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### Information Seeking Behaviour of National Drug Law Enforcement Agency Personnel, Kano Zonal Command

#### Abstract

*The Study investigated information seeking behavior of National Drug Law Enforcement Agency Personnel. The study used quantitative research methodology through cross sectional Survey design to collect relevant data for the Study. The population comprises all the entire NDLEA Staff of the Kano zonal command. One hundred and fifty (150) Copies of questionnaires were distributed to the respondents and 108 representing 72% were filled and returned. The Findings of the Study revealed that the NDLEA Kano command personnel are constantly seeking for information about drug peddlers in order to carry out their job. The findings still revealed that Internet is the most useful source of information to the NDLEA personnel in Kano command. The finding also revealed that Majority of NDLEA Personnel at Kano Command encountered problems in the process of finding information such as problems with internet connectivity, lack of computer literacy, while the least problem they encountered is difficulties in getting right information. A central point should be created where relevant information flow to all parts of the command, library and information Centre could be served as the central body, which will integrate all information activities within and outside the agency. The study concludes that certain information sources are found useful to the personnel at their work, but it was found out that majority of the personnel do not received relevant information, information on drug peddlers was the most useful to the personnel at their work, majority of the personnel of NDLEA Kano command are yet to appreciate the information role a library or information Centre can play in their work.*

**Keywords:** Information Seeking behaviour, NDLEA personnel, Kano

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#### 1.1 Introduction

Information seeking behavior is a process where people search information and utilize the same to complete their assigned task. Information is basically structured or processed data. People need information in all walks of life. According to Sultana, Ayesha

(2016) The term Information seeking behavior involves a set of actions like information needs, seek information, evaluate and select information and finally use this information. Its inhabitants that are properly and functionally educated or informed. Information plays an important role in all

human endeavors. These days' people have fully come to realize the importance of information. To be informed presuppose not only timely access to relevant and properly documented information but also precise interpretation and ultimate utilization.

Information Use, People In the modern world, the progress and development of any society is determined by the number of use information to create knowledge, "but not just in the sense of data and facts but in the form of representations that provide meaning and context for purposive action" (Choo 2002). Surprisingly, information science often stops short of examining what people do with the information once it has been received. Information use is one of three core elements of information behavior, along with information needs and information seeking (Wilson 1999).

## 1.2 Statement of Problems

The work of NDLEA requires use information perhaps more than any other agencies of the Nigerian government. The NDLEA must endeavor to obtain information about movement or trafficking of narcotics and hard drugs so that the agency can follow up to establish facts and take necessary action to apprehend the concerned individuals. Similarly, the agency needs to gather information about where illicit cultivation of narcotic plants is located so as to take measures to eradicate them and save the society from the adverse effects of those narcotics. Information is therefore an important aspect of the functions of the NDLEA and it is for this reason that this study hopes to find out the Information seeking behavior by NDLEA personnel Kano Zonal command. The problems of narcotic drugs in Nigeria as manifest in the cultivation, trafficking and abuse is of increasing concern to the government, social researchers, and other stakeholders (Pike, 1998).

The major problem however seems to lie within the drug distribution channel. Indeed the network in the country has always posed

problems in the supply of drugs from manufacturers to the end users – the patient. The sum total of the effects is the increase in the sale and distribution of counterfeit drugs, which have grave consequences for the health of the people of Nigeria.

Unfortunately despite the above significance of Information, the literature reviewed indicates the absence or lack of research that determine the information seeking behavior by National Drug Law enforcement Agency personnel in Nigeria. This deficiency is considered problem worthy of empirical investigation. Therefore the present study seeks to investigate and find out The information seeking behaviour by National Drug Law enforcement Agency Kano Zonal Command. The findings of the study are expected to provide a framework for which NDLEA Staff will adopt in order to use information in performing their duties effectively.

## Research Questions

- i. What type of information services are used by the personnel of the National Drug Law Enforcement Agency in Kano Zonal Command?
- ii. What type of information resources are used by the personnel of National Drug Law Enforcement Agency in Kano Zonal Command?
- iii. How do personnel of NDEA utilize information in Kano Zonal Command?

## Research Objectives

1. To find out the type of information services used by the personnel of National Drug Law enforcement Agency Kano Zonal Command.
2. To find out the information resources used by the personnel of National Drug Law enforcement agency under the study.
3. To find out how National Drug Law enforcement Agency personnel utilize information.

### 1.5 Significance of the Study

It is hoped that the findings of the study would be significantly beneficial and useful to the NDLEA personnel especially those in Kano Zonal Command. This will encourage them to make maximum utilization of information centers especially the libraries. The study will hopefully, be beneficial to other NDLEA personnel in the various Zonal Commands across the country other than the Kano Zonal Command. No doubt, information is the fundamental basic for the function and duties of the NDLEA, This study, therefore will be a significant contribution towards enhancing the performance of the NDLEA services.

### 2.1 Literature Review

Information seeking behavior is a process where people search information and utilize the same to complete their assigned task. Information is basically structured or processed data. People need information in all walks of life. According to Sultana, Ayesha (2016), the term Information seeking behavior involves a set of actions like information needs, seek information, evaluate and select information and finally use this information.

Information seeking is the process engaged in by humans to change their state of knowledge. It is a high level cognitive process that is part learning or problem solving. To seek information implies the need to change the state of one's knowledge. Because the new information formats of information sources and new information tools, users are expected to acquire new knowledge and skills in information searching (Kaushik, 2011)

Information seeking is a form of human behaviors that involves seeking for information by means of the active examination of information sources on information retrieved system to satisfy the information need, or to solve a problems (Jarvelin and Ingwersen 2004:386) in order to

acquire information the user has to select information from a particles source, system channel or service.

### There are two types of Information seeking behavior:

1. Compulsory Information seeking behavior: Compelling statures force a person to seek necessary information. Professionals working in different field are forced to access the information in their respective field of expertise to become more informatics. For example Advocates, Engineers, Sociologists, psychologists etc.
2. Discretionary Information Seeking: this type is different from compulsory information seeking. It entails searching for information that may not be essential and/or whose source is not known with certainly.

The National Drug Law Enforcement Agency (NDLEA) is a Federal agency in Nigeria charged with eliminating the growing, processing, manufacturing, selling, exporting, and trafficking of hard drugs. The agency was established by Decree Number 48 of January 1989. The NDLEA is present in international airports, seaports and border crossing. It tries to eradicate cannabis by destroying plantings. The NDLEA also targets the leaders of narcotics and money laundering organizations. Alhaji Ahmadu Giade, the Chairman, NDLEA has described illicit drugs as "alien" to Nigeria. Cannabis, now locally grown in most states of the federation, was introduced to the country by foreigners. Ms Dagmar Thomas, the Country Representative of United Nations Office on Drugs and Crime (UNODC), says Nigeria was one of the largest cannabis growers in Africa, with over 8% of the population abusing cannabis. Annual cannabis seizures increased from 126 metric tons in 2005 to 210 metric tons in 2007.

Furthermore, the agency in collaboration

with the Nigeria education research and development council (NDLEA) of the federal ministry of education has completed the infusion of components of preventive drug education into the curricula of relevant subject at the primary, junior secondary and senior secondary school levels. Pending the implementation of this project, drug free clubs are being formed in schools. This manual is a guide book to which a prototype constitution is attached. It outlines modalities for the setting up of drug-free clubs in schools and provides basic information about drugs and drug related problems.

We focus on information use because use is the final step in an information seeking process, we approached the problem by examining information behavior in a workplace setting to understand the full cycle from emergence of a need through to locating the information to solve that need through to the information's ultimate use. Rather than examine a single episode, we explore use within a complex work task – a specific scientific problem – so that we can observe multiple iterations of that cycle. Information use is the factor that drives all other information behaviors, since it represents the ultimate purpose for which information is needed and sought. Without consideration of information use, consideration of activities such as information seeking or information retrieval is incomplete. It is the use of the information that informs and drives the information seeking. It is not surprising that one of the common questions to arise during a reference interview is to ask how the information will be used, or for what purpose it is sought. In the same way that the answer can inform the subsequent reference interaction, understanding information use can also inform how an information system is designed and implemented.

How then, is an understanding of information use to be achieved? Discussions of use in isolation from need do not lend

themselves to a comprehensive understanding of the process. Choo (2002) views information use as “a dynamic, interactive social process of inquiry that may result in the making of meaning or the making of decisions.” The first type of use is intrinsic to the user, involved with human understanding and integration with the user's knowledge base. This is a process of interpretation that may evolve into a process of inquiry and debate that ultimately results in knowledge creation. This type of information use has no visible indicators except in the depth and breadth of one's personal knowledge base. The second form of information use concerns decision-making. While Choo discusses this form in the context of organizational decision-making, some aspects are equally applicable to individual decision making. Interestingly, his approach is also at a conceptual high-level matching of potential uses with stages of the decision-making process: identification, development, and selection. Information use is the factor that drives all other information behaviors, since it represents the ultimate purpose for which information is needed and sought.

Without consideration of information use, consideration of activities such as information seeking or information retrieval is incomplete. It is the use of the information that informs and drives the information seeking. It is not surprising that one of the common questions to arise during a reference interview is to ask how the information will be used, or for what purpose it is sought. In the same way that the answer can inform the subsequent reference interaction, understanding information use can also inform how an information system is designed and implemented. How then, is an understanding of information use to be achieved? Discussions of use in isolation from need do not lend themselves to a comprehensive understanding of the process. Was the information that was needed and sought actually used to meet a goal or even possible to solve that goal? To make those



connections we used a technique developed in business and industrial engineering which has examined many types of work processes – task analysis.

Availability and Accessibility of Library and Information Resources. In contrast to the information glut or "information overload" being experienced by the developed countries, there is prevalent lack of availability and accessibility of library and information resources in Nigeria, which reflects the state of affairs in most developing countries. Thus, the developing countries in general are inflicted with "information poverty" due largely to the failure of library and information professionals to provide access to these resources. Poor indexing, abstracting and bibliographic work are evident (Ochogwu, 2007). It is hoped that every student's will endeavour to join the club in his or her school and thereby contribute to the war against drug abuse in Nigeria which is also a way of ensuring a drug-free nation.

### 3.1 Research Methodology

The research adopts the use of quantitative research methodology that is from the paradigm of post positivist school of thought, using cross sectional survey design. Survey was used for descriptive, explanatory and exploratory purposes. Survey research is probably the best method available to the social science researchers who are interested in collecting original data (and) also excellent vehicles for measuring attitudes and orientations in large population (Babbie, 2001).

The population is the set of all elements, objects, or events that are concern for a giving study. While according to Ifidon & Ifidon (2007) population is the entire entity that is of interest to the researcher, it is the aggregate of all elements that conform to form designated set of speculation. This study is specifically focusing on the Information seeking behavior of National

Drug Law Enforcement Agency personnel Kano Zonal Command. Therefore the population of this study comprises all the entire NDLEA personnel in Kano command.

### 4.1 Result and Discussion

In this chapter, the data collected from the field were analyzed and subsequently interpreted. The chapter presents a summary of the responses to the questionnaire given to the target respondents that have participated in the study. The analyzed data was used to answer the research questions and objectives of the study.

### 4.2 Response Rate

The response rate of the questionnaire distributed to the NDLEA Kano zonal command is presented below:

**Table 4.1:Response Rate**

Questionnaire	Frequency	Percentage
Number of Questionnaire distributed	150	100%
Questionnaire returned	108	72%
Questionnaire not returned	42	28%

Total number of 150 copies of questionnaire were distributed to the NDLEA personnel Kano zonal command. Out of which only 108 (72%) copies questionnaire were returned and found usable, while 42 (28%) Were not returned, the researcher made several efforts to reduce the percentage of unreturned copies of questionnaire but in vain due to the fact that some of the NDLEA Staff were on special duties while others were busy in carrying out their official duties.

### 4.2 Information Resources

This Section of the Research Questionnaire Analyzes the Information resources used by NDLEA Staff. It is one of the variables of the present research. Analyzing the Information resources will assist in determining how NDLEA Staff use Information resources.

### 4.3 Information Resources

**Table 4.2: Type of Information Resources**

Information resources	Frequency	Percentage
Library	21	19.4
Internet	27	25.0
Research institution	20	18.5
Colleagues	20	18.5
Others	20	18.5
<b>Total</b>	<b>109</b>	<b>100%</b>

Table 4.2 shows the type of information resources use in satisfying information needs by NDLEA personnel. Less than half 27 (25.0%) revealed that the most needed information resources, followed by 21 (19.4%) with Library, while 20 (18.5%) with research institution and colleagues, and others with 20 (18.5%). This study confirm the non-usage of the library resources by NDLEA staff and also pointed out that in many cases the NDLEA staff obtain their information from their sources other than library.

### 4.3 Satisfaction of the Resources

**Table 4.3: Satisfaction of the Resources**

Information resources	Frequency	Percentage
Very satisfied	25	23.1
Satisfied	67	62.0
Not satisfied	7	6.5
Not very satisfied	6	5.6
Very dissatisfied	3	2.8
<b>Total</b>	<b>109</b>	<b>100%</b>

Table 4.3 shows that the level of satisfaction of the resources used insatisfying information needs. More than half 67 (62.0%) indicated they are satisfied, followed by 25 (23.1%) very satisfied, while 7 (6.5%) not satisfied, then 6 (5.6%) not very satisfied, and 3 (2.8%) very dissatisfied. This means that more than half of the NDLEA were satisfied with the resources they use in satisfying information needs.

### 4.4 Relevance of Information Resources in Satisfying Information Needs.

**Table 4.4 Relevance of the information resources**

Relevance	Frequency	Percentage
Very relevant	41	38.0
Relevant	63	58.3
Not sure	4	3.7
Not relevant	Nil	Nil
Very irrelevant	Nil	Nil
<b>Total</b>	<b>109</b>	<b>100%</b>

Table 4.21 shows that the relevance of the information resources in satisfying information needs. More than half 63 (58.3%) indicated it is relevant, followed by 41 (38.0%) very relevant and 4 (3.7%) not sure, it can be seen that more than half of the NDLEA personnel confirm the relevance of the information resources in satisfying information needs.

### 4.5 Adequacy of the Information

**Table 4.5: Adequacy of the information resources**

Adequacy	Frequency	Percentage
Very adequate	36	33.3
Adequate	70	64.8
Not adequate	2	1.9
Very inadequate	Nil	Nil
<b>Total</b>	<b>108</b>	<b>100%</b>

Table 4.5 shows the adequacy of the information resources in satisfying information needs. More than half 70 (64.8%) of the respondents indicated the adequacy of the information resources, followed by 36 (33.3%) very adequacy, while 2 (1.9%) not adequate. This shows that the adequacy of information resources to the NDLEA personnel in satisfying information needs.

### 4.6 Information Use

This Section of The Research Questionnaire Analyzes the Information Use. It is an important variable in the present research. It is one of the variables of the present research. Analyzing the Information Use will assist in

determining how NDLEA personnel use Information in satisfying information needs.

#### 4.6: Information Sources Use

**Table 4.6: Resources influences NDLEA staff to use information.**

Use of information	Frequency	Percentage
Internet	13	12.3
Friends	14	13.2
Family members	17	16.0
Colleagues	37	34.9
Radio/television	25	23.6
<b>Total</b>	<b>108</b>	<b>100%</b>

Table 4.6 shows the resources influences NDLEA personnel to use information less than half 37 (34.9%) revealed that colleagues as the most information sources influence NDLEA personnel to use information, followed by 25 (23.6%) with radio/Television, and 13 (12.5%) is Internet. It can be seen that most of information sources influence NDLEA personnel to use information is colleagues the study also pointed out that in many cases NDLEA personnel obtain their information from sources other than the library.

#### 4.7. How do you use Information Sources?

Respondents were asked to indicate how satisfied are they with the information sources.

**Table 4.7: How NDLEA staff use information in satisfying information.**

Use of information	Frequency	Percentage
Quite a lot	31	28.7
Relevant	56	51.9
Moderate	17	15.7
A little	3	2.8
Quite a little	1	9
<b>Total</b>	<b>108</b>	<b>100%</b>

Table 4.7 shows that how NDLEA staff use information in satisfying information needs. more than half 56 (51.9%) indicated that

information sources is relevant, followed by 31 (28.7%) with quite a lot, while 17 (18.7%) moderate, and 3 (2.8%) a little, in addition 3 (2.8%) quite a little. This shows that the sources through which NDLEA staff satisfying information needs is relevant.

#### 4.8 Satisfaction with the Resources Used

This item of question is intended to find out the relevancy of information resources in satisfying their information needs.

**Table 4.8: Satisfaction of the resources used**

Relevance	Frequency	Percentage
Very relevant	34	31.8
Relevant	60	56.1
Not sure	13	12.1
Not relevant	Nil	Nil
Very irrelevant	Nil	Nil
<b>Total</b>	<b>108</b>	<b>100%</b>

Table 4.8 shows the level of satisfaction of the resources used in satisfying information need. More than half 60 (56.1%) indicated it is relevant, followed by 34 (31.8%) very relevant, while 13 (12.1%) were not sure. The study therefore shows that the sources of information in which NDLEA personnel use in satisfying information needs is relevant to them, in discharging their official duties.

#### 4.9 How Satisfied are they with the Information Sources

This item of question is intended to find out how satisfied are the NDLEA personnel with the information sources they use in satisfying their information needs.

**Table 4.9 Satisfaction with the Information Sources**

Satisfaction	Frequency	Percentage
Very satisfied	30	33.3
Satisfied	70	64.8
Not sure	2	1.9
Not satisfied	Nil	Nil
Very dissatisfied	Nil	Nil
<b>Total</b>	<b>108</b>	<b>100%</b>

Table 4.9 satisfaction with the information sources more than half 70 (64.8%) indicated they were satisfied, followed by 30 (33.3%) very satisfied, while 2 (1.9%) indicated they are not satisfied. This mirror that more than half of the NDLEA personnel were satisfied with the information sources.

#### 4.10 Factors Influencing NDLEA Staff on Information Use

This Section of the Research Questionnaire Analyzes the factors influences NDLEA personnel to use information. It is an important variable in the present research. Respondents were asked to indicate the factors influences them to use information

**Table 4.10: Factors that Influences NDLEA staff to use information**

Factors influences NDLEA Staff	Frequency	Percentage
NDLEA staff	59	54.6
Internet	15	13.9
Colleagues	10	9.3
Family member	15	13.9
Other	9	8.3
<b>Total</b>	<b>108</b>	<b>100%</b>

Table 4.10 shows that factors influences NDLEA personnel to use information. More than half 59(54.6%) of the respondents indicated NDLEA personnel influence them to use information followed by 15 (13.9%) with Internet, while 15 (13.9%) family members, and 10 (9.3%) indicated colleagues in addition (8.3%) indicated others. This mirrors that NDLEA personnel uses their staff as the factors influences NDLEA staff to use information.

#### 4.11 What sex are mostly involved in Drug Peddling?

The respondents were asked to indicate whether male/female were mostly involved in drug peddling.

**Table 4.11 Sex that are mostly involved**

Sex are mostly involve	Frequency	Percentage
Males	82	75.2
Female	21	19.3
Both Sexes	6	5.5
<b>Total</b>	<b>109</b>	<b>100%</b>

Table 4.11 shows the arrested drug peddlers, majority 82 (73.2%) of the respondents were male, followed by 21 (19.3%) of the respondents whom were female, then 6 (5.5%) indicated both sex. This analysis confirms those males are mostly involved in drug peddling.

#### 4.11 Educational Qualification

Respondents were asked to indicates their level of educational qualification

**Table 4.11 Educational Qualification**

Educational background	Frequency	Percentage
Primary level	64	60.4
Post primary level	20	18.9
University graduates	5	4.7
Others	17	16.0
<b>Total</b>	<b>106</b>	<b>100%</b>

Table 4.11 indicated the level of educational qualification of the suspected drug peddlers. Majority 64 (60.4%) of the respondents had primary level as their highest educational background, followed by 20 (18.9%) with post primary level, while 5 (4.7%) are graduate and 17 (16.0%) had postgraduate M.Sc. and above. This mirrors that majority of the Drug peddlers had attained primary school.

#### 4.12 Challenges faced in utilization of Information Resources

This section of the research Questionnaire analyzes the challenges faced in utilization information resources. It is one of the variables of the study.



**Table 4.12 Challenges faced in utilization information resources**

<b>Problems in utilization information</b>	<b>Frequency</b>	<b>Percentage</b>
Yes	82	76.6
No	25	23.4
<b>Total</b>	<b>107</b>	<b>100%</b>

Table 4.12 shows the challenges of information resources majority 82 (76.6%) of the respondents revealed that they faced problems in utilization of information resources, while only 25 (23.4%) indicated they did not face any problems. From the above analysis it is evident that the findings of the research confirm that NDLEA personnel faced problems in utilization of information resources.

#### **4.13 Problems they have Encountered in Utilization Information Resources**

Respondents were asked to indicate the problem they have encountered in utilization information resources.

**Table 4.13 Problems of NDLEA staff in utilization information resources**

<b>Challenges</b>	<b>Frequency</b>	<b>Percentage</b>
a. Lack of computer literacy	15	16.5%
b. Problem with internet connectivity	23	25.3%
c. Lack of organized information resources	24	26.4%
d. Difficulties in understanding the languages of information resources.	16	17.6%
e. Difficulties in getting right information	13	14.3%
<b>Total</b>	<b>91</b>	<b>100%</b>

Table 4.13 shows the problems of NDLEA personnel in utilization information resources less than half 24 (26.46%) of the respondents indicated lack of organized information resource as a major problems, followed by 23(25.3%) problems with internet connectivity, while 16 (17.6%) indicated difficulties in understanding the language of information resources, then 15 (16.5%) indicated lack of computer literacy, and 13 (14.3%) difficulties in getting the right information. The findings revealed that lack of organized information resources is the major problems NDLEA personnel encountered in utilization information resources.

#### **4.13 Kindly suggest ways of overcoming the problems associated with your information needs and sources through which you obtain such information.**

The respondents were asked to kindly suggest ways of overcoming the problems associated with their information needs and sources through which they obtain such information. Obviously, Fifty percent (50%) of the respondents' demonstrated financial stand, that is to say, the major ways in overcoming information needs in NDLEA Kano zonal command is to provide funds to enable the personnel or agency to take care of the welfare of the informants. Since informants are not often reliable, hence they act as double agent; in general funds are

needed in order to stop drug peddling and users. Finally sources of information have to be taken into consideration, the security and protection of the informant have to be considered and informants are not suppose to be part of any operation.

### **Conclusion and Recommendations**

The findings of this study revealed that NDLEA personnel in Kano Zonal command are constantly in needs of information for daily application on their job. The findings also indicated that NDLEA personnel needs information on drug peddlers as their most needed type of information, and at the NDLEA Kano Zonal Command, all channels of communication were found useful, except that some of them are more useful than the others depending on who is seeking them.

From the findings of this study majority of NDLEA personnel at Kano Zonal Command stated that they encountered problems in the process of finding information. A Central point should be created where relevant information flow to all parts of the command Library and information centre could be served as the centre body. A qualified Librarian or information specialist should be employed to maintain such center or body, the body is expected to keep a well organized information or collection to allow easy retrieval of information at the time of need. In conclusion, it is vital to note that there are many ways in which NDLEA personnel seek information, certain information sources are found useful to the personnel at their work, but information is not being received at research basic through this sources, information on drug peddlers was the most useful to the personnel at their work, majority of personnel of NDLEA Kano Zonal command are yet to appreciate the information role in Library or information or information centre can play in their work.

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