

Utilisation of Resources and Services in Libraries in Selected Public Libraries in South-West Nigeria

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ABSTRACT

The public library is the university of the people. It is the library that has been founded and funded by local, and state governments in a particular community. Every category of people in the community is expected to enjoy the resources and services offered by the public library. It is observed that some public libraries in Nigeria are not living up to the expectations of their clientele in the area of rendering service to them. The study adopted a survey type of research. The population of the study consisted of library 136 users and 37 staff of Ekiti State Library Board, Ado Ekiti, Ekiti State, Ondo State Library Board, Akure, Ondo State, Ogun State Library Board, Abeokuta, Ogun State, Osun State Library Board, Osogbo, Osun State, and Oyo State Library Board, Ibadan, Oyo State. The study found that textbooks, reference resources, and storybooks were resources available in the library. reference services, lending services, and book reservations were the most services offered in the libraries and users were satisfied with these services. The prevalent challenges include no internet facility in the library; inadequate library resources; and lack of electronic information resources. Public libraries are the backbone of the community and the use of their resources and services impacts the development of that community. State Library Boards must look toward automating public libraries through the provision of electronic resources and necessary gadgets, and must hold current and up-to-date titles to meet the needs of the public.

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1. Introduction

The public library is the University of the People. It is the library that is been founded and funded by local, state, and federal governments in a particular community. According to IFLA (2010), a public library is an organisation established, supported, and funded by the community, either through local, regional, or national government or through some other form of community organisation. It provides access to knowledge, information, lifelong learning, and works of the imagination through a range of resources and services and is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, economic, and employment status, and educational attainment. Physical and electronic resources are expected to be provided by the public library for the users. The primary purpose of the public library is to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information, and personal development including recreation and leisure (IFLA, 2010).

Public libraries offer access to information, knowledge, and creative works through a variety of resources and services, ensuring equal availability to all community members regardless of race, age, language, religion, nationality, gender, disability, economic status, employment status, or educational attainment. They cater to a diverse user base within their host community, providing services such as user education, interlibrary loans/connections, abstracting and indexing services, bibliographical services, reference services, and circulation services. Additional services include photocopying, compiling reading lists and bibliographies, and publishing (Obuezie et al., 2022). These services offered by libraries are typically presented in a user-friendly format to ensure easy access. With these available information resources, library services can be easily utilized and accessed. As a “layman’s university,” the public library is expected to provide ample information resources and services for all user categories in a way that ensures ease of use and satisfaction (Ntogo-Saghanen & Echedom, 2023; Obuezie et al., 2022).

The availability of these information resources and services necessitates effective access. Ejechi (2019) also confirmed that libraries in Nigeria suffer from inadequate funding due to funding cuts and budget constraints, a demoralized and insufficient workforce, inadequate accommodation, and other issues. These challenges have hindered the library’s ability to provide access and equity to diverse and underserved populations. To this end, this study seeks to research the utilisation of resources and services in libraries in selected public libraries in southwestern, Nigeria.

2. Statement of the Problem

Every category of people in the community is expected to enjoy the resources and services offered by the public library. However, it was observed that some public libraries in Nigeria are not living up to the expectations of their clientele in the area of rendering adequate information resources and services to them. This could be due to users’ knowledge about the library, availability of information resources and services, and challenges affecting the provision of these information resources and

services among others. Therefore, this study seeks to research the utilisation of resources and services in libraries in selected public libraries in southwestern, Nigeria.

3. Objectives of the Study

The specific objectives of the study are to:

- (1) identify available resources in the selected public libraries in southwestern, Nigeria;
- (2) examine the extent of utilization of resources available in the selected public libraries in southwestern, Nigeria;
- (3) find out the services being rendered in the selected public libraries in southwestern, Nigeria;
- (4) determine the satisfaction of users with the services rendered in the selected public libraries in southwestern, Nigeria;
- (5) investigate the challenges confronting the selected public libraries in southwestern, Nigeria;
- (6) examine the solutions to the challenges confronting the resources and services rendered in the selected public libraries in southwestern, Nigeria.

4. Significance of the Study

Public libraries play significant roles in the development of a nation in the area of education, information provision, cultural promotion, and relaxation of the citizenry. Findings from this study will provide information to the various organs in the country to improve the services of public libraries in southwestern, Nigeria.

5. Literature Review

5.1 Availability of Resources in Public Libraries in Nigeria

International Federation of Library Association (2011) as cited by Dapo-Asaju, Ekeh, Makinde, and Ogungbo (2021) stressed that the information resources to be provided by public Libraries are fiction, textbooks, newspapers, magazines, pictures, posters, records, tapes, audio, video, toys, CD-ROM, braille materials, Internets and e-resources. Literature showed different patterns of availability of these resources across Nigeria. For instance, Dapo-Asaju et al. (2021) found that textbooks were the major resources available in public Libraries in Lagos State, even though resources such as magazines, journals, newspapers, and story books were also available in various degrees.

In a study carried out by Nwabueze and Ntogo-Saghanen (2021) in public Libraries in Rivers State, it was found that information resources available were predominantly traditional prints such as textbooks, reference materials, fiction, and children's books. The observation checklist showed that only the public Library in Gokana has ICT resources such as CDROM, e-books, e-journals

and Internet facilities. Moreso, Iwhiwhu, and Okorodudu (2012) recorded that in Edo State, resources such as fiction, textbooks, audiovisuals, and reference resources were scantily available in public libraries. It was also found that available journals were not relevant to the needs of the users. The most used resource was newspapers.

In addition, Nwachukwu, Abdulsalami, and Salami (2014) investigated a public Library in Lafia Nasarawa State and found that 21% of respondents agreed that resources were very adequate, while 61% stated they were adequate and 18% agreed they were not adequate. Similarly, in Bauchi State public library, Abdullahi and Aliyu (2019) recorded that 27.3% of the respondents indicated that books were available, while 13.6% expressed that computers and Internet facilities were not sufficient.

5.2 Utilization of Resources in Public Libraries in Nigeria

Utilization means use or engagement. There are different patterns of use of library resources across states in Nigeria. For instance, Dapo-Asaju, Ekeh, Makinde, and Ogungbo (2021) studied utilization of resources in public libraries in Lagos State and found that students used them for study skill acquisition ($x = 3.58$), examination ($x = 3.37$) assignment ($x = 3.33$) and personal development. Contrarily, the students rarely used the public Libraries for relaxation/news ($x = 2.20$). Nwabueze and Ntogo-Saghanen (2021) found that Rivers State public library users used 19 out of 27 information resources available which by implication means they used different information sources.

Nwachukwu et al. (2014) observed that users of the Lafia public library used it for assignments. Also, Abdulahi et al. (2019) found that in Bauchi State public library, 56.8% of respondents utilized books/journals regularly, 75% consulted newspapers and 30% used the computer/internet. Similarly, Obinyan, Obinyan, and Aidenojie (2011) investigated four public libraries in Edo State and found that readers' majority use them for 2 days, 25% of the respondents usually borrowed books, 18.3% read newspapers, 16.7%, 10.8% 10% and 2.5% used the library for assignments, employment, general knowledge and leisure respectively. Also, fiction and reference materials were mostly used while indigenous knowledge materials were least consulted because farmers and petty traders rarely used the libraries.

Doo and Aliyu (2015) affirmed that in Benue State public libraries, the most consulted reference materials was encyclopedia while the constitution was the least consulted indicating one of the reasons some Nigerians were not politically literate.

6. Services in Public Libraries

The diversity of services offered by modern public libraries are not easy to describe succinctly. This raises the question of whether modern public library use is best measured using separate, uncorrelated indicators, or if a multivariate factor accounting for a combination of use modalities might be more apt (Burke, 2018).

The current challenging environment for public libraries has resulted in an ever-greater need

to demonstrate and evidence the quality of library provision as well as the value and impact of these services on society (Reid, 2019). This assertion was further established in research, conducted on behalf of the Scottish Library and Information Council, that reviewed previous quality standard mechanisms used in Scotland and resulted in the creation of a new framework. Data used were gathered through a systematic review of all published quality audits of Scottish public libraries, focus groups with heads of service, and impact workshops with library personnel. The outcomes resulted in the development of new strategies for measuring and evaluating the quality of provision as well as the value and impact of Scottish public libraries.

Anusha Bhat, and Rao (2020), in a related study that investigates the utilization and user satisfaction of public library resources and services at City Central Library, Shimoga, India. The study examines the various resources provided and the services rendered by the City Central Library. It was gathered that more than half of the users (50% above) were satisfied with the resources, facilities, and services provided by the library. This outcome of the study also revealed that the library is extensively used by users of all age groups. Services available at the public library under study are Newspaper clipping service, reservation service, current awareness service, reference service, circulation service, book exhibition, computer/internet browsing service, and reservation service.

6.1 Challenges Confronting Library Services Delivery

Considering the loftiness of the purpose of establishing public libraries around the globe, public libraries in Nigeria are beset with various shades of challenges that have stalled their growth and development. Saka (2019), in Chukwueke (2020) reported that neglect, lack of recognition, inadequate funding and personnel had contributed to ineffective service delivery over the years. These above stated factors have dwarfed its growth and development, giving way to its perpetual groping in irrelevance, this was attested by Bankole (cited in Ogbonyomi, 2007).

In a study by Unegbu, Ikonne, and Ohwofasa (2023) titled: The application of ICT competence in library service delivery in public libraries in South-South, Nigeria sought to ascertain the influence ICT competence had on service delivery by library personnel. Findings attributed poor ICT competence to the continuing poor results on service delivery. The study concluded that ICT application improved service delivery of library personnel in public libraries in South-South, Nigeria. They recommended that library management should formulate, invest in the training, and up-skill public librarians.

Taking a clue from the work of Kamba (as cited in Saka, 2019), limitations identified with the Nigerian public library system are infrastructural in nature such as poor road network, digital divide as a result of poor ICT infrastructure, and power supply (electricity). They assert that effective information services cannot be achieved without a good road network (especially, for mobile services), internet services, regular and steady electricity supply in remote areas.

According to Anusha, Bhat, and Rao (2020), in a study that examined utilization and user satisfaction of public library resources and services: A case study of City Central Library, Shimoga, India. The authors reported that more than one-third of the respondents (41%) stated that there are insufficient reading spaces, chairs, and tables. One-fifth of respondents (20%) are faced with the challenge

of frequent power cuts. Other challenges encountered by the users of the library reported are inconvenient opening hours, slow internet speed, inadequate library collection, unconducive location for learning, poor ventilation within the library, collection in the library not up-to-date, and lack of skilled staff in the library. Further, 24% of respondents mentioned that lack of time is a problem in using the library.

6.2 Methodology

The study adopted a survey type of research. The population of the study consisted of library users and staff of Ekiti State Library Board, Ado Ekiti, Ekiti State, Ondo State Library Board, Akure, Ondo State, Ogun State Library Board, Abeokuta, Ogun State, Osun State Library Board, Osogbo, Osun State, and Oyo State Library Board, Ibadan, Oyo State. Six research questions guided the study. Questionnaires were administered to library staff and users. Data collected was analysed with the use of descriptive statistics techniques such as frequencies, percentages, and mean with standard deviation. The study recruited 136 library patrons through an accidental sampling technique and 37 library personnel questionnaires duly filled and returned useful for the studies from the selected five (5) Public Libraries. Of the staff sample population, 19 (51%) were from Oyo State, 8 (22%) were from Ogun State, 4 (11%) were from Ondo State and 3 (8%) each were from Ekiti and Osun States. Of the user population, 39 (29%) were from Osun State, 34 (25%) were from Ogun State, 27 (20%) each were from Oyo and Ondo States while 9 (6%) were from Ekiti State.

7. Analysis and Discussion of Findings

7.1 Answers to Research Questions

- RQ1: What are the available types of resources in the selected public libraries in Nigeria?

Table 1a. Types of resources available in public libraries in Nigeria by users

Resources	Available	Not Available
Textbooks	127 (93.4%)	9 (6.6%)
Journal	97 (71.3%)	39 (28.7%)
E-books	29 (21.3%)	107 (78.7%)
E-journals	24 (17.6%)	112 (82.4%)
Reference books	105 (77.2%)	31 (22.8%)
Newspapers	98 (72.1%)	38 (27.9%)
Magazines	93 (68.4%)	43 (31.6%)
Story Books	114 (83.8%)	22 (16.2%)
Audiovisual materials	33 (24.3%)	103 (75.7%)
Electronic Database	29 (21.3%)	107 (78.7%)

Table 1b. Types of resources available in public libraries in Nigeria by Library Staff

Resources	Available	Not Available
Textbooks	35 (94.6%)	2 (5.4%)
Journal	31 (83.8%)	6 (16.2%)
E-books	8 (21.6%)	29 (78.4%)
E-journals	9 (24.3%)	28 (75.7%)
Reference books	36 (97.3%)	1 (2.7%)
Newspapers	36 (97.3%)	1 (2.7%)
Magazines	28 (75.7%)	9 (24.3%)
Story Books	36 (97.3%)	1 (2.7%)
Audiovisual materials	20 (54.1%)	17 (45.9%)
Electronic Database	10 (27.0%)	27 (73.0%)

From Table 1a, the library patrons opined that textbooks, story books, and reference books were the most available types of information resources available in their public library while the least available resources include e-journals, electronic databases, e-books, and audiovisual materials. From Table 1b, the library staff asserted that reference books, newspapers, textbooks, and story books, were the most available types of information resources available while in their public library while the least available resources include electronic databases, e-books, e-journals, and audiovisual materials.

This finding is corroborated by Nwabueze and Ntogo-Saghanen (2021) who studied public Libraries in Rivers State, it was found that information resources available were predominantly traditional prints such as textbooks, reference materials, fiction, and children’s books. The observation checklist showed that only the public Library in Gokana has ICT resources such as CDROM, e-books, e-journals and Internet facilities. Moreso, Iwhiwhu, and Okorodudu (2012) recorded that in Edo State, newspapers were the most available resources while audiovisuals were scantily available.

- RQ2: To what extent is the resources available utilized in the selected public libraries in Nigeria?

Table 2. Extent of Use of Library Resources

Resources	Very High Extent	High Extent	Moderate Extent	Low Extent	Mean	Std Dev.
Textbooks	46 (33.8%)	30 (22.1%)	34 (25.0%)	26 (19.1%)	2.71	1.130
Journal	19 (14.0%)	16 (11.8%)	51 (37.5%)	50 (36.8%)	2.03	1.025
E-books	4 (2.9%)	10 (7.4%)	41 (30.1%)	81 (59.6%)	1.54	.759
E-journals	2 (1.5%)	13 (9.6%)	30 (22.1%)	91 (66.9%)	1.46	.729
Reference books	26 (19.1%)	26 (19.1%)	45 (33.1%)	39 (28.7%)	2.29	1.081

Resources	Very High Extent	High Extent	Moderate Extent	Low Extent	Mean	Std Dev.
Newspapers	21 (15.4%)	33 (24.3%)	35 (25.7%)	47 (34.6%)	2.21	1.083
Magazines	22 (16.2%)	27 (19.9%)	36 (26.5%)	51 (37.5%)	2.15	1.099
Story Books	38 (27.9%)	28 (20.6%)	36 (26.5%)	34 (25.0%)	2.51	1.148
Audiovisual materials	6 (4.4%)	12 (8.8%)	40 (29.4%)	78 (57.4%)	1.60	.828
Electronic Database	4 (2.9%)	10 (7.4%)	40 (29.4%)	82 (60.3%)	1.53	.760
Arithmetic Mean = 2.00, Std Dev. = .964						

Using the 2.50 cut-off mark, Findings from Table 2 only Textbooks and storybooks are highly used by respondents in public libraries. Reference books and Newspapers were moderately used while the extent of use of e-journals, electronic databases, e-books, and audiovisual materials is very low. Overall, the use of information resources in public libraries can be said to be low.

Nwachukwu et al. (2014) observed that users of the Lafia public library used it for assignments. Also, Abdulahi et al. (2019) found that in Bauchi State public library, 56.8% of respondents utilized books/journals regularly, 75% consulted newspapers and 30% used the computer/internet. Similarly, Obinyan, Obinyan, and Aidenojie (2011) investigated four public libraries in Edo State and found that readers' majority use them for 2 days, 25% of the respondents usually borrowed books, 18.3% read newspapers, 16.7%, 10.8% 10% and 2.5% used the library for assignments, employment, general knowledge and leisure respectively. Also, fiction and reference materials were mostly used while indigenous knowledge materials were least consulted because farmers and petty traders rarely used the libraries.

- RQ3: What are the services being rendered in the selected public libraries in Nigeria?

Table 3a. User Responses on Services Rendered

Services	Strongly Agreed	Agreed	Disagreed	Strongly Disagreed	Mean	Std Dev.
Reference service	34 (25.0%)	68 (50.0%)	12 (8.8%)	22 (16.2%)	2.84	.983
Lending service	34 (25.0%)	48 (35.3%)	30 (22.1%)	24 (17.6%)	2.68	1.039
Interlibrary Lending	9 (6.6%)	22 (16.2%)	61 (44.9%)	44 (32.4%)	1.97	.869
Internet services	7 (5.1%)	33 (24.3%)	39 (28.7%)	57 (41.9%)	1.93	.932
Photocopying services	14 (10.3%)	40 (29.4%)	39 (28.7%)	43 (31.6%)	2.18	.998

Services	Strongly Agreed	Agreed	Disagreed	Strongly Disagreed	Mean	Std Dev.
Newspaper clipping	17 (12.5%)	35 (25.7%)	47 (34.6%)	37 (27.2%)	2.24	.991
Book reservation	25 (18.4%)	44 (32.4%)	40 (29.4%)	27 (19.9%)	2.49	1.011
Current Awareness Service	15 (11.0%)	50 (36.8%)	33 (24.3%)	38 (27.9%)	2.31	1.000
Selective Dissemination of Information	15 (11.0%)	51 (37.5%)	35 (25.7%)	35 (25.7%)	2.34	.983

Table 3b. Staff Responses on Services Rendered

Services	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
Reference services	23 (62.2%)	14 (37.8%)	-	-	3.62	.492
Circulation services	26 (70.3%)	11 (29.7%)	-	-	3.70	.463
Current Awareness Services	11 (29.7%)	19 (51.4%)	5 (13.5%)	2 (5.4%)	3.05	.815
Internet services	9 (24.3%)	12 (32.4%)	11 (29.7%)	5 (13.5%)	2.68	1.002
Photocopying services	9 (24.3%)	8 (21.6%)	16 (43.2%)	4 (10.8%)	2.59	.985
Newspaper clipping	13 (35.1%)	12 (32.4%)	9 (24.3%)	3 (8.1%)	2.95	.970
Book reservation	16 (43.2%)	16 (43.2%)	5 (13.5%)	-	3.30	.702
Book exhibition	6 (16.2%)	18 (48.6%)	10 (27.0%)	3 (8.1%)	2.73	.838

Using the 2.50 cut-off mark, Library users from Table 3a revealed that reference services, lending services and book reservation were the most library services offered to them in public libraries. Library staff on Table revealed that reference services, circulation services, book reservations and newspaper clipping were the most offered library services in their library. The users noted that least provided library services in public libraries included internet services, interlibrary lending, and photocopying services.

Anusha Bhat, and Rao (2020), reported that Newspaper clipping service, reservation service, current awareness service, reference service, circulation service, book exhibition, computer/internet browsing service, and reservation service.

- RQ4: How satisfied are you with the services being rendered in the selected public libraries in Nigeria?

Table 4. Satisfaction with Services Rendered

Services	Highly satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Mean	Std Dev.
Reference service	28 (20.6%)	72 (52.9%)	23 (16.9%)	13 (9.6%)	2.85	.860
Lending service	25 (18.4%)	42 (30.9%)	43 (31.6%)	26 (19.1%)	2.50	1.004
Interlibrary Lending	9 (6.6%)	31 (22.8%)	60 (44.1%)	36 (26.5%)	2.10	.868
Internet services	10 (7.4%)	26 (19.1%)	55 (40.4%)	45 (33.1%)	2.01	.907
Photocopying services	8 (5.9%)	45 (33.1%)	51 (37.5%)	32 (23.5%)	2.21	.873
Newspaper clipping	12 (8.8%)	43 (31.6%)	48 (35.3%)	33 (24.3%)	2.25	.925
Book reservation	19 (14.0%)	55 (40.4%)	36 (26.5%)	26 (19.1%)	2.50	.958
Current Awareness Service	14 (10.3%)	45 (33.1%)	42 (20.9%)	35 (25.7%)	2.28	.964
Selective Dissemination of Information	14 (10.3%)	36 (26.5%)	52 (38.2%)	34 (25.0%)	2.22	.940
Arithmetic Mean = 2.32, Std Dev. = .922						

Findings from Table 4 revealed that users were most satisfied with reference services, book reservations and lending services. The least library services respondents are satisfied with include internet services, interlibrary lending and selective dissemination of information. Anusha Bhat, and Rao (2020), gathered that more than half of the users (50% above) were satisfied with the resources, facilities, and services provided by the library.

- RQ5: What are the challenges confronting the resources and services rendered in the selected public libraries in Nigeria?

Table 5a. Users Responses on challenges confronting the resources and services rendered

Item	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
Poor lighting system in the library.	21 (15.4%)	47 (34.6%)	34 (25.0%)	34 (25.0%)	2.40	1.028
Inadequate library resources.	31 (22.8%)	53 (39.0%)	34 (25.0%)	18 (13.2%)	2.71	.965
Epileptic power supply in the library	23 (16.9%)	47 (34.6%)	35 (25.7%)	31 (22.8%)	2.46	1.025
Unconducive environment in the library.	9 (6.6%)	22 (16.2%)	69 (50.7%)	36 (26.5%)	2.03	.834
There are obsolete collections in the library.	29 (21.3%)	40 (29.4%)	46 (33.8%)	21 (15.4%)	2.57	.994

Item	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
There is no internet facility in the library.	45 (33.1%)	41 (30.1%)	29 (21.3%)	21 (15.4%)	2.81	1.065
Inability to borrow books in the library.	13 (9.6%)	21 (15.4%)	65 (47.8%)	37 (27.2%)	2.07	.900
Insufficient furniture in the library.	21 (15.4%)	40 (29.4%)	42 (30.9%)	33 (24.3%)	2.36	1.016
Lack of electronic information resources.	38 (27.9%)	44 (32.4%)	34 (25.0%)	20 (14.7%)	2.74	1.027
An uncooperative attitude of library staff in locating information resources.	9 (6.6%)	13 (9.6%)	64 (47.1%)	50 (36.8%)	1.86	.845
Relaxation centre/room is not available in the library.	35 (25.7%)	37 (27.2%)	43 (31.6%)	21 (15.4%)	2.63	1.031
Children section is not available in the library.	12 (8.8%)	17 (12.5%)	55 (40.4%)	52 (38.2%)	1.92	.927

Table 5b. Staff Responses on Challenges Confronting the Resources and Services Rendered

Item	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
Poor funding	25 (67.6%)	9 (24.3%)	2 (5.4%)	1 (2.7%)	3.57	.728
Inadequate library space	6 (16.2%)	4 (10.8%)	20 (54.1%)	7 (18.9%)	2.24	.955
Lack of current and up-to-date information resources in the library.	12 (32.4%)	9 (24.3%)	12 (32.4%)	4 (10.8%)	2.78	1.031
Epileptic power supply in the library.	9 (24.3%)	11 (29.7%)	7 (18.9%)	10 (27.0%)	2.51	1.146
There is an inadequate library staff.	11 (29.7%)	18 (48.6%)	6 (16.2%)	2 (5.4%)	3.03	.833
Non-provision of Internet facilities in the library.	14 (37.8%)	16 (43.2%)	6 (16.2%)	1 (2.7%)	3.16	.800
Non-provision of electronic information resources in the library.	17 (45.9%)	16 (43.2%)	3 (8.1%)	1 (2.7%)	3.32	.747
Lack of electronic databases.	13 (35.1%)	14 (37.8%)	8 (21.6%)	2 (5.4%)	3.03	.897

The users as shown in Table 5a reported that the challenges they face while using the resources and services provided by public libraries include no internet facility in the library; Inadequate library resources; Lack of electronic information resources; Relaxation centre/room not available in the library; and There are obsolete collections in the library. Also, the library staff of Table 5b reported that poor funding, Non-provision of electronic information resources in the library, lack of electronic databases, and inadequate staffing were the major challenges they faced in the provision of information resources as services.

Saka (2019) reported that neglect, lack of recognition, inadequate funding, and personnel had contributed to ineffective service delivery over the years. Kamba (as cited in Saka, 2019), limitations

identified with the Nigerian public library system are infrastructural in nature such as poor road network, digital divide as a result of poor ICT infrastructure, and power supply (electricity). Anusha, Bhat, and Rao (2020) reported that insufficient reading spaces, chairs, and tables, frequent power cuts, inconvenient opening hours, slow internet speed, inadequate library collection, uncondusive location for learning, poor ventilation within the library, collection in the library not up-to-date, and lack of skilled staff in the library were some of the challenges faced by users of public libraries.

- RQ6: What are the solutions to the challenges confronting the resources and services rendered in the selected public libraries in Nigeria?

Table 6a. Users Responses on solutions to the challenges confronting the resources and services rendered

Item	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
Provision of adequate information resources in the library.	67 (49.3%)	58 (42.6%)	4 (2.9%)	7 (5.1%)	3.36	.776
Acquisition of current information resources.	63 (46.3%)	57 (41.9%)	6 (4.4%)	10 (7.3%)	3.26	.880
Provision of adequate furniture in the library	55 (40.4%)	61 (44.9%)	12 (8.8%)	8 (5.9%)	3.20	.833
Lending of books should be provided in the library.	49 (36.0%)	55 (40.4%)	21 (15.4%)	11 (8.1%)	3.04	.918
Provision of electronic resources in the library.	66 (48.5%)	53 (39.0%)	9 (6.6%)	8 (5.9%)	3.30	.837
Library staff should assist users in locating information resources.	50 (36.8%)	68 (50.0%)	8 (5.9%)	10 (7.4%)	3.16	.836
Internet facilities should be provided in the library.	78 (57.4%)	47 (34.6%)	9 (6.6%)	2 (1.5%)	3.48	.688
Relaxation centre/room should be provided for users in the library.	58 (42.6%)	51 (37.5%)	21 (15.4%)	6 (4.4%)	3.18	.854
Children section should be available in the library.	49 (36.0%)	59 (43.4%)	13 (9.6%)	15 (11.0%)	3.04	.950

Table 6b. Staff Responses Solutions to the challenges confronting the resources and services rendered

Item	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
Provision of adequate information resources in the library.	24 (64.9%)	10 (27.0%)	3 (8.1%)	-	3.57	.647
Government should provide adequate funds for the acquisition of current and up-to-date information resources in the library.	32 (86.5%)	4 (10.8%)	1 (2.7%)	-	3.84	.442
The government should employ adequate library staff.	28 (75.7%)	8 (21.6%)	1 (2.7%)	-	3.73	.508
Funds should be released for the provision of solar systems for the library.	24 (64.9%)	12 (32.4%)	1 (2.7%)	-	3.62	.545

Item	Strongly Agreed	Agreed	Disagreed	Strongly disagreed	Mean	Std Dev.
Modern library buildings should be provided to accommodate staff, users, and information resources.	25 (67.6%)	12 (32.4%)	-	-	3.68	.475
The government should provide Internet facilities for effective library services.	28 (75.7%)	6 (16.2%)	3 (8.1%)	-	3.68	.626

Finds from Table 6a reveal suggested solutions from users which include the provision of Internet facilities in the library; Provision of adequate information resources in the library; Acquisition of current information resources; and Provision of electronic resources in the library were the major solutions suggested by the users. The staff in Table 6b suggested that the Government should provide adequate funds for the acquisition of current and up-to-date information resources in the library. The Government should provide Internet facilities for effective library services. Funds should be released for the provision of solar systems for the library for the provision of alternate power supply.

8. Conclusion

Public libraries are the backbone of our society and the use of their resources and services impacts the development of that society. State Library boards in Nigeria must do more than the provision of adequate reading space but must begin to provide adequate information resources and services to users of all categories. Furthermore, Public Libraries in Nigeria need to begin to figure out how to bring more senior citizens to the library which interactions with the younger users help build the community identity. Public libraries need to do more in their provision of information resources and improve upon outdated information resources currently available.

9. Recommendations

The following recommendations are made to improve the utilisation of resources and services in public libraries in Nigeria:

- (1) Public libraries need to hold current and up-to-date titles to meet the needs of the public.
- (2) State Library Boards must look toward automating public libraries through the provision of electronic resources, needed gadgets, and services.
- (3) Public libraries should start to engage in a library consortium to achieve interconnection between all public libraries in Nigeria to provide access across regions.
- (4) The library should encourage more adults to use the library especially when it is conducive for relaxation through the provision of adequate newspapers and magazines influencing the use among this population.

- (5) The Government should provide adequate funds for the acquisition of current and up-to-date information resources in the library.
- (6) Public libraries should provide internet facilities for their users.
- (7) State government should provide sufficient financial resources to the public libraries in acquiring relevant information resources for users in their community.

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