be able to get their due as citizens unless they have unhindered and continuous access to information which will also serve as a guide that will help to translate such information to effective action. This stresses the value of information accessibility by every individual in the society.

Accessibility to useful information during jail terms should be given to inmates so that they can be more productive and useful economically, socially, politically and morally after jail

term. Access to information can be achieved in the prison environment if the information channels are favorably intact and prisoners are encouraged to access it. Kumar (2008) asserted that once a user's need is identified it should be satisfied in the earliest possible time by identifying relevant sources of information. He further stated that the information seeking habits in libraries for literature is through the library catalogue, abstracting journals etc.

To provide access there should be mechanism for information retrieval. Igbo (2010) citing Steward (2008) who sees access mechanisms as very important predictors of information resource satisfaction. Accessibility of information can be described as an important yardstick for assessing the library and its services. Ifidon (2006) as cited by Igbo (2010) outlined services required to promote the users access to information resources to include library instruction, library book loan, reference services, photocopying services, book binding, compilation of reading list and bibliographies, inter library loan, abstracting and indexing services, email, internet connectivity, CD-ROM searching and publication. Information access is any means through which an information seeker gets required information to meet his/her information need. Access is also termed the freedom and ability to obtain and make use of library and information resources and services.

2.6 Utilization of Information Resources and Services in Prison Libraries

The library is a means through which information can be accessed, it is an avenue to communicate, share resources to inmates even though they are confined to an environment by agencies of law. Utilization can be achieved if there is adequate access to information. Popoola (2003) observed that information utilization leads to user's liberation from ignorance. Information accessibility which in turn leads to information utilization helps individuals to behave or act in an informed manner (Uheghu, 2007). Every individual whether literate or not has

information needs such could be recreation, leisure or meeting tasks that are considered critical to survival. Aina (2004) in Iyiade and Ajani (2008) pursued that the most important information need is the information that will enable the individual to resolve uncertainties and problems that will help in decision making process.

To ensure that there is utilization of resources the library grapples with the challenge of acquiring, processing and making available up to date and relevant resources that would meet users' needs. Hayden (2003) and Achebe (2004) in their respective researches asserted that continuous utilization of the library has positive multiplier effect on the performance and self-development of any user. The means of communication to patron will also go a long way in the utilization of resources and services. Ughegbu (2007) as cited by Emasealu (2010) revealed that communication channels should be in consonance with the language of the people and their location; this is believed to enhance optimum utilization of library information resources. It was further perceived that oral medium as verbal discussion, telephone conversations, seminars and workshops and the written medium as books and journals would go a long way in resources and services utilization. This will to an extent enhance utilization since the information in the prison library resources are passed to its users through the written media.

Information is used by its final user since it is needed to survive on a daily basis either for domestic or professional use. Odusanya and Amusa (2003) were of the view that information is normally for use rather than for interest. It is sought by their final users for a particular purpose and circumstances. It was observed from the survey of Omagbemi (2007) that majority of the inmates in the South-West zone use the library sparingly. Utilization of information resources and services is the practical and maximum use of library information resources and services identified by a user for the purpose of solving a problem.

2.7 Satisfaction with Information Resources and Services by Prison Inmates

The main objective of a prison is rehabilitation and reformation of inmates to enhance this led to the establishment of prison libraries and information services. The library stands as a viable channel through which information is passed to inmates.

User's satisfaction with the information resources, facilities and services provided by libraries irrespective of the libraries has become a melting pot of the present day librarianship and information science (Saliu, 2002) as cited in Iwhiwhu and Okorodudu (2012). Awana (2007) also maintained that the friendly disposition of staff, the willingness of staff to assist a user get needed materials will encourage users satisfaction with library services. In Swanson (1979) as cited in Ezeala and Yusuff (2011) posited that for a library to be sure that it is carrying out its mandate to its users "the totality of features and characteristics of its resources and services must be able to satisfy all users stated on implied needs. Thus, the satisfaction of library users is a function of the quality of information received and the services provided to access such information.

2.8 Information Needs of Inmates

Information needs of prisoners are information that are wanted or desired, despite the fact that the information needs of inmates vary. Prisoners have the same information needs as persons in the regular society. The relevance of information need for the prison population has been documented in several literatures Burt (1977), Campbell (2005), and Medina (2000) as quoted by Emasealu (2010) described the information needs of inmates to be information on health related issues, information on how to find solution to situational problems, information on educational opportunities, information on how to cope in prison and psychological information needs.

Incarcerated persons have the same reading interest and information needs like other citizens in the society. Federal Ministry of Internal Affairs (1999) revealed that prison inmates are citizens who have fundamental human rights to information as in the Nigerian constitution of 1999. This right was guaranteed through the provision of library information resources and services to meet specific information needs. The inmates information needs vary based on their interest, Folorunsho (2012) in his survey observed that the pattern of information needs of inmates were on skill acquisition, literacy education, political issues/development, health information, legal issues, business information, spiritual and moral information.

The information needs of the incarcerated persons can be subdivided into groups as categorized by LeDonne (1977) in her survey in Maryland prison in 1975 was of the opinion that the information needs of prisoners are in four categories which includes the in-house information on institutional procedures, regulations and current happenings. The second information needs is based on information concerning families and community resources and information for family assistance. Thirdly is the legal information concerning criminal charges, appeals and the fourth information need is based on job market information and other information on re-entry in to the society after release from jail.

The ultimate aim of the library is to provide information to inmates through the provision of current and timely information knowing well that inmates have needs and these needs must be met appropriately. Omagbemi and Odunewu (2007) in a survey of appraising library service provision to prison inmates in Nigeria outlined their desired information needs to be news/current affairs, legal information, religious information, recreational and vocational information and lastly educational information. To meet the information needs of inmates their needs and desires must be known. According to Burt (1977) while in prison observed that

prisoners should be given the opportunity to participate in the selection of information bearing materials to be acquired for prison libraries since the prisoners constitutes the major users. He further suggested that the materials should be print and non-print resources. The inclusion of inmates was to ascertain that their needs could be known and met through their involvement in selection.

Information is very crucial in rehabilitating and reforming inmates towards re-integration into the larger society. This can only be achieved through meeting their needs for information and analyzing information sources towards meeting their desired needs about their families, what life is outside prisons and opportunities awaiting them upon release. Information needs of inmates are the urge and thirst for relevant and valuable information at a particular point in time to solve a problem.

2.9 Problems Prevalent in Prison Libraries

There is no organization be it private or public that is free from encountering problems in one way or the other let alone the prison library. The problems in Nigerian prison libraries are associated with the information resources and services. Peschers (2011) observed that the lack of resources and budgetary is a limitation as well as special circumstances of prisons and detention centers have always created obstacles for the prison libraries to run as efficiently as they should.

Effective service delivery is visible when there is availability of fund to acquire relevant resources, most libraries are lacking in the area of fund this is in collaboration by Shirley (2003) argued that according to the USA standard library service delivery, in prison libraries was hampered by limited budget and security concern . This indicates that the prison library are not well valued or well created in the scheme.

Prison libraries suffer inadequate funding and inadequate resources. Mohammed (1994) opined that information is a vital resource which provides impetus for the advancement of any nation in social, cultural, spiritual, political, economic, scientific and technological terms. He further stated that the information gaps in Nigeria are caused by factors such as high rate of illiteracy especially in English language, ineffective government policy towards the management of information resources, inadequate funds for acquisition and dissemination of information and inadequate information resources. Based on the above view prison libraries are not exception of some of the problems listed above.

The society do not value the prison library services because they feel the incarcerated are of no importance to the society, this is in conjunction with Curry (2003) who asserted that the book correction in Canada, social reaction to crime describes correctional processes and prison life, but the role played by the prison library was not mentioned.

The agenda of the government agencies about prison is reformation and rehabilitation but the role which the library can play in this process to prisoners do not perceive public and government attention which it is supposed to deserve. Nps/Dfid(2002) agreed that the Nigerian prison sector is a closed system which receives little or no attention from the public and policy makers and he further stated that the prison is the arm of criminal of justice system that deserves the utmost attention.

Previous studies have revealed that not all Nigerian prison have a library and those that have are not adequately stocked which is supposed to be in conjunction with the standard minimum rule for the treatment of prisoners approved by the economic and social council by its resolution of 6632(XXIV) of 31st July 1957 and 2076(LXII) of 13th May 1977 which states that

all prison libraries should be adequately stocked. This was further collaborated by Onukaogu (2001) postulated that most prisons and correctional institutions for the young in Nigeria have no libraries of their own.

Nigerian prisons are lacking basic amenities. Emasealu (2010) pointed out that overcrowding, congestion, dirt, substandard living condition, lack of basic necessities, lack of commitment and zeal of government and other stake holders through budget and fund allocation have affected prison library planning and development.

2.10 Summary of the Review

Information resources in the prison libraries include information resources as the books, newspapers and dictionaries and other printed information sources, while the information services constitute library orientation/user education, exhibition and displays and lending services which are essential for an effective service delivery and for effective utilization rendered to facilitate access to the resources in prison libraries. Access to information resource and service, utilization and the satisfaction of users towards the information resources provided and information services rendered and the as well as the information needs of inmates were discussed, the importance of the prison libraries to rehabilitation and reformation which were among the main reasons for the establishment of libraries in prisons. The literature reviewed problems prevalent in the prison libraries which can only be tackled by providing necessary solution. For effective rehabilitation and reformation of prison inmates, prison libraries in North Central Zone of Nigeria must be well equipped, conducive and managed by qualified librarian to enhance optimum utilization of information resources and services by the prison inmates.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter describes the methodology adopted in conducting the research, it focuses on the research method, description of the population, the sample size and sampling procedure, instruments for data collection, procedure for data collection and method of analyzing the data collected.

3.2 Research Method Adopted

The research method adopted for this study was a survey method. This method was the most appropriate for the study because it involves gathering data on a target population. Ifidon and Ifidon (2007) posited that “survey research gathers data from a population in order to determine the status of that population with respect to one or more variables”. However, it is characterized by selecting sample from a population and the findings obtained can be used in the generalization of the population.

3.3 Population of the Study

Population refers to the targeted group which is the total number of people that possess the characteristics to be studied. The targeted population consists of the prison inmates in North Central States of Nigeria.

Table 3:1 Population of the Study

Location	Population
Maximum Security Prison Kuje, FCT Abuja	789
Medium Security Prison Ilorin, Kwara State	360
Medium Security Prison Lafia, Nasarawa State	480
Medium Security Prison Jos, Plateau State	659
Total	2288

Source: Nigerian Prison Service Records and Statistics as at April 2013.

3.4 Sample and Sampling Technique

The researcher used 10% of the population as sample. This is in accordance to Okunamiri (2002) as cited by Uhegbu (2009) who opined that there is no specified percentage of samples to a population as far as the sample will truly represent the population under study. Only inmates who make use of the library were selected because not all the prison inmates are library users. The sampling method adopted for the purpose of this study was the purposive sampling technique. Purposive sampling is selecting a sample on the basis of one's knowledge of the population, its elements and the nature of the research aims (Earl, 1990 cited by Latham, 2007).

Table 3.2 Population Sample

Location	Population	Sample
Medium Security Prison Kuje, Abuja	789	79
Medium Security Prison Ilorin, Kwara State	360	36
Medium Security Prison Lafia, Nasarawa State	480	48
Medium Security Prison Jos, Plateau State	659	66
Total	2288	229

3.5 Instrument for Data Collection

For the purpose of this study, the instruments used were questionnaire and observation. The questionnaire basically sought the opinions of individual respondents on the issue directly related to the objectives of the research work (Aina, 2004). The questionnaire used was the closed ended type which were in two parts giving respondents alternatives by limiting them to a choice among specific alternatives. Eguzoikpe (2003) said a questionnaire is a list of prepared questions for data collection having relevant questions used to elicit information from the target population of a given study. The section A comprised of multiple structured questions to elicit for information on the bio-data of the respondents and section B raises eleven (11) question items on availability of information resources, information services, access to information resources and services, utilization of library and information resources and information needs.

Observation is a systematic description of events, behaviors in a social setting chosen for study which enables the research to describe existing situations (Kawulich, 2005)

3.6 Validity of the Instruments

In order to ensure that the instrument was capable of eliciting the required data and information from the respondents, it was subjected to face and content validity. It was given to experts in the area to make necessary observation, corrections and amendment to strengthen the instrument.

3.7 Reliability of the Instrument

To determine the consistency of the instrument for data collection, a pilot study was conducted to a small group of inmates. It was administered to 10 inmates in Borstal training institution, Kaduna. The Guttman split half reliability using Spearman Brown formulae was used and the coefficient of 0.87 was obtained using the Cronbach Alfa internal consistency which was considered reliable enough for the study.

3.8 Procedure for Data Collection

The researcher administered the questionnaire by herself and also employed research assistants who were prison staff in each of the prisons. This is due to the restrictive nature and security constraints tied to the Nigerian Prison Service. Four weeks were used to administer the instruments.

3.9 Procedure for Data Analysis

In presenting the findings of this study, the data collected were analyzed descriptively, using frequency tables which were used to present the data and were analyzed using simple percentages and charts.

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CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter presents the statistical analysis of the data collected on the Availability, Accessibility, and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria. The analysis of the data is discussed in line with the research objectives and questions. The response of each of the items are presented in tables of frequencies and percentages. The chapter begins with the response rate and analysis of the respondents' socio-demographic characteristics.

4.2 Response Rate

The response rate of the prison inmates from the North Central States of Nigeria are provided in Table 4.1 and Figure 1. The Table shows the number of questionnaires administered, the number successfully filled and returned and the percentage of the returned questionnaires from each of the prisons. Though a total of 229 questionnaires were administered, 185 (80.8%) of the total were returned and used for the study, this was because some inmates failed to return back the questionnaires at the specified time. The number of the returned questionnaires were adequate to be used for the analysis and considered for any empirical study.

Table 4:1 Distribution of Respondents by Locations

Name of Prison	Number of Questionnaires Administered	Number of Questionnaires Returned	%
Medium Security Prison Abuja	79	60	76.0
Medium Security Prison Ilorin	36	32	88.9
Medium Security Prison Jos	66	53	80.3
Medium Security Prison Lafia	48	40	83.3
Total	229	185	80.8

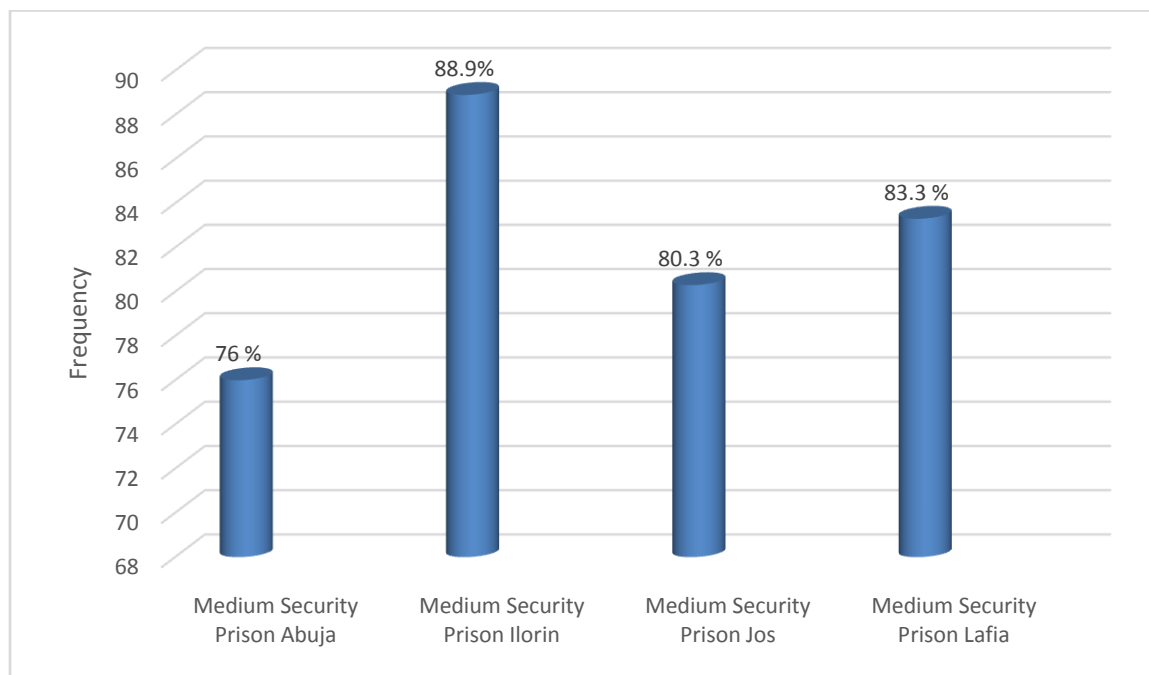


Figure: 1 Distribution of Respondents by Locations

4.3 Descriptive Analysis of the Socio-Demographic Characteristics of the Prison Inmates

In this section, the socio-demographic characteristics of the prison inmates from different locations of the zone are presented in frequencies and percentages. As for the age distribution respondents between the ages of 18-25 with an overwhelming count of 93(50.3%), followed by

ages 25-40 with 65(35.1%), However ages, 40-60 constitute the least with 27(14.6%). This implies that the inmates in the study areas consist of energetic youths who can contribute their quota to the nation as citizens. Table 4.2 and Fig 2 show the age distribution of the respondents.

Table 4.2 Age Distribution of Respondents

Age distribution	Frequency	%
18-25	93	50.3
25-40	65	35.1
40-60	27	14.6
Total	185	100

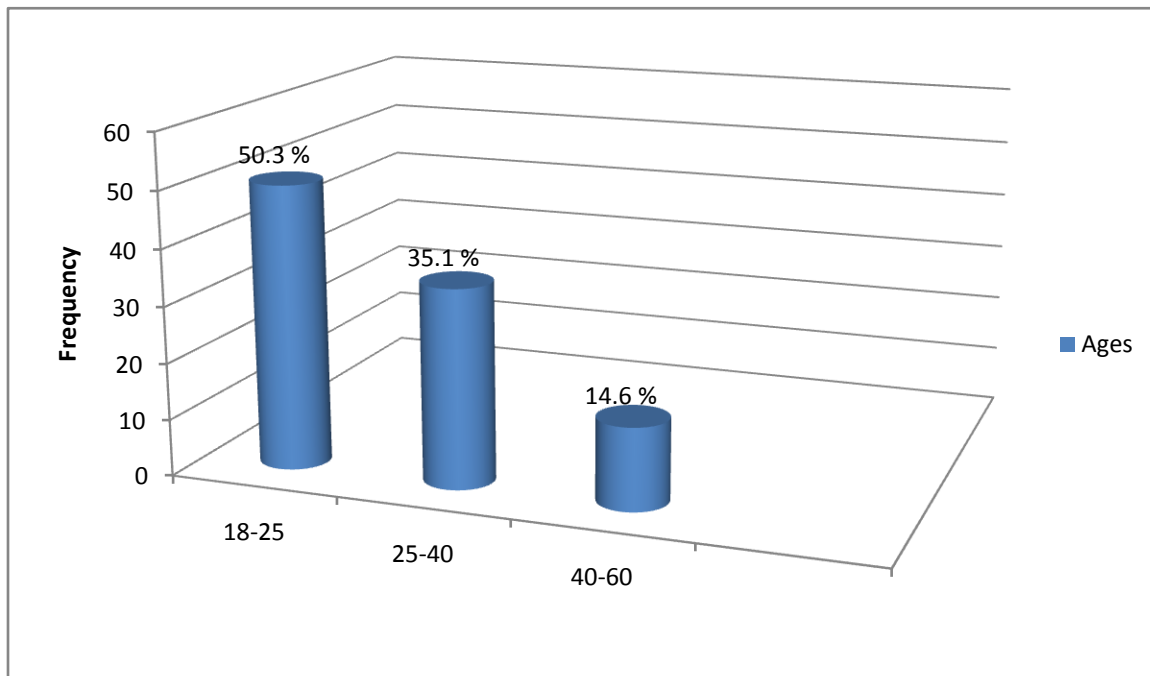


Figure 2: Age Distribution of Respondents

As for the sex distribution, the study revealed that there were more male inmates than the female counterpart out of the 229 sample, 147 (79.5%) were male while 38 (20.5%) were female. It could be said that both male and female were involved in the study. This has helped to eliminate

bias. The implication of this is that the involvement of men in crime tends to be higher than that of the female. Table 4.3 and fig. 3 show inmates by their qualification.

Table 4.3 Classification of Inmates by their Qualification.

Qualification	Frequency	%
Primary	16	8.65
Secondary	65	35.1
NCE	30	16.2
OND/HND	44	23.8
Degree	26	14
Others(Islamic education)	4	2.16
Total	185	100

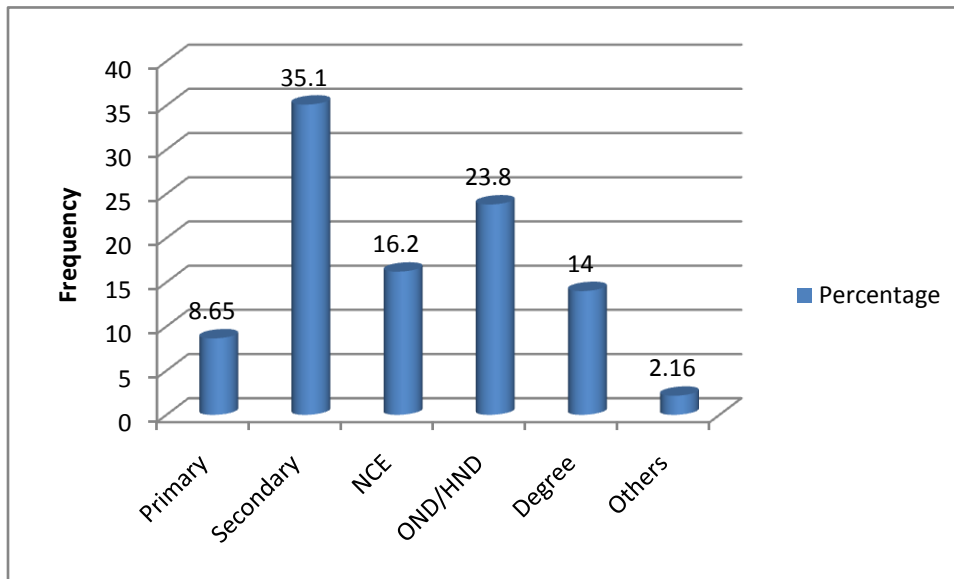


Figure 3: Classification of Inmates by Qualification.

Table has revealed that 65 (35.1%) of the respondents have secondary school leaving certificates. This group of respondents were the highest.(OND/HND) Ordinary National Diploma/Higher National Diploma who accounted for 44 (23.8%) of the total respondents. Others with Primary School Certificate were 16 (8.65%) and those who indicated other qualification as Islamic

Education were 4 (2.16%). The implication of these findings is that majority of the prison inmates are highly educated which have influence on their information needs and use of the library due to the level of their educational qualification obtained as NCE,OND/HND and Degree indicated to be 100(54%).

4.4. Types of Information Resources Available in Prison Library

The first research question of the study concerns the types of information resources and services available in prison libraries. The available information resources in the prison library are expected to enhance the rehabilitation and reformation of prison inmates. Table 4.4 shows the information resources available as indicated by the respondents.

Table 4.4 Types of Information Resources Available in Prison Library.

Information Resources	Frequencies	%
Books(History, Religion, Agriculture, Language, Art and Craft)	156	84.3
Newspapers	124	67
Pamphlets	59	31
Dictionaries	89	61.4
Illustrated books	33	17.8
CD's	41	7.60
Journals	28	15.1
CD-ROMs	38	20.5
Government Publications	28	15.1
Graphics	13	7.02
Maps, Atlases	33	17.8
Radio	26	14
Television.	20	10.8

The information resources common among the four sampled prison libraries are textual resources such as books, newspapers and dictionaries. Table 4.4 revealed that 156 (84.3%) of the inmates were of the opinion that books were available in their libraries. As for newspapers, 124 (67.0%)

were also available as indicated in the Table. Respondents who indicated dictionaries as resources available in their prison libraries were 89 (61.4%). The high response on the availability of books, newspapers and dictionaries were assumed to be associated to the prison library standards on information resources that need to be available in prison libraries. This finding can also be supported with Glenor (2012) who indicated in her survey that the collections of the prison libraries are similar to that of the public libraries which include dictionaries, books, newspapers and magazines, fiction, non-fiction and science fiction.

The implication of the finding is that inmates who do not make use of the information resources cannot improve in reading skills while those who read books, newspapers and dictionaries would improve in reading skills and this would help them direct their thought from the prison environment because books serve as means of rehabilitation through bibliotherapy which is to help inmates solve problems and make change in their personal lives.

The availability of graphics, radio and television were low and indicated to be 13(7.02%), 26(17.8%) and 20 (10.8%) respectively. The implication is that the low availability of such resources keeps inmates unaware and uninformed through the media, thus they become unenlightened and denied their privileges which are contrary to the specifications of any prison library and this could be seen as a means of punishment to offenders.

4.5 Types of Information Services Enjoyed in Prison Library

The first research question of the study concerns the type of information services available and enjoyed by inmates in the prison libraries. These services are expected to enhance the utilization of information resources that are available. Table 4.5 shows the information services rated by the respondents in relation to their availability.

Table 4.5 Information Services Enjoyed by Prison Inmates.

Information Services	Frequency	%
Exhibition& Display	85	45.9
Current Awareness Services	53	28.6
Lending Services	87	47
Library-Orientation/User Education	78	42.2
Reference Services	-	-
Inter-Library Lending	15	8.1
Reservation Service	-	-
Library Publications	49	26.5

The most common information services in all the prison libraries studied were exhibition and display, lending services and library orientation/user education. Table 4.5 revealed that 85 (45.9%) of the prison inmates enjoyed exhibition and display services, lending services with response rate of 87(47.0%), library orientation/user education was 78(42.2%) indicating that the prison offer these services. Inter-library loan 15 (8.1%). The non-availability of reference and reservation services could be attributed to the fact that they were considered to be of less importance or of less significance in the Nigerian prison sector. The implication of this is that only inmates who make use of the library enjoy and benefit from the services available in their libraries and information services still remain important services in the society and the prison library serves as a place of solace in the lives of prisoners.

4.6 Inmate's Access to Information Resources and Services

The second research question of the study concerns inmates' access to information resources and services. The opinions of the respondents on the respective retrieval devices that facilitate access to information resources in the prison libraries are indicated in Table 4.6

Table 4.6 Retrieval Devices which Facilitate Access to Information Resources

Retrieval Devices	Frequency	%
Library Catalogue	96	51.9
Shelf List	50	27.0
Reading List	27	14.6
Indexes	-	-
Abstracts	-	-
Bibliographies	-	-

Table 4.6 indicates that the most available retrieval devices that facilitate access to information resources were the library catalogues indicated by 96 (51.9%), while the shelf list was indicated by 50 (27.0%). This could be attributed to the fact that the production of library catalogue and shelf list is cheaper and easy to produce. This means that the retrieval device that can facilitate access to information resources in the prison libraries were the library catalogue and shelf list.

This observation is in agreement with Pandy (2000) who observed that library catalogue is the primary finding list in a library, as well as Nweke (1991) who was of the opinion that special libraries access resources through card catalogue which could be author/title, subject and shelf list and of which prison libraries are not exempted. The implication is that inmates were restricted to few information retrieval devices due to the nature and specialty of the library and its users.

Table 4.7 Information Service Which Facilitates Access to Information Resources

Information Services	Frequency	%
Exhibition & Display	61	33
Current Awareness Services	56	30
Lending services	85	46
User-Education/Library Orientation	83	44.9
Reference Services	-	-
Reservation Services	-	-
Library Publications	18	9.7

Table 4.7 the respondents indicated that exhibition and display facilitate their access to the information resources 61 (33.0%). Lending services was indicated has 85 (46.0%), while user education/ library orientation was 83 (44.9%). These are seen to be essential information services that facilitate access to information resources in prison libraries. Library publications 18(9.7%) tends to be low which should be an essential service to keep inmates aware of new publications. It is noted that the information services that facilitate access of inmates to information resources in the prison that were very much available were exhibition and display, lending services and user education/ library orientation. This implies that exhibition and display, lending services and user education/ library orientation were the most essential services which enable inmates have access to resources available in their libraries to enhance their rehabilitation and reformation.

4.7 Information Resources Utilized by Inmates

The opinions of respondents on types of information resources utilized are given in table 4.6

Table 4.8 Information Resources Utilized by Inmates.

Information Resources Utilized	Frequency	%
Books	142	76.8
Newspapers	115	62.2
Pamphlets	44	23.8
Dictionaries	107	57.8
Illustrated Books	25	13.5
Encyclopedias	74	40
CD's	47	25.4
Government Publications	38	20.5
CD-ROMs	25	13.5
Journals	29	15.7
Maps, Globes & Atlas	24	13
Graphics	18	9.7

Data collected from the respondents revealed that books were the information resources utilized by inmates as indicated by 142 (76.8%). The use of newspapers was also reported to have a very high utilization by 115 (62.2%), respondents who indicated the utilization of dictionaries were 107 (57.8%). While other information resources that were less utilized due to low response rate were graphics 18(9.7%), Maps, globes and atlas 24(13%) and CD-ROMS 25(13.5%). It can be inferred that the most utilized information resources were books, newspapers and dictionaries. This finding is in line with (Glenor, 2011 and Burt 1977) of all whom observed that information resources available and utilized in prison libraries are books, newspapers, dictionaries, almanacs, monographs, directories to mention a few.

This finding indicate that information resources were made available to inmates but some resources were less utilized. This could be that the information resources are outdated and not important to inmates, which indicates that prison in the North Central States of Nigeria has not fully met the standard for prison libraries.

4.8 Frequency of Utilization of Information Resources

The third objective of the study was to determine the frequency of utilization of information resources and services. For the purpose of comprehension the four point scale was used. The responses to this question are presented in Table 4.9. This would further throw more light on whether the resources were utilized or not utilized.

Table 4.9 Frequency of Utilization of Information Resources

Information Resources	Very Frequently Utilized	Utilized	Not Utilized	Undecided
Books	31(16.8)	103 (55.7)	24(13.0)	8 (4.32)
Newspapers	8(4.32)	92 (49.7)	25(13.5)	5 (2.70)
Pamphlets	17 (9.2)	30 (16.2)	30(16.2)	5 (2.70)
Dictionaries	25 (13.5)	87 (47.0)	17(9.12)	6 (3.24)
Illustrated books		14 (7.57)	11(5.95)	
Encyclopedias	12 (6.5)	74 (40)	20(10.8)	
CD-ROMs	27 (14.6)			5(2.70)
Journals		26 (14.0)	16(8.64)	
Television		8 (4.32)	13(7.02)	7 (3.80)
Radio		11 (5.95)	10(5.40)	7 (3.80)
Graphics		14(7.57)		2 (1.08)
Maps, globes, Atlas		31 (16.8)	9(4.90)	

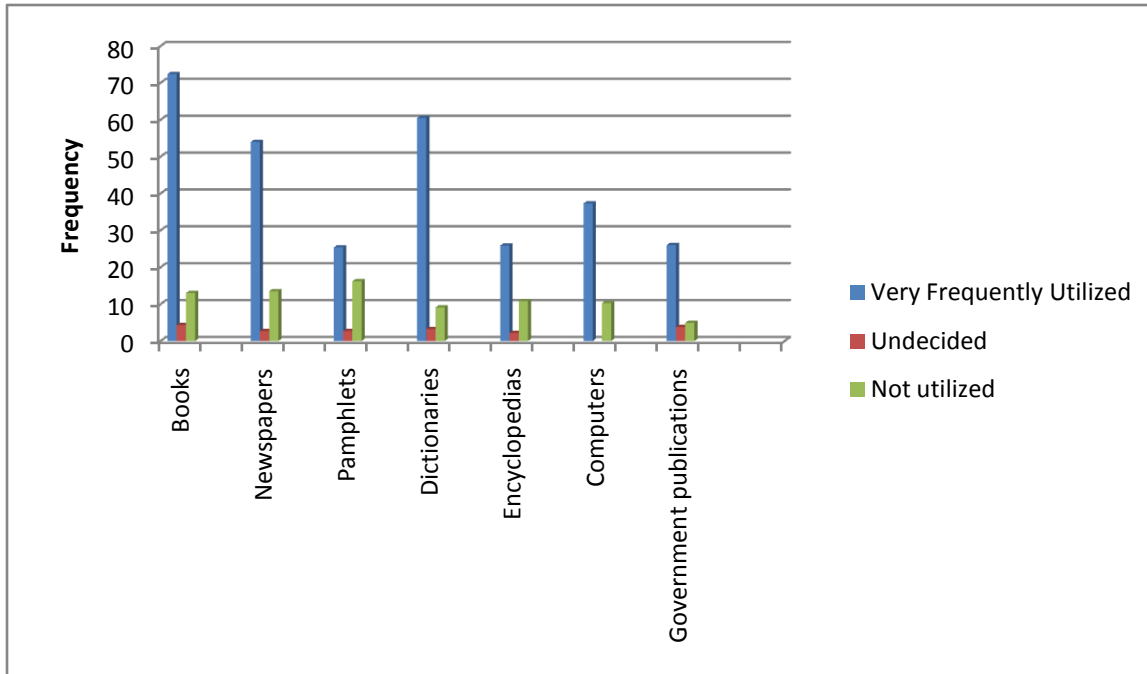


Figure 4: The Most Frequently Utilized Information Resources in Prison Libraries

Data collected from respondents' revealed that books were the most utilized information resources by 134 (72.4%). This is because books were among resources that were specified to be among prison library resources and are to be made available in all prison libraries. The use of dictionaries was indicated by 112 (60.5%) and inmates who use the newspapers were 100 (54.0%). Other information resources were less utilized by most of the prison inmates even where they were available as indicated in Table 4.9.

The implication of this finding is that despite the availability of some of the information resources in the prison libraries it indicate that information resources were made available to inmates but some resources were less utilized. This could be tied to the fact that majority of the resources were not of relevant to the inmates and as well it is evident that inmates do not even avail themselves for the use of the library as expected which can cause majority of them to remain the same as the came into the prison even after their jail term since the information

resources that can make them better individuals upon release were not fully utilized. The utilization of information resources could be an effective tool to ensure the restoration of inmates into a socially acceptable life.

4.9 Frequency of Utilization of Information Services

The third research question was to establish the frequency with the utilization of information services provided to inmates in prison libraries. The response to this question is presented in Table 4.10 and fig 5

Table 4.10 Frequency of Utilization of Information Services

Information Services	Very Frequently Utilized	Utilized	Not Utilized	Undecided
Exhibition & Display	75 (40.5)	6(3.24)	17(9.2)	3(1.62)
Current Awareness Services	2(1.08)	69(3.73)	11(5.95)	12(6.49)
Lending	7 (3.9)	80(43.2)	15(8.1)	2(1.08)
Library Orientation/User Education	7 (3.9)	96(51.9)	7(3.78)	7(3.78)
Library Publications		25(13.5)	6 (3.24)	3(1.62)

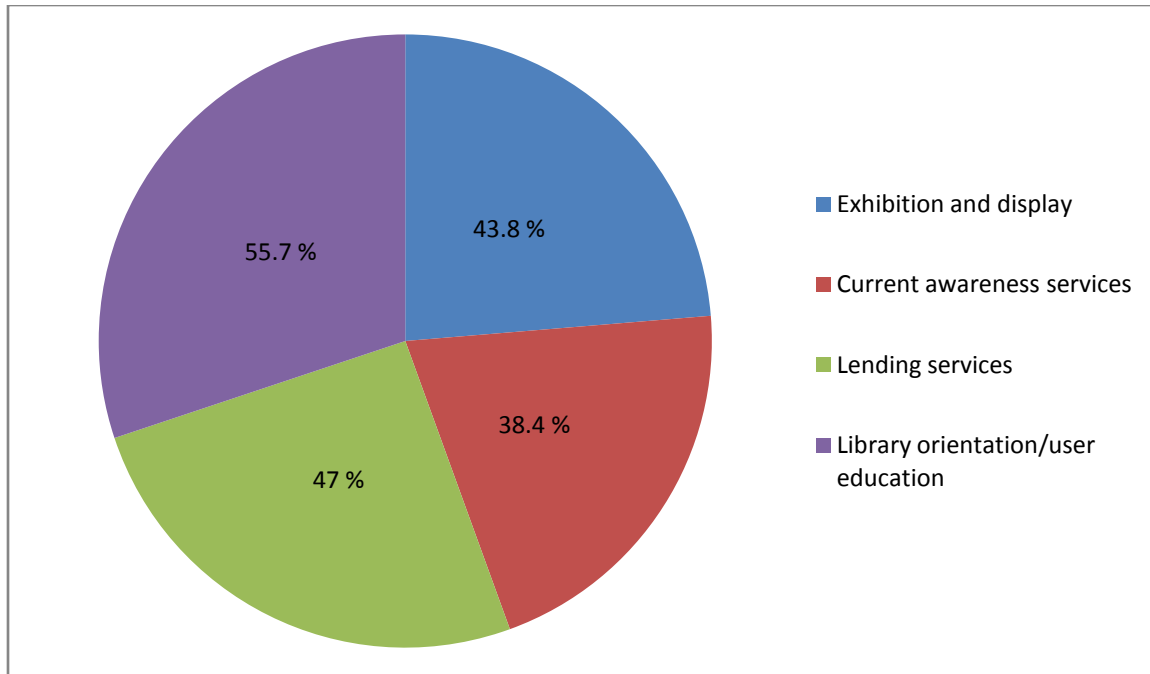


Figure 5: Extent of Utilization of Information Services

Table 10 and Figure 5 revealed that the information services provided in prison libraries were utilized by the inmates. For the purpose of comprehension, the four point scale was used. This was to further explain if the services were utilized or not. From Table 10 utilized the exhibition and display services were 81(43.8%). This is an essential information services in any library. However, lending services were indicated to be 87(47.0%). This could also be attributed to the fact that the information resources were of importance to the inmates. The respondents who indicated the utilization of library orientation/user education had the highest response of 103(55.7%). The implication of the finding is that only few information services were provided and utilized in the prison libraries this is due to the special users. Information services are very essential in libraries due to the enlightenment it creates.

4.10 Extent of Satisfaction with Information Resources

The fourth objective was to determine the extent of satisfaction of the information resources provided to the inmates. In doing this, a list of available resources were listed for the respondents to tick based on the Likert scale. The responses to this question are presented in Table 4.11

Table 4.11 Extent of Satisfaction with Information Resources

Information Resources	Very Highly Satisfied	Satisfied	Not Satisfied	Undecided
Books	20 (10.8)	94 (50.8)	30(16.2)	3 (1.62)
Newspaper	3 (1.62)	60 (32.4)	27(14.6)	22 (11.9)
Pamphlets		11(5.95)	4(2.16)	19 (10.3)
Encyclopedias	32 (17.3)		5(2.70)	
Dictionaries	3 (1.62)	85 (45.9)		30 (16.2)
Illustrated books		6(3.24)	18(9.72)	
Journals		22 (11.9)	9 (4.86)	3 (1.62)
Government publications		20 (10.8)	4(2.16)	
Maps, atlas and globes		22(11.9)	6(3.24)	

According to the findings, inmates were most satisfied with the books indicated by 114 (61.6%). This figure clearly reflects an appropriate presence of these information resources in most prison libraries that were studied. This high response is connected with the fact that books constitute the bulk of prison library information resources. Respondents who were satisfied with dictionaries were 88 (45.6%) and newspapers 63 (34.0%) respectively. The finding indicates that inmates

were not satisfied with the majority of the information resources provided, knowing well that the principal objectives of establishing prison libraries was to ensure that the resources are used in order to enhance their rehabilitation and reformation as well as integration into the larger society (Grims, 2000 and Daramola 2004). The implication of this finding is that the aim of establishing prison libraries in North Central States of Nigeria has not been fully achieved because the use of information resources is to derive optimal satisfaction since the information resources serve as tools which help to change the character of inmates and leads them to be responsible citizens.

4.11 Extent of Satisfaction with Information Services

In examining the extent of satisfaction with information services provided. The response rate presented in Table 4.12 showed the opinions of respondents.

4.12 Extent of Satisfaction with Information Services

Information Services	Very Satisfied	Highly Satisfied	Not Satisfied	Undecided
Exhibition & Display	5 (2.70)	39(0)	27(14.6)	3 (1.62)
Current Awareness Services		34 (18.4)	32(17.3)	8 (4.32)
Lending	52 (28.1)		18(9.72)	
Library Orientation/User Education	71 (38.4)		33(17.8)	4 (2.16)
Library Publications	24 (12.9)		10 (5.40)	

Table 4.12 revealed that respondents who were satisfied with exhibition and display services were 44(23.8%). Lending services was 52(28.1%) while inmates were more satisfied with the library orientation/ user education as indicated to be 71(38.4%). Ezeala (2011) posited that for a library to be sure that it is carrying out its mandate to its users “the totality of features and

characteristics of its resources and services must be able to satisfy all users stated on implied needs. It can be inferred that information services which can enhance the use of library as well as the rehabilitation and reformation of inmates were provided but only a few were satisfactory to the inmates. The implication of the finding is that inmates were only satisfied with the few information services provided this limited their choice of quality decision making because there were no alternative services which are available in other libraries.

4.12 Assessment on Inmates' Information Needs

The sixth objective was to assess the information needs of inmates. In Table 4.13 and fig 6, the information needs were presented in frequencies and percentages. The respondents of whom their information needs were on skill acquisition had the highest response rate of 118(63.8%) and those that were interested in education were 92(49.2%) and entertainment 89(48.1%) respectively. Inmates whose information needs were on legal issues were 43(23.2%), moral information 48(25.9%) and cultural 32(17.3%) were low. This could be attributed to the fact that this information needs are not the most pressing needs. This finding is in collaboration with that of (Emasealu, 2010), (Omagbemi and Odunewu, 2007) who pointed out information needs of inmates to include educational information, recreational and vocational information. The implication of the finding is that ignoring the information needs of inmates in the prison libraries would lead to the low utilization and non-satisfaction of information resources and services since the majority of the inmates information needs were on skills acquisition, education and entertainment which are seen to be the main basic means of rehabilitation and reformation.

Table 4.13 Information Needs of Inmates

Information Needs	Frequency	%
Skill acquisition	118	63.8
Health matters	79	42.7
Education	92	49.2
Political issues	54	29.2
Legal issues	43	23.2
Business information	52	28.1
Moral information	48	25.9
Religious information	61	33.0
Current affairs	73	39.5
Sports	55	29.7
Employment	47	25.4
Cultural	32	17.3
Entertainment	89	48.1

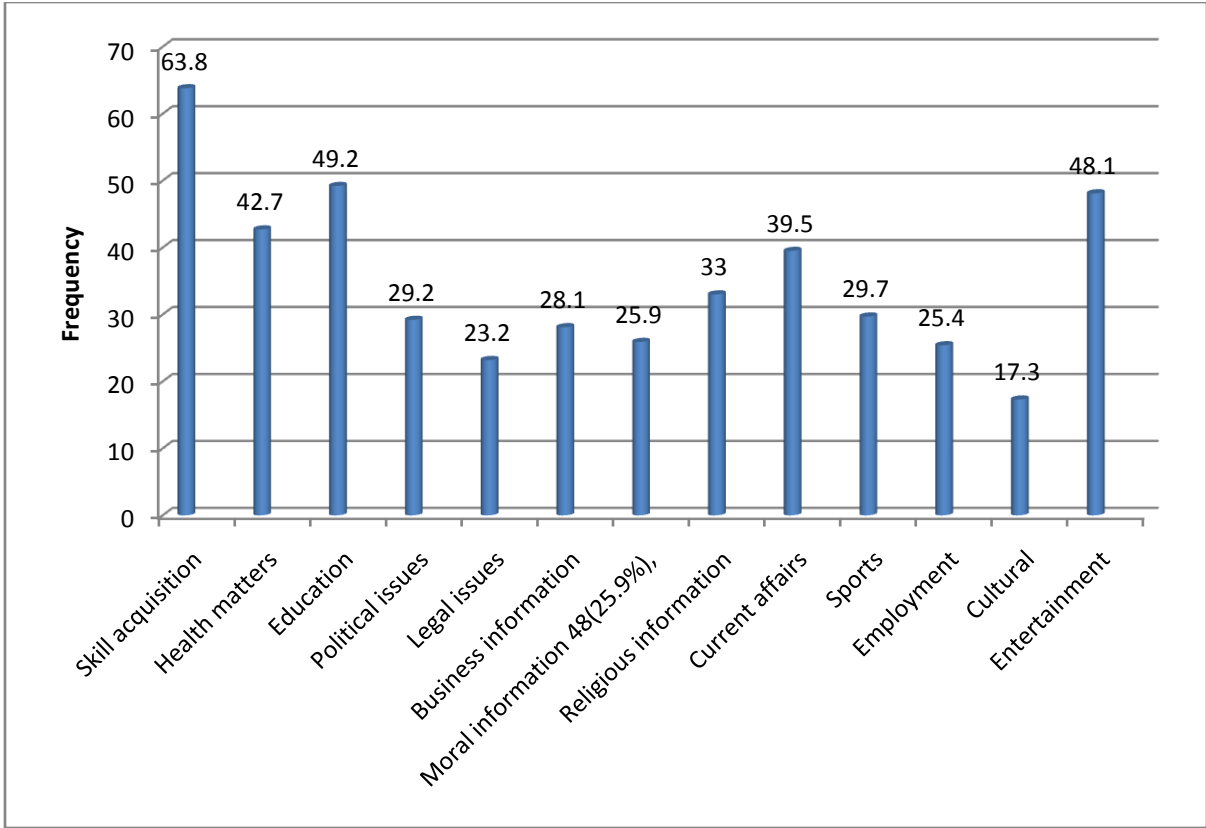


Figure: 6 Information Needs of Inmates

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CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of the investigation into Availability, Accessibility, and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria. Other aspects of the chapter are summary of the major findings, conclusion, recommendations and suggestions for further study.

5.2 Summary of the Study

The study investigated Availability, Accessibility and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria. It was noted that prison libraries were established to ensure that the objectives of the prison sector of rehabilitation and reformation of inmates were achieved. To this end, the types of information resources and services, accessibility, extent of utilization and satisfaction of the information resources and services as well as the information needs were all examined. To achieve this, five research questions were raised and addressed.

Survey method was adopted for the study. The prison inmates in the North Central States constituted the target population of the study with 2,288 inmates. A sample of 229(10%) from the total population of 2,288 inmates were selected. Structured questionnaires and observation were used in collecting data from the respondents. Data collected were analyzed using descriptive method of analysis. The result of the findings were presented in tables and figures showing frequencies of responses and their corresponding percentages.

5.3 Summary of The Major Findings

The Major findings of this study are listed below

1. The study discovered that the most available information resources in prison libraries were books, newspapers and dictionaries which were the most utilized information resources.
2. Exhibition and display, lending and library education/ user education were the most enjoyed and available information services. However it was also discovered that these services were the only services utilized by inmates as well.
3. The findings revealed that information resources were made accessible through the library catalogue and shelf list which were the most available finding aids in prison libraries.
4. It was found that despite the information resources provided in the prison libraries, majority of the inmates were not satisfied with the information resources. It was also discovered that inmates were only satisfied with the exhibition and display, lending services and library orientation/User education.
5. It was equally discovered that all the inmates have information needs such as skills acquisition, education and entertainment which all need to be met. And these were the most pressing needs to the prison inmates.

5.4 Conclusion

Arising from the findings of the study, it could be concluded that information resources and services were made available to inmates in prison libraries that were studied. It was also discovered that inmates utilize the information resources and services to enhance their

rehabilitation and reformation during their jail term. Nigerian prisons are more of custodian than rehabilitation and reformation because scant attention is paid to the need for library services to inmates. Thus the prison objective of rehabilitation and reformation through the provision of information resources and services is yet to be fully achieved. This, therefore, indicates that the aim of establishing the prison library has not been fully achieved, knowing well that majority of the information resources were old and could neither meet the information needs of the inmates making them unsatisfied.

5.5 Recommendations

Provision of information resources and services in prison sector is to enhance inmates' rehabilitation and reformation and to make them better citizens upon release after jail term. However, all these cannot be achieved without adequate provision access, and utilization of information resources and services. To improve on the situation, the following recommendations are offered.

1. There is need to make the available information resources and services accessible in the library and this would as well lead to optimum utilization. The availability of these resources should not only be limited to books, newspapers, encyclopedias and dictionaries but should include all other resources that are to be found in a good public library both the print and the non-print media in order to achieve the above objective behind the establishment of prison libraries in the North Central States of Nigeria. The information resources should also be in disciplines such as religion, art and craft, history, geography, languages, poetry, and fiction.

2. The prison libraries should ensure that available access points to information resources are in good condition and updated.

3. The information services provided should be fully utilized by inmates due to enlightenment it creates. Utilization can be achieved only if the information needs of the inmates are considered.

4. Effort should be made bearing in mind the information needs of each and every inmate to ensure that what is needed as relevant information resources which would satisfy the information needs of inmates are provided in the prison library. Nigerian prison sector should see libraries to be of great importance to inmates, this can also be achieved by embracing the establishment and improvement of mobile library services from Non-governmental organizations and religious groups who are always willing to reach out to inmates. Therefore, there is need for a special collaborative effort between the Federal government and other NGO's who are willing to support prison libraries both financially and materially to making the prison environment a more conducive atmosphere.

5. The information needs of inmates must be known and put into consideration. The information needs of inmates are to be met by providing information resources and services which can cater for different needs. In order to ensure adequate utilization of the information resources and services in the prison, this can be feasible through fund allocation specifically for prison libraries from the federal government of Nigeria which would be mandated to channel all its resources to the development of libraries in the prison sector there by giving inmates a sense of belonging.

6. The prison libraries should be managed by qualified librarians who can actually ensure that relevant information resources and services are provided.

7. Nigerian prisons such as Medium Security Prison Kabba, Makurdi and Minna should have libraries to enhance the reformation and rehabilitation of prison inmates.

5.6 Suggestions for Further Study

Based on the findings of this study, it is recommended that a study be conducted in the following areas:

1. Impact of library and information resources and services on prison inmates.
2. The role of prison libraries to the promotion of prison information services.

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APPENDIX A: PROPOSED PRISON LIBRARY GUIDELINES

It is obvious that prison libraries in North Central States of Nigeria cannot meet up with the Minimum Standard guidelines for the treatment of prison inmates as laid down by IFLA Guidelines. To this point a suitable and attainable guidelines is formulated to ensure that the prison libraries in the North Central States of Nigeria are not lacking.

Mission Statement

Prison library are established to enhance the rehabilitation and reformation of prison inmates through the provision of information resources and services to facilitate their integration into the larger society. To ensure that the mission statement is met, the guidelines would cover

1. Library Facilities
2. Information Resources
3. Information Services

Library Facilities

This shall include the building, furniture and fittings in the prison library.

- The Library building should be such that it is located in a place that would make reading conducive.
- The library should be built in a way that would facilitate ventilation
- The furniture should be such type that gives comfort to the user.
- The reading table should not be demarcated so that all users can be monitored against mutilation of information resources or theft
- The lighting system should be the fluorescent type used in other library.

Information Resources

It is concerned with the existing information resources which includes the library collections.

Information resources in prison libraries shall include the following:

- a. Books [Coverage and Language
- b. Newspapers(Local)
- c. Journals
- d. Pamphlets
- e. Government Publications
- f. Electronic Resources (audio-visuals)
 - The books shall cover areas such as General knowledge, Religion, Art and Craft, Geography, Agriculture, Fiction and poetry and they shall be in English Language.
 - Information resources should be relevant to both vocational skills and education which is the mission behind establishing prison libraries.
 - Information resources should be such that they impact knowledge to inmates who desire to make use of them and the information resources should be in English, Hausa, Yoruba and Igbo most especially Newspapers.
 - Information resources should be that which would promote the interest, status and reputation of the prison objectives as well as increase the reading skills of inmates.
 - Inmates should be allowed to lend 4(four) books at a time since the library cannot meet up to the minimum standard of lending 12(twelve) books based on IFLA

guidelines. This is due to the limited nature of the library collections found in prisons.

- Information resources as the Audio-visual shall be made available to inmates at their leisure time and they shall not be deprived of their right.

Donated Information Resources

- Donated information resources to be collected by the prison library shall only be relevant resources issued from Non-Government Organizations (NGO's), Charity groups, Religious groups and individuals who are willing to support the growth of prison library.
- Donations received in the form of gifts and bequest shall be screened to ensure they are worthy of being received as library collections and no string or restriction what so ever shall be attached to such resources.
- Donations received in the form of endowment and grants shall only be used for purchase of information resources or improvement in the prison libraries, they shall not be diverted for other purposes.

Information Services

They are professional services which are rendered to library users by an individual who has been assigned for that specific purpose.

- The following services shall be incorporated into the prison library services to ensure that inmates are given a sense of belonging. The services to be incorporated shall include
 - a. Current awareness services

b. Exhibition and display services

- Exhibition and display shall be on new arrivals of books
- It shall also be on the Art and Craft done by the inmates from the vocational skills. Exhibition of items made by inmates like shoes, tie and dye materials etc.

c. Lending services

d. Book talks (which could be weekly or bi-weekly)

- Book talks should be carried out by a professional librarian or a qualified staff in the absence of a prison librarian.
- It should be on topics which would help inmates appreciate information resources and help their reading habits.

e. Mobile library services

- Information services rendered such as the mobile library services should be such that it promote positive engagement of inmates with the library for reading and lifelong learning.
- Information services shall be carried out by a qualified librarian and not a prison warder.
- Charity groups, religious organizations and missionaries shall be permitted to carry out mobile library services at least once weekly.
- The library shall be occupied with routine activities such as compilation of comprehensive statistics of inmates who use the library and the materials consulted on a daily basis. The librarian shall also address inmates on essential issues on politics, health, and religion in order to bridge the gap between inmates and individuals in the society.

Censorship

- Only the librarian in collaboration with the controller who is the governor of the prison has right and discretion to ban information or any reading material which would be detrimental mentally and psychologically to inmates' condition.
- This shall only be done if he considers that the contents of the information resources or reading materials presents threat to good order or discipline.

APPENDIX B: QUESTIONNAIRE

Department of Library and Information Science,
Faculty of Education Ahmadu Bello University
Zaria,
April, 2014

Dear Respondent,

I am an MLS student of the above mentioned library school. I am conducting a study on “Availability, Accessibility and Utilization of Information Resources and Services for Prison Inmates in North Central States of Nigeria” your kind response(s) to the attached questionnaires will provide data for this study.

All responses will be treated as confidential. Thank you for your anticipated cooperation.

Yours faithfully

Adegboye Gladys O.

SECTION A

BIO-DATA

1. Age
 - a.) 18 – 25 [] b.) 25 – 40 [] c.) 40 - 60 []
2. Educational qualification
 - a.) Primary [] b.)SSCE [] c.) N.C.E [] d.) OND/HND [] e.) Degree []
 - f. Others please specify-----
3. Gender
 - a.) Male [] b.) Female []

SECTION B INFORMATION RESOURCES

4. Are information resources and services available in prison of North Central States of Nigeria? Yes [] No []
5. What type of information resources are available in your library? [Tick as many as appropriate]

- | | |
|-------------------------|------------------------------|
| Books | [<input type="checkbox"/>] |
| Newspapers | [<input type="checkbox"/>] |
| Pamphlets | [<input type="checkbox"/>] |
| Encyclopedias | [<input type="checkbox"/>] |
| Dictionaries | [<input type="checkbox"/>] |
| Illustrated books | [<input type="checkbox"/>] |
| Comics | [<input type="checkbox"/>] |
| Tapes | [<input type="checkbox"/>] |
| Radio | [<input type="checkbox"/>] |
| Television | [<input type="checkbox"/>] |
| Video & audio Cassettes | [<input type="checkbox"/>] |
| CD's, | [<input type="checkbox"/>] |
| Journals | [<input type="checkbox"/>] |
| CD-ROMs | [<input type="checkbox"/>] |
| Government Publication | [<input type="checkbox"/>] |
| Microfilms | [<input type="checkbox"/>] |
| Graphic materials | [<input type="checkbox"/>] |
| Sound recordings | [<input type="checkbox"/>] |
| Motion pictures | [<input type="checkbox"/>] |
| Maps, atlases & globes | [<input type="checkbox"/>] |

6. INFORMATION SERVICES

What types of information services are available in your library?

- | | |
|------------------------------------|-----|
| Exhibition & displays | [] |
| Current awareness services | [] |
| Lending services | [] |
| Photocopying services | [] |
| Library orientation/user education | [] |
| Reference services | [] |
| Referral services | [] |
| Reservation services | [] |
| Document delivery | [] |
| Interlibrary lending | [] |
| Extension& outreach services | [] |
| Translation services | [] |
| Library publication | [] |

7. ACCESS TO INFORMATION RESOURCES

Which retrieval devices facilitate your access to information resources?

- | | |
|-------------------|-----|
| Library catalogue | [] |
| Shelf list | [] |
| Reading list | [] |
| Indexes | [] |
| Abstracts | [] |
| Bibliographies | [] |

8. ACCESS TO INFORMATION SERVICES

Which of the services facilitates your access to the use of library resources?

- | | |
|------------------------------------|-----|
| Exhibition & displays | [] |
| Current awareness services | [] |
| Lending services | [] |
| Photocopying services | [] |
| Library orientation/user education | [] |
| Reference services | [] |
| Referral services | [] |
| Reservation services | [] |
| Document delivery | [] |
| Interlibrary loan | [] |
| Extension& outreach services | [] |
| Translation services | [] |
| Library publication | [] |

9. UTILIZATION OF INFORMATION RESOURCES

What type of information resources are used in the library?

Books	[]
Newspapers	[]
Pamphlets	[]
Encyclopedias	[]
Dictionaries	[]
Illustrated books	[]
Comics	[]
Tapes	[]
Radio	[]
Television	[]
Video & audio cassettes	[]
CD's,	[]
Computers	[]
Journals	[]
CD-ROMs	[]
Government publications	[]
Microfilms	[]
Graphic materials	[]
Sound recordings	[]
Motion pictures	[]
Maps, atlases & globes	[]

10. FREQUENCY OF UTILIZATION OF INFORMATION RESOURCES

What is the frequency of utilization with the information resources?

Information Resources	Very Frequently Utilized	Utilized	Undecided	Not Utilized
Books				
Newspapers				
Pamphlets				
Encyclopedias				
Dictionaries				
Illustrated books				
Comics				
Tapes				
Radio				
Television				
Video & audio cassettes				
CD's,				
Journals				

CD-ROMs				
Government publication				
Microfilms				
Graphic materials				
Sound recordings				
Motion pictures				
Maps,atlases &Globes				

11.FREQUENCY OF UTILIZATION OF INFORMATION SERVICES

What is the frequency of information services utilized by inmates?

Information Services	Very Frequently Utilized	Utilized	Undecided	Not Utilized
Exhibition &displays				
Current awareness services				
Lending services				
Library orientation/user education				
Reference services				
Inter-library lending				
Reservation services				
Document delivery				

12. FREQUENCY OF SATISFACTION WITH INFORMATION RESOURCES

How satisfied are you with the library resources?

Information Resources	Very Satisfied	Satisfied	Undecided	Not Satisfied
Books				
Newspapers				
Pamphlets				
Encyclopedias				
Dictionaries				
Illustrated books				
Comics				
Tapes				
Radio				
Television				
Video & audio cassettes				
CD's,				
Journals				
CD-ROMs				
Government publications				
Microfilm				
Graphic materials				
Sound recordings				
Motion pictures				
Maps, atlases & globes				

13. FREQUENCY OF SATISFACTION WITH INFORMATION SERVICES

How satisfied are you with the library services?

Information Services	Very Satisfied	Satisfied	Undecided	Not Satisfied
Exhibition & displays				
Current awareness services				
Lending services				

Photocopying services				
Library orientation/user education				
Reference services				
Inter-library lending				
Reservation services				
Document delivery				
Interlibrary loan				
Extension& outreach services				
Translation services				

14. INFORMATION NEEDS

In what areas do you need information?

- Skill acquisition []
- Health matters []
- Educational information []
- Political issues []
- Legal issues []
- Business information []
- Moral information []
- Religious information []
- Current affairs []
- Sports information []
- Employment information []
- Cultural information []
- Entertainment information []