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An Appraisal on the Utilization of E-Library Resources and Services by Students of Fudma during A 2-Day Nigerian Labour Congress Warning Strike

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Abstract

This study sought to investigate an appraisal on the utilization of e-library resources and services by students of FUDMA during a 2-day NLC warning strike. The study adopted survey research design because of its convenience, flexibility, and ability to gather extensive information from the study population. The population of study comprised of 53 undergraduate and postgraduate students who used the e-library during a two-day NLC warning strike. Questionnaire was used to collect for data collection. Data collected for the study were analyzed using frequency counts and percentages. The study found out that both undergraduate and postgraduate students use all of the services, with internet search services having the highest responses, e-library resources used by undergraduate and graduate students includes World Wide Web and wireless network got the highest responses. The study recommended that, federal university Dutsin-Ma library management should improve more on services such as e-books, e-news, and e-journals. These services received low response from the users and these are good resources that carries current and up to date information. The library management should makes all the available e-library resources accessible easier so as to improve the usage of the e-resources especially DVD-ROM, video lectures, audio resources and electronic newspapers.

Keywords: e-library, e-resources, e-services, library resources, library services.

1.1 Introduction

The adoption of e-libraries in Nigerian institutions is entirely motivated by the need to provide staff and students with electronic and online resources for educational development and effective teaching, learning and research activities. Anyim (2018) postulates that electronic library acquires, processes, stores, evaluates and disseminates information via electronic means to the

audience in need of information. It can serve as a medium for achieving national and community development through provision of relevant information necessary for decision making and policy enhancement. Electronic library is a multi-disciplinary concept that shares various branches of computer science including data management, information retrieval, library science, document management, information systems, the web,

image processing, and artificial intelligence. Multidisciplinary nature of electronic library engenders flexibility in the definitions which makes it difficult to have a singular definition of e-library. However, the format, form and nature of digital libraries give clearer picture of what digital library means.

Gbotosho (2019) defines e-library as collections of electronic resources consisting of text, audio, visual, graphics and animations in nature that are accessible through the aid of digital technologies. Impeccably, a digital library should provide users access to electronic information resources via electronic means. However, this definition as well includes electronic resources such as (database on standalone PCs, information on CD-ROMs, etc.) that may not be accessible through the internet or other networks. Digital library collections may be born (digital oriented or through the process of digitization from existing print materials). Electronic library is the library where some or all of its holdings of the library are available in electronic format, and the services of the library are also made available electronically-frequently over the Internet so that users can access them remotely (Onwuchekwa and Jegede, 2011).

Library is the heart of any academic institution; academic activities revolve around academic libraries. Adeoye and Omosebi (2020) opine that the emergence of information and communication technology has given rise to the concept of electronic library (e-library). From the concept, two major concepts are deemed important: library and electronic. Therefore, to a large extent, the quality of our learning institutions is measured by the library service provision because of its unique contributions in the over-all institution's objective. Library collections must not only have quality and current books/journals, but also modern information sources in electronic formats, such as e-books, e-journals, subscribed online databases, internet in a box (e-granary) (Mohammed, Suleiman, Aremu,

Adenike and Babadoko, 2022).

Library's electronic resources are accessed virtually or locally. E-libraries resources are comprised of e-journals, e-books, documents, databases, multimedia materials and links to other resources. An e-resource (electronic resource) is any resource which is accessed through the internet. E-Libraries provides access to information in an electronic format. Examples of e-resources include electronic books (e-book), electronic journals (e-journal), CD-ROMs, online databases in varied digital formats, e-mails, Adobe Acrobat documents, Webpage, e-magazines, e-serials, e-theses and dissertations, World Wide Web, Online Public Access Catalogues, Reference Databases, e-images and e-audio visual resources, (OKore, Asogwa & Eke 2009). Electronic libraries cannot exist without e-resources; e-resources have become part of the modern library and have brought new challenges and opportunities. According to Emeghara (2014), an electronic resource is a resource which requires access through computer or any electronic product that delivers a collection of data, be it text, referring to full text bases, electronic journals, image collections, other multimedia products and numerical, graphical or time based, as a commercially available title that has been published with the aim of marketing.

Advancement in technology is expected to bridge the mammoth gap between the shelf-life library and the digital library (e-library). The shelf-life library method eliminates the need to visit the library before information or materials can be accessed or obtained. It is an idea that is less suitable to the people of this digital dispensation. Instant messages and quick online updates via information technology enabled gadgets like smartphones, tablets, laptops, etc. make library visitation less appealing to people (Omolara, 2022). Electronic libraries make information available to users by utilizing a variety of modern technologies, including

computers, printers, scanners, network environments, servers, switches, routers, the internet, and databases.

1.2 Statement of Problem

The way users find and use information has completely changed because of the introduction of e-libraries and services in university libraries. This means that in order to meet their diverse informational and research demands, researchers, students, and other information or library users are no longer limited to print information resources. The ability of university libraries to ensure that facilities and resources are updated on a regular basis determines the role of the internet, online databases, e-journals, e-books, etc. in satisfying users' information needs.

However, FUDMA e-library services (photocopy services, Internet search services, e-journal services, scanning services, research software services, e-book services, e-news services, printing services, e-mail services, school portal services, among others) are being patronized on daily basis by undergraduate and postgraduate students. Furthermore, during a two-day September, 2023 NLC warning strike the e-library's resources and services were highly patronized despite the strike period. It is on this backdrop that the researchers embarked on this study to find out the utilization of e-library resources and services during a two-day NLC warning strike.

1.3 Research Questions

The research was guided by the following questions.

1. What type of e-library resources and services are been used by students of FUDMA during a two-day NLC warning strike?
2. For what purpose do students of FUDMA Utilized e-library resources

and services during a two-day NLC warning strike?

2.1 Literature Review

The digital age has brought about a completely different way of providing library services in relation to the development of new services. The use of electronic library information services by students or library users has improved tremendously over time (Gbotosho, 2019); there is growth in usage within a relatively short period of establishing the electronic library while catalogue is no longer the key to the library gateways. The study identifies a relationship between students' progression and retention of electronic information services and usage. Considering electronic library as a collection of library resources in electronic format at various locations which can be accessed and used with great ease using computer and telecommunication technology for the purpose of teaching, studying, researching, learning, leisure and decision making (Daniel, 2003).

According to Asoronye and Attama (2016), online information service delivery on the platform of e-libraries, access to databases outside a particular library and digital resources within the library is provided. There is also access to electronic theses and dissertation as well as online information literacy instructions which can be in the form of help sheets on how to use a particular database, library catalogue, aggregated vendor resources and other print and non-print resources (Gbaje, 2007). Other services the library can offer include online course reserve, online reference services, remote access to online catalogue, web blog and online document delivery. However, it is important to point out that although academic libraries in Nigeria are making their presence online and providing Internet access within the libraries; their services have remained very minimal as we are yet to witness such online services as

online information literacy instructions, online course reserve, online reference services, online conferencing and weblog (Asoronye and Attama, 2016).

Anyim (2019), states that the objective of university e-library is limited if access and retrieval of e-resources and services are ineffective. However, access to and retrieval of digital information resources has remained one area of growing concern for e-librarians. Taylor and Francis (2013) pointed out areas in which improvement and innovation are needed to facilitate access to and retrieval of e-resources. They suggested creation and adoption of metadata standards to signal how 'open' content is; improved identification of free articles in hybrid journals; permanence of access and reliable archiving for free content; comprehensive indexing of quality free resources by discovery systems; provision of usage statistics for free online content, consistent across publishers; improved integration of free content with link resolvers; development of a wider range of trusted repositories linking to free content; improved user interfaces for accessing library-surfaced content; more training and support in information literacy skills for students and faculty; development of metrics for evaluating impact of content on institutional performance.

Digital library has become an integral part of academic research activities. It provides academic researchers with electronic access to national and international scholarly journals. Services in e-library include the typical traditional library and information services and other global information services through computer and telecommunication system. Ekere, Omekwu and Nwoha (2016) showed the various services provided at digital library which include: online internet search services; e-mail services; online reference services; online cataloguing and classification service; customer care services; management of

online databases; Subscription services; awareness and workshop services; Audio and video communication services; news groups/dialogue databases; electronic document delivery Services; Interoperability services; Technical training in ICT for staff and users; online inter-library services; digitized finding aids such as online indexes, bibliographies, online cataloguing and classification services.

The e-library was born out of a need to access the world's information overflow or information explosion for human survival and progress. By facilitating organized access to high-quality tools and resources that enable creativity in teaching and learning at all levels, from undergraduate to postgraduate, electronic libraries are revolutionizing education. Therefore, the demand for an e-library system has become a critical requirement in Nigerian universities. One of the benefits of an electronic library to society is the incorporation of tests, availability, accessibility, search-ability, research-ability, up-to-date, sound and video, image, and pertinent information. Material is accessed simultaneously by numerous people from various locations via a single electronic site, and copies of the material are provided quickly.

3.1 Methodology

The study used a survey research design because of its convenience, flexibility, and ability to gather extensive information from the study population. The population of this study consists of undergraduate and postgraduate students of the Federal University Dutsin-Ma who patronized the resources and services of the e-library during a two-day NLC warning strike in September 2023. Available statistics from the e-library indicated that there were 53 students who used the e-library. However, due to the smallness of the population, the researchers selected the whole population as a sample for the study.

Bernard (2012) opined that if the population of a study is less than two hundred (200), the entire population could be used for the study. Thus, no sampling technique is required. A questionnaire was used for data collection

from the target respondents. Out of the 53 questionnaire distributed, 45 were returned and found useful. Data collected with respect to the research questions asked in the study were analyzed descriptively.

4.1 Results and Discussion of Findings

Table 1: Gender Distribution

Gender	Students Gender			
	UG Students		PG Students	
	F	%	F	%
Male	23	67.6	7	63.6
Female	11	32.4	4	36.4

Table 1 depicts the respondents' gender distribution. When it comes to both undergraduate and graduate students, male make up a sizable majority of the respondents in this situation, making up 67.6% and 63.6% of each group while female make up only 32.4% and 36.4% of respondents respectively. This suggests that male students use the Federal University Dutsin-Ma e-library's resources and services more frequently than their female colleagues.

Table 2: E-library Resources Utilized by Students of FUDMA

Items	FUDMA E-library Resources			
	UG Students		PG Students	
	F	%	F	%
Online Database	12	35.3	10	90.9
DVD-ROM	2	5.9	0	0.0
Audio resources	4	11.8	2	18.2
Wireless network	13	38.2	11	100
Electronic book	6	17.6	6	54.5
Video lectures	1	2.9	3	27.3
Offline resources	10	29.4	7	63.6
YuTube resources	5	14.7	4	36.4
World wide web	14	41.2	8	72.7
Institutional Repository	9	26.5	7	63.6
Electronic newspapers	2	5.9	5	45.5
Electronic journals	2	5.9	8	72.7
Online public access catalogue	10	29.4	4	36.4

The list of e-library resources used by undergraduate and graduate students is shown in Table 2. It further illustrates that in terms of undergraduate responses, the World Wide Web received the highest response rate (41.2%), while wireless networks received

the highest response rate (100%) from postgraduate respondents. However, audio resources with a response rate of 18.2% and video lectures with a response rate of 2.9% had the lowest response from undergraduates and postgraduates, respectively. This means

that all e-library materials were utilized, with the exception of DVD-ROMs that postgraduate students did not use. The finding supports the study of Kojo, Bawa and Arthur (2018) on the awareness and utilization of electronic library resources by students of Tamale Technical University, Ghana, which found that students used a variety of electronic resources for their studies. These include electronic journals, books, projects,

dissertations, newspapers and magazines, and dictionaries. Similarly, Omorebi and Omorebi (2020) found that undergraduate students in south-west Nigeria used CD-ROM databases, electronic books, electronic journals, online public access catalogues (OPAC), online newsletters, newspapers, and magazines as their primary sources of information.

Table 3: E-library Services Utilized by Students of FUDMA

Items	FUDMA E-library Users			
	UG Students		PG Students	
	F	%	F	%
Photocopy services	8	23.5	3	27.3
Internet search services	18	52.9	9	81.8
E-journal services	2	5.9	5	45.5
E-news services	2	5.9	1	9.1
Scanning services	1	2.9	1	9.1
e-book services	9	26.5	5	45.5
Research software services	5	14.7	7	63.6
Printing services	14	41.2	6	54.5
E-mail services	3	8.8	3	27.3
School portal services	13	38.2	1	9.1
Online registration services	11	32.4	2	18.2
Typing services	10	29.4	4	36.4
Online citation-style services	4	11.8	8	72.7

It is clear from Table 3 that both undergraduate and postgraduate students use all of the services, with internet search services having the highest responses (52.9% and 81.8%), while e-journal and scanning services have the lowest responses (5.9% for undergraduates and 9.1% for postgraduates), respectively. These imply that the e-library services in Federal University Dutsin-Ma were utilized by both undergraduate and postgraduate students. This finding is in agreement with the study of Anyim (2018) who stated that information literacy services

(12%), digitalization of local contents (10%), online internet search service (10%), electronic document delivery services (9%), e-reference services (9%), CD-Rom searching service (8%), and online inter-library service (7%) are among the major library services offered to meet the information needs of academic researchers in the digital libraries of Universities in Kogi State, Nigeria.

Table 4: The purpose of Utilization of E-library Resources and Services by Student of FUDMA

Items	FUDMA E-library purpose of utilization			
	UG Students		PG Students	
	F	%	F	%
To search for materials for research project work	12	35.3	3	27.3
To source for current resources for assignments	14	41.2	6	54.5
To read mails	3	8.8	5	45.5
To read newspapers online	5	14.7	2	18.2
To listen to news online	5	14.7	3	27.3
To design research instrument using Google form	4	11.8	9	81.8
To pay my school fees and course registration	15	44.1	3	27.3
To watch educational movies	1	2.9	0	0.0
To update my knowledge	10	29.4	7	63.6
To type and edit my work	15	44.1	5	45.5
To copy and paste	7	20.6	2	18.2
For Seminars and/or term papers presentation	5	14.7	8	72.7

From Table 4, it is evident that the major purpose for which undergraduates used e-library resources and services was to type and edit their work, with a response rate of 44.1%, while postgraduates used e-library resources and services primarily to design research instruments using Google Forms, with a response rate of 81.8%. However, to watch educational movies and to read newspapers online, to copy and paste has the lowest response rate of 2.9% and 18.2%, respectively, among undergraduates and postgraduates. This means that the major purpose of e-library resources and services was to type and edit work and to design

research instruments using Google in the Federal University's Dutsin-Ma e-library. This finding is in line with the study of Alokuk and Al-Amri (2021) on the Evaluation of a digital library: An experimental study, who reported that the e-library resources were used to complete regular class assignments, find information about my research topic(s), and enhance my general knowledge of various subject areas.

Conclusion and Recommendations

The primary function of any library is to satisfy its users by giving them access to the appropriate information at the appropriate

time. The creation of an e-library has been extremely beneficial in meeting user needs. The utilization of e-library provides users with a variety of options for completing tasks as soon as feasible. Utilizing e-libraries allows space and time savings for both the library and its patrons. The study based on its findings recommended as follows:

1. The Federal University Dutsin-Ma library management should improve more on services such as e-books, e-news, and e-journals. These services received low response from the users and these are good resources that carries current and up-to-date information.
2. The library management should make all the available e-library resources easy accessible so as to improve the usage of the e-resources especially DVD-ROM, video lectures, audio resources and electronic newspapers.

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