Information Impact

Influence of Currency on Users' Satisfaction with the Information Resources in Government-Owned University Libraries in the South-South Zone of Nigeria

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Abstract
The study was carried out to determine the influence of currency on users' satisfaction with information resources in university libraries in South-South, Nigeria. Descriptive survey research method was employed for this study. The study population comprised of 83 library staff and 7426 lecturers in the 11 university libraries in the zone during the 2016/2017 academic session. A sample of 36 library staff and 4627 lecturers from 6 of the universities in the zone was used. The researchers' made questionnaire titled "Currency and Users' Satisfaction with Information Resources (CUSIRQ)" was used to collect data. Means and standard deviations were used in answering the research question while the hypothesis was tested using t-Test in IBM SPSS for Window version 23 at $p = 0.05$ level of significance. The findings showed that there was significant influence of currency on users' satisfaction with information resources in university libraries in the South-South zone of Nigeria. There is a strong indication that from the study users were not satisfied with currency/recency of the information resources acquired in the government-owned university libraries in the South-South zone, Nigeria. It is therefore suggested that librarians should take cognizance of currency of the information resources when acquiring information resources for the libraries.

Key Words: **Currency; Users' Satisfaction; Information Resources; Government-owned University Libraries**

Introduction

The primary aim of university library is to select, acquire, organize, maintain, and provide access to relevant, quality and current information resource, both print and non-print to its users. Oyewusi and Oyeboade (2009) summed it all by stating that the primary purpose of university libraries is to support teaching, learning and research in ways consistent with, and supportive of the institution's mission and goals. In addition, library resources and services should be sufficient in quality, depth, diversity, and currency to support the institution curriculum. As a result of this, university libraries are often considered the most important resource centre of an academic institution. The National Universities Commission (NUC) team considers the quality of the

holdings and currency of the information resources in the library during accreditation exercises. As a result, the university library is used in evaluating and scoring academic programmes. The library has much role to play in order to ensure that the quality and current information resources are acquired for the successful accreditation result.

In some of our libraries, current materials are scarce. It was observed that only a few copies of current information resources are available on the shelves of the government-owned university libraries in the South-South zone of Nigeria. Could the prevalence of dated print and electronic information resources which are no longer relevant to the information needs of these users lead to users' dissatisfaction? Nigerian University libraries (those in the South-South zone inclusive) are established to provide information resources to meet users' information needs. The purpose of these libraries therefore will be defeated if their users are not satisfied with the information resources they provide. Research records also show library users' frustration, low patronage of university library information resources as some of the features that affect information service delivery in Nigeria (university libraries in the South-South inclusive) and as a consequent user satisfaction (Phiri, 1996 & Ogunleye, 1997). The problem arising from these is how can university libraries' information resources produce satisfaction to library clienteles? The above premise therefore motivated the researchers into conducting this study; to empirically investigate the influence of collection development criterion of currency on users' satisfaction with the information resources in government-owned university libraries in the South-South zone of Nigeria.

The university libraries investigated were: University of Calabar library located in Cross River State, University of Port Harcourt library in Rivers State, University of Uyo library located in Akwa Ibom State, Akwa Ibom State University of Technology library in Akwa Ibom State, Niger Delta University library in Bayelsa State and Rivers State University of Science and Technology library located in Rivers State. The university libraries stated above are a fair representation of other libraries in the South-South zone, Nigeria since sources of funds for Nigerian university libraries are the same (Akinyemi, 2013). Besides, the Education Trust Fund (ETF) now Tertiary Education Trust Fund (TETFund) allocation to each university library in Nigeria has risen from 3.5 million in 2001 to 10 million in 2009 (ETF, 2010). Lastly, the study was delimited to the library staff of the cadre of librarians and library officers of the government-owned university libraries named above who were involved in selection and acquisition of

information resources. The study also was delimited to the lecturers of these universities who make use of information resources in the university libraries.

Research Objective

The specific objective of the study is:

To assess the influence of currency of information resources on users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria.

Research Question

To guide this study, the following research question was posed:

What is the influence of the currency of information resources on users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria?

Hypothesis

The following hypothesis was tested in this study:

Mean response score on currency of information resources does not significantly influence users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria ($P < 0.05$).

Literature Review

Beyond the scope and content of the collection, other factors such as cost, relevance, usability and currency determine acquisition priorities (Oseghale, 2008). Nnadozie (2006) listed the factors that influence the acquisition of information resources as follows: affordability; authors' (inventors') credibility; publishers' competence; currency of material; and desire to stock materials in school subjects. This is in agreement with the reports in World Encyclopedia of Library and Information Science (1993) and Anyanwu, Enyinnaya and Amadi (2006) where the main issues that influence acquisition of information resources in most libraries are summarized as relevance, timeliness (currency), budgetary allocation, curriculum and renewal of stock.

The up-to-datedness of the information contained in the information resource is a very important factor. The date of publication of an information resource is often located on the title page below the publisher's name. If it not found there, then it should be on the reverse of the title page as the copyright date. On the web, the date of the last revision is normally at the bottom of the home page, and at times on every page. It is also important to define the benchmark date to

classify information resources as new or old. In University of Botswana Library for example, any publication in mathematics published as from the year 2000 to date is considered new (Lumande & Mutshewa, 1999). Newer editions of an information source should be acquired to update the library collection on the subject of that book. The preface, advertisement blurbs and cited references are very reliable criteria for ascertaining the currency of the intellectual contents of the information resources. Wilson (1993) warned that people need current information. In other words, maintaining currency is an occupational requirement of librarians and, by extension, all other information professionals. Although the currency is an important criterion for evaluating all books, it is even more so for scientific and technical books, where developments occur rapidly leading to new discoveries (Ifidon, 1997). In general, when university library collections are current, they are likely to be utilized more than if they are not. University library users always derive maximum satisfaction from information resources that are current.

Oyediran (1998) and others raised an alarm on the deterioration of information sources, facilities and services in the Nigerian university library system, due to economic downturn. Ogunrombi (2004) appraised the status of library information resources in Nigerian university libraries (those in the South-South University libraries inclusive) based on the assessment of the National Universities Commission (NUC) and revealed that most universities missed the accreditation because of poor quality information resources. The argument is that the quality of education and research depends on the quality of library services, which in turn depends on the quality of information resources. Ogunrombi (2004) further argued that there is correlation between quality of intellectual materials available and the quality of research and scholarship; that no educational system is greater than the quality of its teachers; and that teachers that are starved of current information sources will be ill prepared to produce quality graduates, a pre-requisite to national development.

This study therefore, is an attempt to evaluate the strengths and weaknesses of information resources in terms of currency acquired by government-owned university libraries in the South-South zone of Nigeria; by determining the extent to which they meet the libraries' service goals and objectives and the information needs of their users. Gaps and deficiencies will be addressed and filled through collection development. Apart from the usefulness of the results for collection development, it will also be a valuable device in determining the university libraries' future direction.

Methodology

The design for this study was a descriptive survey. Data were collected from librarians and library officers who work or had worked in the acquisition unit of the university libraries under study. Data were also collected from lecturers who are the users of those university libraries. This design is considered suitable because the variables are not subjected to manipulation by the researchers. The study covered the government-owned university libraries located in the South-South zone of Nigeria. There are six states in the zone, namely; Akwa Ibom, Bayelsa, Cross River, Delta, Edo and Rivers. The study involved Federal and State-owned university libraries. The private university libraries found in the zone were outside the scope of this study. Federal university at Otuoke in Bayelsa state and the Federal university of Petroleum Resources in Delta State were purposively not selected for this study because they are new institutions. The federal universities selected for the study by the researchers are universities of Calabar (UNICAL), Port Harcourt (UNIPORT) and Uyo (UNIUYO) libraries, representing 75%. The zone is characterized with state university established in each of the states found in the zone. The state universities are Akwa Ibom State University of Technology (AKSUT), Uyo; Niger Delta University (NDU), Wilberforce Island, Bayelsa State; Cross River State University of Technology (CRUTECH), Calabar; Delta State University (DELSU), Abraka; Ambrose Ali University (AAU), Ekpoma, Edo State; Rivers State University of Science and Technology (RSUST), Port Harcourt and Ignatius Ajulu University of Education (IAUOE), Rivers State, Port Harcourt. The state university libraries used for the study are NDU, CRUTECH and RSUST; representing 42.85%.

The population of the study is made up of 7509 lecturers and library staff (librarians and library officers who take part in the selection and acquisition of information resources) in the federal and state-owned university libraries found in the South-South zone of Nigeria. The breakdown is made up of 7426 lecturers teaching in the universities named above as the users of the university libraries and 83 library staff working in the acquisition departments of the university libraries. The sample size of the study is made up of 4663 lecturers and library staff (librarians and library officers who take part in the selection and acquisition of information resources) in the university libraries of University of Calabar, Port Harcourt, Uyo, Akwa Ibom State University of Technology, Niger Delta University, Bayelsa and Rivers State University of Science & Technology. The breakdown is made up of 4627 lecturers and 36 library staff. The sample was selected using purposive sampling technique from the universities under study.. The

sample for Section A pertaining to Currency of information resources consisted of all librarians and library officers who had worked and also those presently working in the Acquisition units of the universities libraries under study. The entire sample of thirty-six (36) library staff was used as the sample size. The target respondents for Section B on users' satisfaction were the lecturers of the universities under study with a sample of 4627. As per the lecturers, the numerical quota sampling method was used and a sample size of three hundred and sixty-eight (368) was obtained. This size was obtained from an arithmetic mean of the result of Yaro Yameni's formula (Baridam, 2001) for sample size determination. The detailed computation yielded an approximate value of 368. Therefore, a sample size of 368 lecturers was used for the investigation.

The instrument for data collection in this study was a researcher designed questionnaire titled, ''Currency and Users' Satisfaction with the Information Resources Questionnaire (CUSIRQ)'' that was divided into two sections, A and B. Section A presented items statements of Currency of information resources considered by librarians in the acquisition of information resources. There were 3 item statements (for library staff). Section B focused on users' satisfaction with 4 item statements (for lecturers). The subjects (library staff and lecturers) responded to each item on the following response mode: where 5 represented Very High; 4, High; 3, Average; 2, Low; and 1, Very Low.

Face validation of the instrument named Currency and Users' Satisfaction with Information Resources Questionnaire (CUSIRQ) was done by first giving the instrument to four experts in Measurement and Evaluation. These four experts were requested to assess the instrument with respect to its relevance to the study objective, research question and hypothesis. The comments received from the aforementioned sources were incorporated by the researchers into the final research instrument before been administered to sampled subjects.

Copies of the instrument were distributed to the subjects (library staff and lecturers) personally by the researchers and with the assistance of colleagues working in the six university libraries under study during the 2016/2017 academic session. The completed copies of the questionnaire were collected and formed the basis for data analysis. The data that were collected were analysed. First of all, the research question was answered and secondly the hypothesis was tested. Analysis based on research question was done using mean and standard deviation statistics. Data analysis based on hypothesis was done using t-Test statistics in Statistical Package

for the Social Sciences (SPSS). Data obtained from the field work were arranged structurally in Microsoft excel and exported to SPSS for Window version 23 at p = 0.05 level of significance.

Findings and Discussion

Research Question:

What is the influence of the currency of information resources on users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria?

The answer to the research question is presented on Table 1, 2 and 3.

Table 1:**Mean and Standard Deviations of Responses by the Library Staff on Currency of the Information Resources in University Libraries under Study (N = 36)**

S/N	Currency of the Information Resources		Categories					Total Score	Mean ($\bar{x}$) (Total Score ÷36)	Std Dev (SD)
			Very High (5)	High (4)	Average (3)	Low (2)	Very Low (1)			
1	Currency of an information resource is a factor that is considered when library is acquiring it	Freq	24	10	1	0	1			
		Score	120	40	3	0	1	164	4.56	1.43
2	The library acquires information resources containing up-to-date information	Freq	28	7	1	0	0			
		Score	140	28	3	0	0	171	4.75	1.68
3	The library acquires latest editions of information resources	Freq	23	11	1	0	1			
		Score	115	44	3	0	1	163	4.53	1.38

Table 1 presents data from responses by library staff on currency of information resources. Items 1-3 are the different statement pertaining to the variable; information resources' currency under the five categories of Very High, High, Average, Low and Very Low. Table 1 further

shows the respondents mean scores for the three items statements are consistent ranging from 4.53, SD 1.38 (the library acquires latest editions of information resources) to 4.75, SD 1.68) (the library acquires information resources containing up-to-date information). The mean score for each of the three item statements is higher than the criterion score of 3.00; an indication that the information resources in the South-South zone university libraries are built taking cognizance of the variable, currency of information resources. The overall mean score for the three item statements is 4.61 with a standard deviation of 0.12 as shown in 3.

Table 2: **Means and Standard Deviations of Responses by the Lecturers on Users Satisfaction Based on Currency of the Information Resources in Universities under Study**
(N = 368)

S/N	Currency of the Information Resources		Categories					Total Score	Mean ($\bar{x}$) (Total Score ÷368)	Std Dev (SD)
			Very High (5)	High (4)	Average (3)	Low (2)	Very Low (1)			
1	In the library books in my discipline are current	Freq	3	41	134	119	71			
		Score	15	164	402	238	71	890	2.42	0.41
2	The library has available information resources which aid my advancement in my discipline	Freq	6	32	155	109	66			
		Score	30	128	465	218	66	907	2.46	0.47
3	The library has in its collection latest editions of information resources in my field of interest.	Freq	6	26	119	131	86			
		Score	30	104	357	262	86	839	2.28	0.37
4	The information resources in the library help me stay abreast of my field of interest.	Freq	9	83	107	104	65			
		Score	45	332	321	208	65	971	2.64	0.37

Table 2 shows data from responses by lecturers on users' satisfaction with information resources based on currency. Items 1-4 are the different statements pertaining to the variable; users' satisfaction based on currency of information resources under the five categories of Very High, High, Average, Low and Very Low. Table 2 further shows that the respondents (users) are however consistent in their opinion about the state of currency of the information resources stocked by the university libraries with mean scores of: 2.42 (SD 0.41); 2.46 (SD 0.47); 2.28 (SD 0.37); and 2.64 (SD 0.37) for the four item- statements. The mean scores of the items 1-4 are all less than the criterion score of 3.00; an indication that the users of these university libraries are dissatisfied with the up-to-datedness of the information resources stocked therein. The overall mean score for the four item statements is 2.45 with a standard deviation of 0.15 in Table 3.

Table 3: **Descriptive Statistics of Mean Scores and Standard Deviations of Respondents Concerning the Influence of Currency of Information Resources on Users' Satisfaction with Information Resources**

Variable	Mean score ($\bar{x}$)	Standard Deviation (SD)	Remarks
Currency of Information Resources	4.61	0.12	High Level of Currency of Information Resources
Users' Satisfaction	2.45	0.15	Low Level of Users' Satisfaction

* Criterion Score = 3.00

In Table 3, the overall mean score for currency of information resources is 4.61(SD 0.12) which is higher than the criterion score of 3.00. This indicates high level of currency of the information resources in the university libraries in the South-South zone, Nigeria. The inference is that university libraries in the South-South zone, Nigeria highly consider the factor, currency of information resources while acquiring information resources for the libraries. The same Table 3 showed that the overall mean score for users' satisfaction with information resources is 2.45 (SD 0.15), which is lower than the criterion score of 3.00. This infers low level of users' satisfaction (based on currency) with information resources in university libraries in the South-South zone of Nigeria. The inference is that the users of the university libraries in the South-South zone, Nigeria are not satisfied with the acquired information resources because those resources are not current. The overall mean score for currency of information resources which is 4.61 is higher than

the overall mean score of 2.45 for users' satisfaction with information resources. Therefore currency of information resources and users' satisfaction with information resources in university libraries in the South-South zone of Nigeria are different.

Hypothesis:

Mean response score on currency of information resources does not significantly influence users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria ($P < 0.05$).

The test of the hypothesis is presented in Table 4.

Table 4: t-Test Analysis of the Influence of Currency of Information Resources on Users' Satisfaction with Information Resources.

(Level of significance set for this study is 0.05 alpha)

Variable	N	Mean Score($\bar{x}$)	SD Score	$p =$ Sig(2tailed)	t-Statistics Calculated	t-Critical	Remarks
Currency	36	4.61	0.12	0.00	20.607	1.960	Reject Ho
Users' Satisfaction	368	2.45	0.15				

Total N = 404, DF = 404-2 = 402

In Table 4, the t-test was run to determine the influence of currency of information resources on users' satisfaction with information resources in university libraries in the South-South zone, Nigeria. The Table 4 shows the influence of currency of information resources on users' satisfaction. The mean and standard deviation scores of the respondents' responses with regards to the influence of currency of information resources on users' satisfaction with information resources in the university libraries in the university libraries in South-South zone, Nigeria is presented in Table 4. The table shows that the mean score for the currency of information resources is 4.61, which is greater than the criterion score of 3.00. This shows that librarians in the zone build their library collection taking cognizance of the variable, information resources' currency. The table also provides that the mean score for users' satisfaction is 2.45, which is less than the criterion score of 3.00. This reveals that users of the university libraries in the South-South zone of Nigeria are unsatisfied with the libraries' information resources based on currency.

From the above table the *p* (*sig, 2-tailed*) value is 0.00 and is less than the pre-specified alpha level of 0.05. The indication is that there is significant influence of mean response score of currency of information resources on users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria. According to this, results indicate that there was an obvious influence of currency of information resources on users' satisfaction which was statistically significant {*t (402)* = 20.607, *p*= 0.00 < 0.05}. The t-statistics is 20.607 with 402 degrees of freedom. The corresponding two-tailed *p*-value is 0.00, which is less than 0.05, the pre-set alpha level. Therefore, the null hypothesis is rejected and the conclusion is that there is a significant influence of mean response score of currency of information resources on users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria.

In addition to using a *Sig* (2-tailed) value to determine whether to reject or retain the null hypothesis, in Table 4.2.6, the t-calculated for currency of information resources and users' satisfaction with information resources is 20.607, while the r-critical value at 0.05 level of significance is 1.960 at 402 degrees of freedom (df). The *t*-calculated was found to be greater than the *t*- critical. The calculated *t* is statistically significant at alpha (α) = 0.05 level of significance, since it is greater than the critical value of *t*. This infers that there is a significant influence of mean response score of currency of information resources on users' satisfaction with information resources in university libraries in the South-South zone of Nigeria. It therefore follows that the hypothesis that mean response score of currency of information resources does not significantly influence users' satisfaction with the information resources in university libraries in the South-South zone of Nigeria is rejected.

Discussion of Findings

There is a significant influence of currency of information resources on users' satisfaction with information resources. This result infers that there exists a significant influence of currency of information resources on users' satisfaction with information resources in university libraries in the South- South zone of Nigeria. Users' satisfaction is influenced/enhanced by currency of the information resources. The up-to-datedness of the information contained in the information resource is a very important factor that enhances the quality of the resource. Although currency and recency are important criteria for evaluating all books, they are even more critical for scientific and technical books, where developments occur rapidly leading to new knowledge

(Ifidon, 1997). The result of this study is in agreement with Lee and Pow (1996) who stated that user satisfaction is a product of information, which is affected by the quality of information as attributed to factors of availability, accuracy, precision, reliability, currency and completeness. Users are satisfied with the information resources that are current in terms of content. The result is also in agreement with the findings of Li (2007), which showed that 77% of library users were interested in most recent publications in their library. In general, when university libraries' collections are current, they are likely to be utilized more by users than if they are not. This is in agreement with Ranganathan's (1990) fifth law of library science which stated that "The library is a growing organism". That is, the library should grow in terms of information resources that are current.

Conclusion and Recommendations

It can be concluded from the findings of this study that the acquisition of balanced information resources for university libraries will help the universities achieve their basic functions of teaching, research and community service. The results of the study revealed that there is significant influence of the collection development criterion of currency information resources on users' satisfaction with information resources in the university libraries in the South-South zone of Nigeria. This is in agreement with Shi, Holahan and Jurkat (2004) that factors such as currency, relevance, physical format and precision of information resources increase their performance. The implication of these findings is that users of university libraries in the zone will get satisfaction from the use of information resources that are balanced in terms of currency. Since the study showed that there is significant influence of currency of information resources on users' satisfaction with information resources in university libraries in the South-South zone of Nigeria, it is recommended that librarians should take cognizance of up to datedness of information resources when acquiring information resources for the libraries. If the following recommendations of this study are carried out in the procurement of information resources, the users of the university libraries will derive satisfaction from their use. It is suggested that the same study should be carried in other 5 geopolitical zones of the country, Nigeria. In order to have a well-rounded perception of users' satisfaction with information resources in university libraries in the South-South zone of Nigeria similar research should also be conducted using students as users.

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