



## PROVISION OF LIBRARY SERVICES AND UTILIZATION OF RESOURCES BY UNDERGRADUATE STUDENTS IN FEDERAL UNIVERSITY LIBRARIES, SOUTH-SOUTH NIGERIA

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**ABSTRACT:** *This study was carried out to establish relationships between library services and utilization of resources by undergraduates in the above geo-political regions. Correlational research design was used while an instrument titled 'Library Services and Utilization of Resources by Undergraduate Students (LSURUSQ)' was used for data collection. The population was 2910 registered users in Faculty of Natural and Applied Sciences (2018/2019 session). The sample size was 400 determined by Taro Yamene statistical formula. The instrument was validated and its reliability confirmed using Cronbach Alpha Reliability Testing Technique. Three (3) research questions were answered and three (3) hypotheses tested. The findings revealed that utilization of library resources in these six institutions is considerably high and commendable. Effective utilization is recorded because of high quality of services carried out in these libraries. Findings from the study showed that there is a significant relationship between provision of circulation services and the utilization of resources by undergraduates in federal university libraries in South-South geo-political region of Nigeria ( $P=0.0008$ ;  $p<0.05$ ); there is significant relationship between provision of reference services and the utilization of resources by undergraduates in federal university libraries in South-South geo-political region Nigeria ( $P=0.026$ ;  $p<0.05$ ), amongst others. The study concluded that library services are very important for high quality of teaching and learning in higher institutions. The analyses showed a positive response from respondents concerning the services in the six university libraries. The study recommended training and retraining of library staff for more efficient services. It also recommended provision of more conducive working environment to enable the library staff discharge their duties more appropriately.*

**KEYWORDS:** Library services, utilization of resources, undergraduate students, federal university libraries, South-South Nigeria



## INTRODUCTION

### Background to the Study

The basic function of any university library is to provide the most needed and up to date information services and resources that will support teaching, learning and research. Today, the university library has become the integral part of the university and as such a necessity towards educational development in purpose and sustainable in nature. The centrality of the university library is the intellectual life of the university community which is epitomized in the character and efficiency of the university which is gauged by its treatment of its central organ and hub of its knowledge growth (which is the library). Obi (2013) defines academic libraries as those attached to institutions of higher learning such as universities, colleges of education, polytechnics, colleges of agriculture, colleges of technology and research institutes.

A library as defined by Attama and Okoche (2018) is a collection of information resources that are systematically organised for easy access and use. Obi (2013) defines a library as a selected collection of books and non-book materials organised and preserved for dissemination of information by a qualified librarian. 'Academic library' on the other hand, connotes a collection for institutions of higher education and learning. In this regard, academic libraries can be defined as libraries created in institutions of higher learning to meet the educational needs of lecturers, students, faculty members and members of the academic community. The academic community comprises of various users, hence making the academic library a large one to cover provisions for all and sundry within the academic environment.

Various researchers have concretized their efforts in defining, developing and suggesting various ways that they can better the lot of university libraries especially in this era of improved information society that has transformed to a knowledge economy. The concept of librarianship is based on the provision of materials and services to its users. Akalumhe (2010) says that the academic library is the core and heart of the institution as they are set up to carry out the responsibility of selecting, acquiring, and organising materials to support the teaching, learning, research and community responsibilities of their parent institutions. Azino (2008) defines academic libraries as those found in post-secondary schools. Yusuf and Iwu (2010) assert that academic libraries remain the nerve centre and hub around which scholarship revolves as an instrument to intellectual growth and development. Oyiseku and Oduwole (2004) add that academic libraries are not dispensable because of the numerous roles they play in academic settings.

Some of the functions of the academic library as Obi (2013) outlines are: to provide information materials for academic programmes of the parent institution; to provide information materials peculiar to the needs of faculty or school and research scholars; to provide study accommodation in good locations; to provide security for library materials; to cooperate with other libraries at appropriate levels for improved information services; to provide specialised information to appropriate segments of the community. Attama and Okoche (2018) citing McMahan (2014) state that academic libraries should aim at providing services, support whatever curricula is designed by the tertiary institutions; assist specialists with any curriculum that will be able to help students and faculty at any research level; instruction in the most efficient use and conducive spaces for learning and the most recent technological equipment that may be used with futuristic tendencies. It is also expected that academic libraries conduct periodic studies and survey in order to determine information needs, information seeking



behaviour and sources of information used by clients in order to meet their demands (Akalumhe, 2010).

Utilization of library resources by users generally enhances the frontiers of knowledge while at the same time, builds a virile socio-economic base and creates numerous information resources. The university library is regarded as a pool of knowledge and is expected to stock materials that will enhance teaching, learning and research skills. There are diverse materials procured and stocked in university libraries which include: book (print) and non-book (non-print) materials. Books comprise of textbooks and reference materials. Text books are mainly housed in the reader's section where they can be borrowed while reference materials are kept under strict supervision of reference librarians. Reference books include: dictionaries, encyclopaedias, yearbooks, manuals, almanacs, handbooks, directories, fact book/sheet, gazetteer, gazettes, maps, atlas, biographies and autobiographies (Madu, 2008).

It is therefore very important for university libraries to ensure adequate provision of library services and resources in order to greatly enhance its utilization. It is equally necessary that libraries provide viable materials to the library collection as well as guide (s) to utilize information in all its many forms. This will help in bringing related work (s) together and make for greater resource exploitation.

### **Statement of Problem**

University libraries are known for their crucial roles in enhancing teaching, research and learning activities by providing necessary services and resources that will help to achieve the educational ambitions of students, lecturers and researchers and for this reason, academic libraries will continue to play these salient roles.

There is no doubt that librarians are at the forefront of establishing good reading habits that make for good effective utilization of the university libraries through apt provision of every needed service. It is true that staff, information resources and users make up the fundamental 'trinity' of the library, but the success of any university library depends on the quality of service propelled by its dynamic staff.

Many evaluative studies have been carried out on the use of university library and resources. Some results however, reveal that students have not been making use of these libraries as they should. Can this inadequate use that has resulted in low patronage be attributed to inadequate resources and ineffective provision of services? This is why this study 'Provision of library services and utilization of resources by undergraduate students in federal university libraries in the South-South geo-political region of Nigeria' is carried out.

There is however lack of literature discussing in full library services and utilization of resources by undergraduate students in federal university libraries in South-South zone of Nigeria. This study attempts to fill in this information gap. It therefore becomes pertinent to determine the extent of library service and utilization of these sources in university libraries in South-South region of Nigeria.



## **Aims and Objectives of the Study**

The objective of this study is to establish relationship between provision of library services and utilization of resources by undergraduate students in federal university libraries in the South-South geo-political region of Nigeria. The specific objectives of the study are to:

1. Identify the relationship between provision of circulation services and utilization of library resources by undergraduate students in federal university libraries, South-South geo-political region Nigeria.
2. Ascertain the relationship between provision of reference services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.
3. Identify the relationship between provision of abstracting services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.

## **Research Questions**

The following research questions were formulated to guide the study:

1. What is the relationship between provision of circulation services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria?
2. What is the relationship between provision of reference services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria?
3. What is the relationship between provision of abstracting services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria?

## **Hypotheses**

The following hypotheses were formulated to guide the study at 0.05 significance level.

- HO<sub>1</sub>.** There is no relationship between provision of circulation services and the utilization of resources by undergraduate students of federal universities in South-South geo-political region of Nigeria.
- HO<sub>2</sub>.** There is no significant relationship between provision of reference services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.
- HO<sub>3</sub>.** There is no significant relationship between provision of abstracting services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.



## CONCEPTUAL REVIEW

### Library Services

Library services have become a well established part of the programme of libraries of all types. Its origin dates back to the period when librarians realized that users need to make effective use of the collections under their custody, they need to give some assistance. Service started in England through the contributions of cathedrals and monasteries which schools especially higher institutions were established. Agwu (2018) states that actualization of the totality of library goals and effectiveness of the entire university system cannot be complete without giving credit to the religious contribution of monks and their various contributions in scriptoria. The services rendered by academic libraries, according to Bassey (2006) include: circulating materials to eligible patrons under equitable policies; providing reference referral services; providing indexing and abstracting services covering the professional periodicals received in library; providing current awareness services, which include library display, selective dissemination of information (SDI), and compilation of bibliographies; providing continuing instruction to patrons in the effective use of the library (user education); preparing a library handbook giving details of the rules, resources, services and staff of the library and making it available to patrons free of charge or at a minimal cost; promoting inter library cooperation loans; provision of computer services and convenient hours of services; and displaying newly received books in an appropriate place and arranging book exhibitions on different themes appropriate to a given occasion in an effort to bring its resources to the notice of its patrons or users.

### Strategies Adopted to Improve Library Services and Utilization of Resources

Strategy is a mechanism or a tool for coping with a complex and changing environment (internal and external) in an organisation. It is considered a plan of action that is intended to achieve specific goals. Generally, the concept of strategy refers to corporate/organizational plan that guides the corporation or organization as a whole towards the attainment of its goals (Adegoke, 2015). It can also be viewed as a long-term, forward-looking approach to planning with the fundamental goal of achieving a sustainable competitive advantage.

Strategically in order for libraries to have a great impact on their users through their services, it is necessary for each library management to aim at managing the library accurately and provide timely information for all library users. Adequate and functional ICT facilities can be put in place in the library; improved state of the library with friendly skills; user education can be put in the institution's curriculum; the new arrivals of library resources can be communicated to users; conducive reading environment made available to users; photocopying services made available within the library; internet facilities provided; authorities concerned can improve in the provision of funds; sufficient professional librarians and others. In the area of staff training, it is important that every library staff be trained and retrained on the use of all library services, facilities, and resources. In addition, it is pertinent that the library staff take courses to improve and update their knowledge on how to handle some modern library resources. This is very necessary in this modern age where new information technologies are being developed every day. It is important that solutions to the problems affecting the use of electronic library resources be met. The highest suggestion acknowledged is that internet be made available, followed by provision of funds by the authorities, sufficient professional librarians, photocopying services, user education services, adequate functional ICT facilities,



improved conducive reading environment and new arrival of library resources be communicated to the undergraduate students who come to make use of the library.

### **Challenges of Library Services and Utilization of Resources**

Despite the importance attached to library services and resources, several challenges have been identified which users encounter. These factors may range from one type of university library to the other. Attama (2005) decries that professional duties of the librarians are now shifted to the non-professionals who are ill equipped for the job. According to Krolak (2005), quality of library services depends on the professional quality of its staffs and this in turn depends on the quality and relevance of the training that they receive from time to time. The inadequacy in the number and quality of staff in academic libraries result in severe handicapped libraries offering minimal services which are by no means compatible with the needs of users when compared with the expected academic output. Perera (2005) affirms that sustaining client needs is vital to the administration of libraries. In the same study challenges identified were lack of orientation, poor state of library, poor reading environment, and inadequate function of ICT among others. Esse (2014) observes that library users all over the world face various challenges which to a very large extent affect the way library resources are put to maximum and effective use. Inadequate relevant materials; unfavourable state of the library; lukewarm attitude of the staff; inadequate functional ICT facilities; lack of Internet facility; lack of user education; no provision of photocopying services within the library; lack of awareness of the library resources; poor reading environment; poor state of library collection.

### **Types of Service carried out in University Libraries**

#### **Circulation Services (Charging and Discharging of books)**

Circulation unit entails where every library borrows out library materials to users (charging) and later receives them back from users at the expiration period (discharging). Books in the readers' service section and read and left on the table after use and the circulation officer is the one saddled with the responsibility of putting back the used books on the shelves. With the advent of information explosion and information and communication technology (ICT), students, lecturers, researchers and faculty members now get materials that they need much easily and without pressure. In this vein, Oti (2000) explains that it is the circulation unit that is responsible for the display and use of all book materials where these library materials can also be borrowed.

Circulation service can also be referred to "access service", "library circulation" or "lending services" (Okorie, 2016). This type of service relates to how library patron can access materials in the library, borrow and return them when due, either on short or long-term basis. All libraries however, do not grant the right to borrow books to their clients except they are properly registered in the library for this purpose.

#### **Current Awareness Services**

The reference unit in any university library is known for keeping most recent and current records that have grown over the years. Gone are the days when reference librarians gave or handed over materials that were available to information seekers in a nonchalant manner. Librarians of today go the extra mile in satisfying the information needs of users through current awareness services (CAS).



The reference librarian packages new and relevant information resources and makes them available to the seekers of this information. CAS enables library patrons become informed about developments in their various fields of knowledge. With CAS, user's attention is drawn to relevant and latest resources brought into the library through display. Uwa (2014) opines that CAS focuses on selection of materials that are relevant to a programme where the publications just received are selected, packaged and displayed to intending users. The reviewed and selected materials may consist of books, journals, reports, and patents etc. It is done in various ways as packaged pieces of information can be passed from one user to the other with the intention of spreading the information to intending users. Lists of intending users are with the staff members that send current issues to them as indicated on the list. CAS is also carried out in e-libraries where a digital librarian is fully in charge.

### **Utilization of Library Resources**

It is true that an institution may have the best stocked libraries; the utilization of the libraries by the students nonetheless need not simply depend on the number of books and journals in the library (Goel, SSarpal & Abhadeep, 2012). Many factors like personal preferences, the general environment in the library, inconveniences of the working hours, distance from the place of residence etc may influence the use of the library. The effectiveness of a library as an instrument of learning is determined by the success with which it is able to provide the user with the information that he/she seeks (Ayan, Jhilli, Vidyabrat, & Ram, 2015).

Any large institution nevertheless (i.e. library) can make effort to find out the pattern of the utilization of the library from time to time. The feedback which is thus collected may help in formulating new policies and improvement of services and it will also give information about what is expected as against what is available (Rathnakara, Rajeshwari, Unnikrishnan, Ananth, Sudhakar, & Shiv 2011). There is need therefore for academic libraries to promote and provide quality information services will meet the needs of students and faculty members and motivate them to use the library services more. The library continually needs to harmonize the interactions of all the components that make up the service to ensure that changing library objectives are met to improve these activities over time.

### **Theoretical Framework**

The work relied on Uses and Gratification Theory by Bulmer & Katz, (1974)

#### **Uses and Gratification Theory (Bulmer & Katz, 1974)**

Uses and Gratification Theory (UGT) as propounded by Bulmer and Katz (1974) is an approach to understanding why people actively seek out specific media to satisfy specific needs. It is an audience-centred approach to understanding mass communication. The theory questions what the media do with people.

Media use is motivated by needs and goals that are defined by audience members themselves that active participation in the communication process may facilitate, limit, or otherwise influence the gratifications and effects associated with exposure. UGT gives consumer absolute powers to discern what media they consume, with the assumption that the consumer has a clear intent of what they want. This theory can be likened also to why people (library users) now



look for immediate gratification via the media? This means that the library users go elsewhere to satisfy their information needs apart from the library. This is to say that users are not restrained or obliged to use just the library to satisfy their information needs.

The approach was focused on the social and psychological origins of needs, which generate expectations of the mass media or other sources, leading to differential patterns of exposure cum engagement in other activities. The propounders also discovered that there were 5 components comprising the uses and Gratification approach (GA).

A remarkable and laudable feat as achieved in librarianship today is the paradigm shift from traditional mode of librarianship to a digital one. Multi-media librarianship is gradually taking the centre stage championed by Librarians Registration Council of Nigeria (LRCN) to modify the curriculum and accommodate multimedia courses and ICT courses thereby fostering the image of the profession.

There is an obsolescence myth that generally believes that the libraries can be replaced by the internet because library books are considerably small in number and have only begun to build up their e-collections just a few years ago. This as stated by White (2011) will take time for libraries to build up their print collection levels. E-books are part of the 'immediate gratification' generation and their expectation is that libraries should have complete online collection now as users will not be patient while libraries take years to build their electronic collections. If libraries are to grab a fair share of the e-book audience and find a secure place in the e-book industry, they need to focus on building the e-book collection immediately to move from paltry to essential as possible. One favouring factor is that libraries will no longer need for space. This myth as explained by white is apt indeed for lagging academic libraries.

## **Empirical Review**

### **Provision of Circulation Services and Utilization of Library Resources**

Nina-Okpousung (2011) carried out a study title 'Library policies and overdue materials in Delta State Polytechnic libraries, Nigeria' to determine how library policies influence the incidence of overdue materials in polytechnic libraries and the factors that influence book overdue in Delta State Polytechnic library. Descriptive survey design and simple percentages were used to analyse the data collected from 300 students. The research found out that the negative economic situation in the country made it hard for libraries to procure relevant materials, the extent of compliance to library policies were low. The study commended that corrective measures should be meted out on users who fail to comply with library policies. This should be done without favouritism. The library personnel should also put in their best to enforce library policies and do well to extend their service hours to give more time for the use of its materials, that library orientation should be made mandatory and also a prerequisite for registering freshmen in the library. The library policies should be made available through post bills and flyers to restrain users who claim ignorance of the policies. Use of libraries should be taught by librarians.





### **Provision of Abstracting Services and Utilization of Library Resources**

A study titled 'Relevance of abstracts, bibliographies and indexes for research to Nigerian academics: a case study of federal university of Technology Minna -Nigeria' (Alhassan, 2016) was to determine the relevance of the use of abstracts, bibliography and indexes to academic staff research in Nigerian Universities. 145 academic staff the Federal University of Technology Minna was used for the study through stratified sampling technique. The study revealed that respondents made use of the information sources as evidenced by the high percentage of responses that strongly or agreed to their uses. The study concluded that the academic staff made use of abstracts, indexes and bibliographies for their research. The study suggested that the university library acquire enough and up to date copies of the three sources of the discipline.

This study deals with academic staffs that use abstracts, indexes and bibliographies. The research work is very relevant to the study on ground as academic staff and the undergraduate students use these materials for their various research works.

### **Provision of Current Awareness Services and Utilization of Library Resources**

The reading public (library users) is given information about the latest materials that are stocked in the library. These materials are popularly tagged 'new arrivals'. Nnadozie (2016) further identifies the examples of CAS to include: compilation of bibliographies, table of content services, routing of periodicals, bulletins, reprographic services, distribution of accession lists, indexing and abstracting services, newspaper clippings with others. Leatherman and Eckel (2012) in their work on use of current awareness service between two faculties, revealed that the current internet era with the advent of saved searches and emails have become relatively convenient for users to set up and maintain on their own updates. Johnson, Osmond and Holz (2009) are in agreement with the above researchers, categorically stating that due to the advent in technology, internet current awareness services are being delivered through personalized mail, list serves and other bulletins. It goes further to show that library users do not have to be necessarily present in the library while awaiting CAS.

## **METHODOLOGY**

The study adopted pure correlational research design and was conducted in university libraries within the South-South region of the country in Nigeria. The population for the study consisted of all library users from Faculty of Natural and Applied Sciences in the six federal universities from the six South-South states under study. They are: University of Benin-450, University of Calabar-500, Federal University of Petroleum Resources Effurun-320, Federal University Otueke-230, University of Port Harcourt library -890, and University of Uyo-520. The simple random sampling technique was used to sample 400 respondents for the study. The instrument for data collection were a set of structured questionnaires titled "Library Services and Utilization of Resources by Undergraduate Students (LSURUSQ)". The research instruments were vetted by two experts in Library and Information Science and Measurement and Evaluation. In order to determine the reliability of the instrument, a test re-test statistical procedure was used. The research instrument was administered to 40 respondents who did not take part in the final study. A reliability of 0.79 established using the Pearson Product Moment Coefficient Statistic. The copies of research instrument were administered to the various groups



under study. The data were collated and analyzed Pearson Product Moment Correlation coefficient to respond to the research question and test the hypotheses.

## DATA PRESENTATION

This chapter presented and analyzed the data generated from the study. The data was generated from the 384 out of 400 undergraduate library users of Federal University Libraries in South-South geo-political region of Nigeria who completely filled and returned the instruments administered on them representing 96 percent of the sample. The presentation and analysis of results of the study was based on the research questions and null hypotheses earlier stated in the study. The chapter was arranged under the following: Presentation of results, summary of results and discussion of results.

### Presentation of Results

#### Section A: Socio-Demographic Factors of Respondents

**Table 1. Socio-demographic Characteristics of Respondents**

<b>Socio-demographic Characteristics</b>	<b>Frequency (F)</b>	<b>Percentage %</b>
<b>Gender</b>		
Male	169	44.0
Female	215	56.0
<b>Total</b>	<b>384</b>	<b>100.0</b>
<b>Institution</b>		
University of Benin	59	15.4
University of Calabar	65	16.9
Federal University of Petroleum Resources Efurum	42	10.9
Federal University Otueke	30	7.8
University of Port Harcourt	119	31.0
University of Uyo	69	18.0
<b>Total</b>	<b>384</b>	<b>100.0</b>

More than half 215(56.0%) of the respondents were females while 169(44.0%) were males. Based on the institution of the respondents, 59(15.4%) were from University of Benin, 65(16.9%) were from University of Calabar, 42(10.9%) were from Federal University of Petroleum Resources Efurum, 30(7.8%) were from Federal University Otueke, 119(31.0%) were from University of Port Harcourt and 69(18.0%) were from University of Uyo.



## Research Questions and Hypotheses

**Research Question One:** What is the relationship between provision of circulation services and utilization of resources by undergraduate students in Federal University libraries in South-South geo-political region of Nigeria?

**Hypothesis One:** There is no relationship between provision of circulation services and the utilization of resources by undergraduate students in Federal Universities in South-South geo-political region of Nigeria.

The responses of the undergraduates on the extent to which provision of circulation services relate to their utilization of resources of federal university libraries in South-South geo-political region of Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 4.2: Relationship between Provision of Circulation Services and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

		Correlations	
		Circulation Services	Utilization of Resources
Circulation Services	Pearson Correlation	1	0.63**
	Sig. (2-tailed)		.008
	N	384	384
Utilization of Resources	Pearson Correlation	0.63*	1
	Sig. (2-tailed)	.008	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 2 shows that there is a positive relationship (0.63) between provision of circulation services and utilization of resources by undergraduates in federal university libraries in South-South geo-political region of Nigeria. This result implies that an increase in the number of available circulation services increases the frequency of utilization of circulation services by undergraduate users (library patrons).

Table 2 also reveals that the relationship between provision of circulation services and the utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria is statistically significant at 0.05 level of significance. This means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.008) is less than the level of significance (0.05). This result shows that there is a significant relationship between provision of circulation services and the utilization of resources by undergraduates in federal university libraries in South-South geo-political region of Nigeria.



**Research Question Two:** What is the relationship between provision of reference services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria?

**Hypothesis Two:** There is no significant relationship between provision of reference services and utilization of resources by undergraduate students in federal university libraries in South-South geo-political region of Nigeria.

The responses of the undergraduates on the extent to which provision of references services relate to their utilization of resources in federal university libraries in South-South geo-political region Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 4.3: Relationship between Provision of Reference Services and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

		<b>Correlations</b>	
		Reference Services	Utilization of Resources
Reference Services	Pearson Correlation	1	0.56**
	Sig. (2-tailed)		.026
	N	384	384
Utilization of Resources	Pearson Correlation	0.56*	1
	Sig. (2-tailed)	.026	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 3 reveals that there is positive relationship (0.56) between provision of reference services and utilization of resources by undergraduates in federal university libraries in South-South geo-political region of Nigeria. This result shows that increase in the scores on reference services will lead to a corresponding increase in the scores on undergraduates' utilization of resources in federal university libraries in South-South geo-political region Nigeria.

Table 3 also reveals that the relationship between provision of reference services and utilization of resources by undergraduates in federal university libraries in South-South geo-political region of Nigeria is statistically significant at 0.05 level of significance. This means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.026) is less than the level of significance (0.05). This result indicates that there is significant relationship between provision of reference services and the utilization of resources by undergraduates in federal university libraries in South-South geo-political region Nigeria.



**Research Question Three:** What is the relationship between provision of abstracting services and utilization of resources by undergraduates in federal university libraries in South-South geo-political region of Nigeria?

**Hypothesis Three:** There is no significant relationship between provision of abstracting services and utilization of resources by undergraduates in federal university libraries in South-South geo-political region Nigeria.

The responses of the undergraduates on the extent to which provision of abstracting services relates to their utilization of resources in federal university libraries in South-South geo-political region of Nigeria was subjected to Pearson Product Moment Correlation Method with the aid of the Statistical Package for Social Sciences (SPSS).

**Table 4.4: Relationship between Provision of Abstracting Services and Utilization of Resources by Undergraduate Students in Federal University Libraries in South-South Geo-Political Region of Nigeria**

		Correlations	
		Abstracting Services	Utilization of Resources
Abstracting Services	Pearson Correlation	1	0.51**
	Sig. (2-tailed)		.042
	N	384	384
Utilization of Resources	Pearson Correlation	0.51*	1
	Sig. (2-tailed)	.042	
	N	384	384

\*\* . Correlation is significant at the 0.05 level (2-tailed).

Table 4.4 indicates that there is moderate positive relationship (0.51) between provision of abstracting services and utilization of resources by undergraduate in federal university libraries in South-South geo-political region of Nigeria. This result reveals that increase in the scores on abstracting services will lead to a corresponding increase in the scores on undergraduates students' utilization of resources in federal university libraries in South-South geo-political region of Nigeria.

Table 4.4 indicates that the relationship between provision of abstracting services and the utilization of resources by undergraduates in Federal University libraries in South-South geo-political region of Nigeria is statistically significant at 0.05 level of significance. This means that the null hypothesis is rejected while the alternate hypothesis is not rejected. This is because the p-value (0.042) is less than the level of significance (0.05). This result shows that there is significant relationship between abstracting services and undergraduates' utilization of resources in federal university libraries in South-South, Nigeria.



## DISCUSSION OF FINDINGS

The result of research question one and hypothesis one revealed that there is moderate positive relationship between circulation services and utilization of resources by undergraduates in Federal University Libraries in South-South Geo-Political Region of Nigeria. The positive relationship between circulation services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria means that undergraduates who recorded high scores on circulation services also recorded high scores on their utilization of resources in Federal University Libraries in South-South Geo-Political Region of Nigeria and vice versa. In other words, undergraduates who score highly in circulation services had corresponding high scores on the utilization of resources in Federal University Libraries in South-South, Nigeria. The result however, revealed that the relationship between circulation services and utilization of resources by undergraduates in Federal University libraries in South-South, Nigeria is statistically significant at 0.05 level of significance. The result of this research question one and hypothesis one is in agreement with Ariole (2017) that is positive and significant relationship between circulation services and the utilization of resources among students in South-East and South-South zones of Nigeria. This result is supported by Agwu (2018) that circulation services influences the utilization of resources among students in Enugu State.

The result of research question two and hypothesis two shows that there is moderate positive relationship between reference services and undergraduates in Federal University Libraries in South-South, Nigeria. The positive relationship between reference services and utilization of resources by undergraduate students in Federal University Libraries in South-South Geo-Political Region of Nigeria means that undergraduates who had high scores in reference services also scored highly in the utilization of resources by undergraduate students in Federal University Libraries in South-South Geo-Political Region of Nigeria and vice versa. In other words, undergraduates who scored highly in reference services had corresponding high scores on the utilization of resources in Federal University Libraries in South-South, Nigeria. The result however showed that the relationship between reference services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria is statistically significant at 0.05 level of significance. The result is in agreement with Yusuf and Iwu (2010) that reference services significantly relate to the utilization of resources among students in colleges of education libraries in North-West, Nigeria. This result was supported by Oyelekan and Iyortsuun (2011) that reference service significantly relate to students' utilization of resources in tertiary institution libraries in Lagos State.

The research question three and hypothesis three revealed that there is moderate positive relationship between abstracting services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria. The positive relationship between abstracting services and the utilization of resources among undergraduates in Federal University Libraries shows that undergraduates who scored highly in abstracting services also had high scores in the utilization of resources and vice versa. In other words, undergraduates who indicated they have abstracting services provided for them also had high score in the utilization of resources in Federal University Libraries in South-South, Nigeria. This result is probably because abstracting services involves making primary literature that enable library user to find original text. This service enables the library user to understand the contents in the original literature. In addition, it enables the library users to decide if they need to make use of the actual work or not thereby guaranteeing the effective utilization of resources. Thus, abstracting services relate to the utilization of resources especially in Federal University



Libraries in South-South, Nigeria. However, the result indicated that the relationship between abstracting services and utilization of resources by undergraduates in Federal University Libraries in South-South, Nigeria is statistically significant at 0.05 level of significance. This result is in agreement with Gabriel (2012) that abstracting services influences the utilization of resources in the institute for Agricultural Research Library, Ahmadu Bello University, Zaria. This result is also supported by Uwa (2014) that abstracting services is rendered in libraries to aid the utilization of resources by library users.

## CONCLUSION

Library services in academic libraries are very important for the quality of teaching and learning in the tertiary institutions, particularly in university libraries. The provision of different library services may determine the utilization of library resources. Based on the findings of the study, the researcher concluded that there is strong and significant relationship between provision of library services and the utilization of library resources by undergraduates in federal university libraries in the South-South, Nigeria. In other words, provision of library services such as circulation services, reference services, abstracting services, user education services, internet services, reprographic services and current awareness services relates significantly to the utilization of library resources by undergraduates in Federal University Libraries in South-South, Nigeria.

## RECOMMENDATIONS

Based on the results of the study, the researcher recommended following:

1. Provision of circulation services, reference services, abstracting services, user education services, internet services, reprographic services, and current awareness services should be improved upon by Federal University Libraries in South-South geo-political zone region of Nigeria.
2. Library staff in Federal University Libraries in South-South geo-political region of Nigeria should be trained and retrained to provide efficient library services.
3. Library staff in Federal University Libraries in South-South geo-political region of Nigeria should be provided with conducive working environment to enable them discharge their duties efficiently.

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