

# INFORMATION NEEDS OF LIBRARY USERS' IN KANO STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY, WUDIL, NIGERIA

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## ABSTRACT

*The paper examines the Information Needs of Library users in Kano State University of Science and Technology, Wudil Nigeria. The research design adopted for this study is descriptive survey method. The study was guided by three research questions and objectives. Purposive convenience sampling technique was used to collect data from a target sample population of 43 library users'. Questionnaire and observation were used to collect from the participant. Data collected were analyzed using descriptive statistical method, which were presented in form of tables and charts using frequency and sample percentages. The findings revealed that, Majority of the respondents frequently visit the library to satisfy their information need purposely for reading, learning and teaching (41.8%). It also showed that, the major information sources accessible to the respondents are internet and books. The results further showed that, most of the respondents prefer to source for their information need through the internet (67.4%) and books (76.7%) and also revealed that only few of the library services were known to the users. It recommends on how best to improve on the library services and acquisition of current information resources to Library users in order to enhance their teaching, learning and research thus, helping them to meet the trend of 21<sup>st</sup> century library.*

**Keywords:** *Information, Information Need, Information sources, Academic Library Library services, Library users', Kano State university of Science and technology, Wudil.*

## I. INTRODUCTION

The primary role of libraries is to provide accurate, relevant and reliable information for research and developmental activities Wheeler & Goldhur (2002) in [1]. Globally, libraries of academic institutions occupy a

central position, and the services provided are closely linked to the academic programs goals and objectives of these institutions [2].

However, libraries in the African context are an essential element of higher institutions, providing opportunities for students and staff to explore and expand their minds towards meeting the expectations of users' needs and aspirations (Blau 2004) in [3]. When information is available in the library, it improves the cumulative and individual knowledge of users, making them more aware and rational. Yue, Chatuyendi & Methla (2004) in [4]. Therefore, the need for information from library users in Nigeria is essential to help them access and use information resources to achieve the best performance and productivity Oyewo (2006) in [5].

Osuala (2001) in [6], views **information** as truth and the views presented and received during our daily lives, the person who uses such facts generates more information that is communicated to others during discussion by letters, documents and through other media posters, so on. Therefore, information is vital to the overall academic development of university students (library users). They must be transmitted in print and electronic media. Aina (2004), in [7] considered information as a set of data to be addressed, and can be used to help the individual to infer the reasoning about value management by making rational decisions.

According to librarian's Thesaurus cited in [8] **information need** is considered as that the need for which services or library materials are intended to meet.

According to Maurice (1974), cited in [9], **Information need** is defined as "what an individual must have for his work, research, education, recreation, etc.

Aina (2004) in [10] views **library users** as all those individuals who use the services provided by the library. The term includes several terms such as clientele, customers, information users, information seekers, patrons, readers' e.tc.

**Academic libraries** are libraries located in the institution of higher education established to support teaching, learning and research [11].

## II. BRIEF HISTORY KANO STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY, WUDIL

Kano University of Science and Technology, Wudil began academic activities in April 2001 with 88 students. Former first visitor to the university. Dr. Rabi'u Musa Kwankwasu founded the University realization Committee in January 2000 under the direction of the Engineer. Dr. (now Professor) Omar Garba Danbata. The institution began with about 2 (two) faculties: Faculty of Science and Education and the Faculty of Agriculture. The first chancellor of the university is his Royal Highness. In 2006, the second visitor to the University was Dr. Malam Ibrahim Shekarau named Aliko Dangote as the second chancellor. The first university council was founded in the year by Architect. M.T. Waziri (late), while the second Council was inaugurated in 20.. by Alh. Magaji Dambata (afternoon). The current university Pro Chancellor, is a lawyer by name Barrister A.B. Mahmoud (San), President of the of Nigeria Bar Association.

The name of the University was changed from Kano State University of Technology, Wudil to the current name at the moment, University of Technology, Wudil to Kano State University of Science and Technology, Wudil. There are six (6) faculties at present in the university which comprises of; Faculty of Agricultural Sciences

(Faculty of Agricultural Sciences, Faculty of Computer Science, Faculty of Sciences, Faculty of Sciences, Faculty of Science and Technology). The population of the students rose from 88 students in 2000 to about 15,000 students. The current visitor to the University was elected His Excellency Dr. Abdollahi Omar Ganduje on 13th April, 2015 and was under oath on 29th May, 2015[12].

## **II. STATEMENT OF THE PROBLEM**

A survey study on Information need of library users in Kano State University of Science & Technology, Wudil, with a view to establish the information needs of library users with the keenness to address any gap that exist among library users of this esteem institution.

## **III. RESEARCH QUESTIONS**

1. What are the Information Needs of library users' in Kano State University of Science & Technology, Wudil?
2. To what extent are Information Sources accessible to library users' in Kano State University of Science & Technology, Wudil?
3. What is the extent of awareness of library services to users' in Kano State University of Science & Technology, Wudil?

## **IV. OBJECTIVES OF THE STUDY**

1. To determine the information needs of library users' in Kano State University of Science & Technology, Wudil.
2. To explore the Information sources accessible to library users' in Kano State Science & Technology, Wudil.
3. To know the extent of awareness of library services by library users' in Kano State University of Science & Technology, Wudil.

## **V. REVIEW OF RELATED LITERATURE**

[13], investigated the information need of law students at the State University of Ekiti. The results revealed that, respondents prefer to use library shelves to access materials instead of using the OPAC and to stay away from member of library staff for assistance due to aggression. [14], conducted a study at the University of Botswana, Gaborone to establish the need for information and information seeking behaviour from graduate students. The results show that a large volume of respondents relied heavily on print materials such as books, textbooks and magazines as their preferred sources of information on their work. It also showed that most students prefer to search for books on the shelf and borrow daily rather than locate information through a summary and index database.

[15] Investigated on Information needs and Information Seeking Behaviour: A Survey of Bahawalpur faculty members. The purpose of this study was to investigate how College teachers seek out information from the

library. In addition, the results reveal that most university professors are seeking information to prepare conference notes and update themselves regularly. It was also found that the lack of software and hardware made it difficult to improve services in university libraries. As for the type of research conducted by respondents, most respondents use google as their search engines.

[16], Carried out a study to examine the information needs, sources and Information seeking behaviour female handicraft in the city of Ufa using the questionnaire method. The outcome shows the kind of information required to Offa town similar; the latest / current design, production and cost quality to meet the needs of target users. The results also revealed that concern in libraries, information centres and Internet cafes is much lower because of the level of literacy. On the other hand, women workers in the city of Ufa face the problem of lack of access to information materials available in the library and information centres.

## VI. METHODOLOGY

The descriptive survey method was used to determine the Information need of library users at the State University of Science and Technology, Kano Wudil. This design is appropriate for this study because, it implies a description of the population or subject of the study in its current state in relation to the treatment of a particular problem. Therefore, the researcher has no control over the variables, but only reports what happens to [17]. A total population of 50 (fifty) library users were used for the study. Purposive convenience sampling techniques were used to collect data from the target participants, this was due to the nature of the study which was a pre-test (pilot study) conducted on 6<sup>th</sup> December, 2016 at Kano State University of Science and Technology, Wudil to validate the questionnaire with a view to identify lapses of important information. The Instrument used by the researcher to collect data was structured questionnaire and observation. The data was analyzed using descriptive statistical technique, for better comprehension and simplicity, chart and percentages were used.

## VII. RESPONSES

Institution	Administered	Retrieved	Percentage (%)
KSUST	50	43	81.1

The above table 1 clearly shows that, 50 questionnaires were administered to the respondents but only 43 of the questionnaire were fully filled and duly returned. 7 of the questionnaire were considered invalid. The high response rate received was due to the commitment showed by the researcher towards ensuring that the questionnaires were simple and legible for the understanding of the respondents. Fig. 1, is shown below;

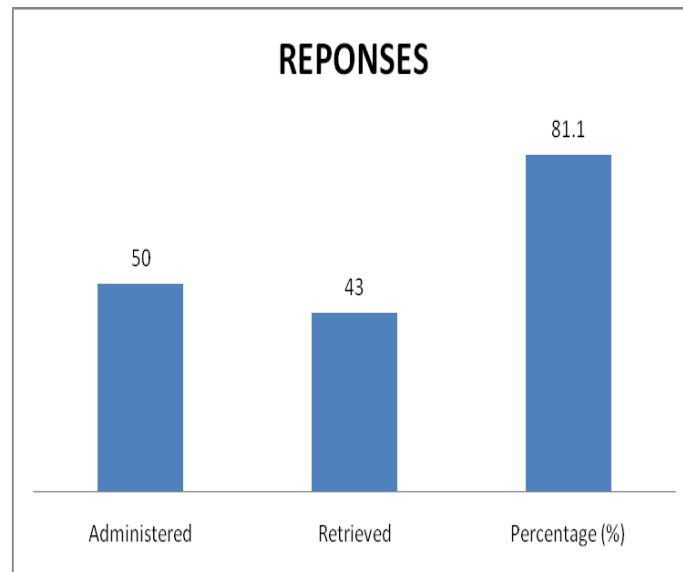


Figure 1. Rate of Responses

## 7.1 Results

Figure 2: Gender

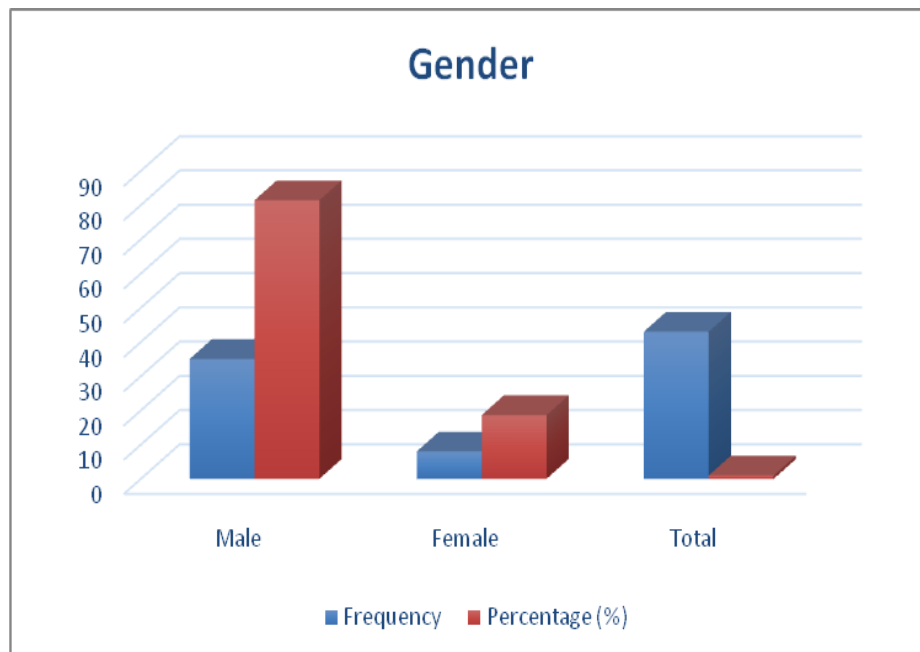
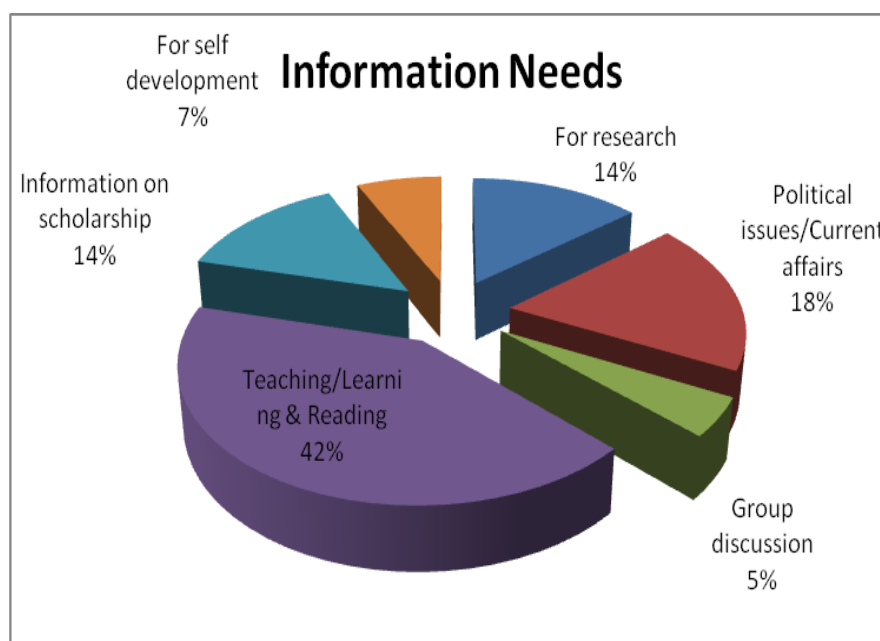


Figure 2, Gender of the responses according sex

Fig. 2 above revealed that, 35 (81.1%) of the responses are males and 8(18.6%) are female. This shows that, male respondents regularly utilize the collections in the library more than their female counterpart.

**Question 1. What are the Information Needs of Library Users of Kano State University of Science and Technology?**

**Figure 3. Information needs of Library users'****Figure 3, Information needs of Library users'**

From the above Fig 3, it is obvious that majority of the responses showed that, their purpose for seeking information in the library to satisfy their information need is for Teaching/learning & reading representing 18(41.8%), Research 6(13.9%), Political issues/Current affairs 8(18.6%), Information on scholarship 6(13.9%), . Very small number of the responses showed Self development 3(6.9%), & Group discussion 2(4.6%) as their purpose for seeking information in the library. This implies that majority of respondents visit the library mainly for the purpose of Teaching/learning & research. This study is supported by Karim and Hassan (2006) in [18], which emphasizes that reading, is a critical form of communication through which we obtain most of the information required in teaching and learning in our daily life. This study is also in support of Dadzie (2009) in [19] who stated that, new students admitted to higher institution of learning, have limited knowledge of basic research, information and competence skills and have not learned to locate or use information in the original work and to give appropriate credit to the information used.

**QUESTION 2. What is the extent of Information sources accessible to library users' in Kano State University of Science & Technology, Wudil?**

**Table 2: Extent of Information Sources accessible to library users in KSUST, Wudil.**

S/N	Information Sources	Accessible	Not Accessible	Undecided
1	Internet	29(67.4%)	13(30.2%)	1(2.3%)
2	OPAC	20(23.2%)	20(46.5%)	13(30.2%)
3	Books	33(76.7%)	8(18.6%)	2(4.6%)
4	Dictionaries	31(72%)	9(20.9%)	2(4.6%)
5	Journals	13(30.2%)	20(46.5%)	10(23.2%)
6	Abstracts/Indexes	4(9.3%)	39(90.6%)	0(0%)

7	CD-ROM	15(34.8%)	25(58.1%)	3(6.9%)
8	Conference Proceedings /Seminar papers	1(2.3%)	39(90.6%)	3(6.9%)

**Table 2 above**, shows the information sources accessible to the respondents. Results of the findings revealed that, Internet 29(67.4%) and Books 33(76.7%) reflect the highest percentage of information sources accessible to the respondents. OPAC 20(46.5%), Journals 20(46.5%), Abstract & Indexes 39(90.6%), CD-ROM 25(58.1%), and Conference Proceedings/Seminar Papers 39(90.6%) were indicated by the respondents as most information sources not accessible to them. This is in support with the findings of [20]. The finding is also in line with that of Hanaver (2004) cited in [21], which stated that 97% of respondents indicated access to the Internet.

**QUESTION 3: What is the extent of awareness of library services to library users in Kano State University of Science and Technology, Wudil?**

**Table 3: Extent of awareness of library services to library users' in KSUST, Wudil.**

S/N	Information Sources	Aware	Not Aware	Undecided
1	Reference Service	37(86%)	3(6.9%)	3(6.9%)
2	Borrowing Services	29(67.4%)	12(27.9%)	2(4.6%)
3	Book Display Services	41(95.3%)	2(4.6%)	0(0%)
4	Current Awareness Services	19(44.1%)	21(48.8%)	3(6.9%)
5	Abstract/Indexing Services	11(25.5%)	31(72.0%)	1(2.3%)
6	Online Databases Services	18(41.8%)	15(34.8%)	10(23.2%)
7	Computer/Reprographic Services	14(32.5%)	29(67.4%)	0(0%)
8	Compilation Bibliographic Services	34(79.0%)	7(16.2%)	2(4.6%)

Table 3 shows the level of awareness with information sources by library clientele in Kano State University of Science and Technology, Wudil. As shown in the above table, majority of the responses indicated to be aware information sources in the library like Reference services 37(86%), Borrowing Services 29(67.4%), Book Display Services 41(95.3%), Current Awareness Services 19(44.1%), Online Database Services 18(41.8%), Compilation of Bibliographic services 34(79.0%). Very few of the responses indicated not be aware of Abstract/Indexing services 31(72%) and Computer/Reprographic services 29(67.4%). This means that most respondents are fully aware with the library services provided to them. This findings also support that of [22].

**VIII. SUMMARY OF THE FINDINGS**

The summary of the results revealed the following:

1. Majority of the respondents frequently visit the library to satisfy their information need purposely for reading/learning and teaching (41.8%).
2. Internet (67.4%) and Books (76.7%) were the major information sources accessible to the respondents. This shows that, most of the respondents prefer to source for their information need through the internet and textbooks.

3. Library users are only aware of the library services like reference services, Book Display Services and Compilation of bibliographic services. The respondents should be guided by library staff and should acquaint themselves with other library services in the library.

## **IX. CONCLUSION**

It is obvious that information is an important tool for the survival of any library, whether academic, private, public or school libraries, as there is no aspect of life where information is not needed. However, users need information for different purposes and as such; it should be easily provided at the time of need.

## **X. RECOMMENDATIONS**

In the light of the above conclusions, the following recommendations are made:

1. Library management / management should expand the library to accommodate more students (library users) and increase the library's budget so that, more updated information resources can be obtained to promote reading, teaching and learning in the institution.
2. The management of the library should often organize orientation to familiarize library users with the use, access and location of information resources available in the library. This would help library users who visit the library always to meet their information needs.
3. More computer systems and databases / software should be purchased for the Library, and Internet facilities should be upgraded to go with the trend of the libraries of the 21st century.
4. Library users should be educated on how to take advantage of other library services. This can be done by creating awareness via leaflets, workshops, seminars, Display Board Services and presentation, social media e.t.c

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