

**UTILIZATION OF THE ABDULLAHI MUHAMMED PUBLIC LIBRARY SERVICES FOR ACADEMIC ACTIVITIES BY LVT STUDENTS OF THE DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE AHMADU BELLO UNIVERSITY, ZARIA**

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**Abstract**

*This study examines the access and utilization of public library services for academic activities by LVT students of the department of library and information science Ahmadu Bello university, Zaria. Three research questions guided the study: What types of public libraries services are relevance by LVT students of the Department of library and information science Ahmadu Bello University, Zaria, What are the ways public library services accessed by LVT students of the Department of library and information science Ahmadu Bello University, Zaria etc .The study's methodology was quantitative research methodology with a survey research design. The target population of the study comprises of constitutes of forty-five (45) three-hundred-level LVT Students that registered for the (2019-2020) session in the department of library and information science Ahmadu Bello university, Zaria and the data collection instrument was a structured questionnaire. The findings show the Majority of the respondents revealed that the types of public libraries services relevance were selectively disseminated information, library orientation, and providing scope for healthy recreation, Majority of the respondents revealed they use community hubs for shaping new ideas, use for free access to news, etc., In light of the findings of the study, it was concluded that the management of the public library and community are using community hubs for shaping new ideas, use for free access to news as the public library, however, its informed that some types of public libraries services relevance for the by LVT students are not there, there is need for the management of the public library and community to bring a solution to the level of satisfaction derived by LVT students of the Department of library and information science Ahmadu Bello University, Zaria, the findings of the study it was recommended that the public library and community should provide other types of library services, Bindery and scanning etc, the management of the public library and community should provide more on the management of the public library and community should provide some Satisfactory filing and locator systems, Filing equipment is used appropriately, Local area network (LAN),etc., and the management of the public library and community should bring a solution to the level of Undecided and strongly satisfy*

**Keyword: Library Services, Public Library, Academic Activities, Utilization**

**Introduction**

Public libraries are libraries established and maintained by public funds and institutions. They are meant to provide the informational, educational and recreational needs of the people in the community and institutions regardless of nationality, age, sex, religion, language, status, political inclination and educational attainment. Public libraries are libraries serving the public. They freely service all sections of society at all times without discrimination. Public Library is where operation is run by public funds and the provincial and national governments run it and also a welfare Centre which provides useful services to the community by fostering education,

promoting culture, politics, and economics, providing scope for healthy recreation and disseminating information to all sections of society According to Akanwa (2013), who cited Emenalor, a public library is one that offers information sources, services, and leisure opportunities for the majority of the citizenry, including the young old, literate, and non-literate. Public libraries, according to Aiyebilehin, Onyam, and Akpom (2018), are organizations that support education and work to eradicate illiteracy by giving residents of a community access to political, social, and educational information. According to its name, a public library is run by, for, and with the help of the general public. To meet the requirements of their patrons, public libraries offer a variety of services, both inside the building and outside it, such as community activities, cultural events, leisure reading, etc. The library should facilitate access to its services for all, including those who have difficulty reading print. The following services, which should be easily accessible to the user in a variety of formats and media, should be provided: such as: Loan of books and other media, Provision of books and other materials for use in the library etc. (Mayende & Obura, 2013). Academic activity is defined as any assigned work or project that is used to determine academic credit, such as (but not limited to) an exam, writing project, take-home test, or other project; or any competition, activity, or project that is sponsored or sanctioned by the University and in which the student participates in order to gain an academic advantage.

### **Statement of Problem**

Public libraries are established to support and re-enforce programmes for children, adults and functional education, they provide effective services for children and general users, including requisite services for schools, and they also provide needed information and reference services, they also promote and stimulate reading for pleasure and recreation etc. Infarct people are of diverse opinions, some are very much interested in sports updates, while others are politically conscious to have the latest information about politics, and others are very much concerned about agriculture information for them to improve their farming activities. Then others are very much concerned about their educational activities, especially research projects, theses and dissertations, the West African examination council (WAEC) national examination council of Nigeria (NECO) etc. At present, there are some existing public libraries in these areas for example, Abdullahi Muhammed public library Ahmadu Bello University, Samaru, Zaria. Some information centers are equally available in so many areas within the Sabon Gari local government. But could this assertion be attributed to a poor information utilization? There the researcher intends to affirm these assertions by studying the public libraries services at Abdullahi Muhammed public library Ahmadu Bello University, Zaria Sabon gari Local Government Area.

### **Research Questions**

1. What types of public libraries services are relevance by LVT students of the Department of library and information science Ahmadu Bello University, Zaria?
2. What are the ways public library services accessed by LVT students of the Department of library and information science Ahmadu Bello University, Zaria?
4. What are the levels of satisfaction with the library services derived by LVT students of the Department of library and information science Ahmadu Bello University, Zaria?

### **Literature Review**

Types of Public Library Services are various services offered in public libraries to support and re-enforce programmes for children, adults and functional education, which provide effective services for children and general users. Ibe (2014) continued by defining public library

services as tasks carried out by public libraries for the benefit of the intended audience. The provision of books and other materials for use in libraries, the loaning of books and other media, information services comprising print and electronic media, and readers' advisory services including reservation services are all included in public library services, according to IFLA (2011) and Kelechi O. (2020). The educational services that offer a range of resources and services to assist educators at all levels as well as information acquisition, processing, organization, and dissemination free to all citizens are examples of public library services. Information Awareness Services: These organizations spread accurate information about contemporary problems like Covid-19 and other health difficulties. They also provide information on politics and governance. As a public service which is open to everybody, the public library has a key role in collecting, organizing and disseminating information, as well as providing access to a wide range of information sources. The public library has a particular responsibility to collect local information and make it readily available and Children Library Services: that expose children to information resources as early as possible. They provide picture books, storybooks, cartoons, games, poems, children's magazines, textbooks, and fiction and non-fiction for children and young adults. The idea of children's library services being taken care of by the public library is an age-long phenomenon. These services are presented in colorful mode to educate the children and help them imbibe reading habits. Other services provided by public libraries include reference services, storytelling hours, information literacy services, discussion groups/talk shows, circulation/lending services, reading promotion campaigns/competitions, mobile library services, library book/week, cultural services, recreational services, public library-community Centre/ public enlightenment Centre, exhibitions, extension services.

According to Monitoba (2023), the section of Central Library Services undertakes research to aid in the creation of libraries and programs. Senior staff members and library boards consult with our qualified library consultants for advice and service evaluation. The branch creates resource-sharing platforms to help public libraries in Manitoba manage user demands. Additionally, the branch oversees coordinated purchasing plans for print and digital library materials. Travelling library services and open shelves the branch supports the development of Open Shelf and Traveling Library service agreements between public libraries and communities not otherwise served. This program is mainly intended to address unique service challenges in remote and northern communities to encourage library service development. Agreements are based on the community needs identified and scaled to the service levels contracted. Costs are generally supported by participating local governments and Library Promotion and Partnerships. The branch provides leadership for public libraries by representing Manitoba's policy interests both provincially, nationally, and across all subsectors. The branch also works to help Manitoba's public libraries provide modern and responsive services as new technology, shifting user demands, and other pressures evolve and reshape the library service model into the future. In partnership with national and provincial agencies, the branch coordinates and supports library programs and partnerships which raise public awareness about library services. Iwhiwhu and Okorodudu (2012) found that materials like fiction books, nonfiction books, textbooks, and newspapers/magazines are frequently found in public libraries, while toys, records and tapes, posters, fax machines, audiovisual materials, Braille materials, CDRoms, and records and tapes are less frequently discovered there. The Librarians' Registration Council of Nigeria (2015) reports that there are 21,382,356 print books available, still outnumbering the 26,147 electronic items that have just been made available in twelve of the State Board libraries. In terms of ICT facilities, 1,593 desktop computers, seventy-nine laptops, 169 printers and eighty-seven photocopiers are available within the public library system, though not always for the sole use of the public. Internet connectivity was only reported in fifteen State Board libraries (Librarians'

Registration Council of Nigeria 2015). Ebiwolate (2010) discovered that the majority of Nigerian public libraries are less likely to offer services like bookmobile services, information and referral services, outreach programs, current awareness initiatives, children's library services, selective information dissemination, and entertainment services. Public libraries are crucial because they give everyone, regardless of location or socioeconomic class, access to information, education, and enjoyment. They offer a wide range of services such as research assistance, technology training, and tutoring services. Libraries also serve as community hubs where people can come together and share experiences. They play a fundamental role in society by supporting literacy and education, shaping new ideas and perspectives, and preserving knowledge and heritage for future generations. Libraries are also important defenders against misinformation by providing free access to educational, news, and historical resources. Utilization in a public library refers to the ability of library users to use the services in the library for gaining information, or for entertainment purposes.

Ways Public library services Access for all which is the fundamental principle of the public library is that its services must be available to all and not directed to one group in the community to the exclusion of others. Provision should be made to ensure services are equally available to minority groups who for some reason are not able to use the mainstream services, for example, linguistic minorities, people with physical and sensory disabilities or those living in remote communities who are unable to reach library buildings. The level of funding, development of services, the design of libraries and opening hours should be planned with the concept of universal access as a basic principle (see chapter 3 'Meeting the needs of the customers' and discussion of some national laws which require library compliance for service to disabled populations.). The development of collections should also be based on the principle of access for all and include access to formats appropriate to specific client groups, for example, Braille and talking books for visually impaired people. Information and communications technology (ICT) should be used to allow access to the library's collections and those of other information sources publicly available on the Internet, from within the library or from remote site.

The public library is the local centre of information making all kinds of knowledge and information readily available to its users.' It is a basic human right to be able to have access to and an understanding of information, and there is now more information available than ever before in the world's history. As a public service open to all, the public library has a key role in collecting, organizing and exploiting information, as well as providing access to a wide range of information sources. The public library has a particular responsibility to collect local Information is very important to the development of the individual and of society, and information technology gives considerable power to those able to access and use it. Despite its rapid growth it is not available to many of the world's populations, and the gap between the information rich and the information poor continues to widen in some areas. Sources of widespread public information such as television broadcasting, telephone, and other mobile web based services, educational institutions and public libraries are taken for granted in developed countries. In developing countries,

However, such infrastructure is seriously deficient, and this hinders individual ability to gather information and solve problems. The Internet promises improvements to internal communications in and among developing countries. Public libraries play a role in this and must bridge that gap by providing widespread public access to the Internet (when technologically possible) as well as continuing to provide information in traditional formats. Public libraries should recognise and exploit the opportunities provided by the continued and increasing

developments in information and communications technology. The opportunity to develop personal creativity and pursue new interests is important to human development. To achieve this, people need access to knowledge and works of the imagination. The public library can provide access, in a variety of different media, to a rich and varied store of knowledge and creative achievement, which individuals cannot acquire on their own behalf. Providing access to major collections of the world's literature and knowledge including the community's own literature is a unique contribution of the public library and still a vitally important function. Access to works of the imagination and knowledge is an important contribution to personal education and meaningful recreational activity. Libraries must extend traditional bibliographic instruction of how to search the catalogue and use print reference tools, to training customers on how to use computers to locate information and evaluate the quality of that information.

The achievement of the set objectives of a public library is closely related to the level of use of the services offered by the intended community. Obinyan, Obinyan and Aidenojie (2011), in their study on usage patterns in four branches of a state public library in Nigeria, found that students and youths mostly frequented the public libraries in a quest for information that can be used for examination purposes, or just for personal enlightenment. Adeniyi and Subair (2013) found that additional library services, like repackaging of information, were needed to improve the use of library services among community members in their study of illiterate rural communities. Tyagi (2011) found that people who were retired and unemployed used the library the most frequently on a daily basis. These results appear to show that, in the majority of libraries, usage patterns are related to specific groups using the services. Public libraries were established concurrently with the introduction of free primary education as institutions that might, on the one hand, offer continuing education to kids who had to leave the school system at a young age, and, on the other hand, serve as a resource for parents. According to Intentional Fortune (2023), Public libraries are important places where they provide access to information and use Internet/Wi-Fi If you aren't a heavy Internet user, you may want to consider either downgrading your Internet services or eliminating them altogether and just using the free Wi-Fi service at your local public library, Career and Job-Hunting Resources On the hunt for a new job? Let your public library help, Kid entertainment events for families and adults, events geared exclusively towards kids include events like story time or games and crafts days, offer full-time kid's play areas, Clubs and summer reading for the whole family. game by tracking progress, awarding points based on your activity, and even providing prizes, Homeschooling Support, and workshops to help parents both connect with other home school parents as well as resources to help your children get the most out of homeschooling, Performing Arts programs for kids that are either free or affordable, Personal Development Workshops on hard skills like coding or the Microsoft suite of software, soft skills like public speaking and leadership, and even just informational workshops around topics like personal finance or health, Celebrity events or workshops that feature these celebrities.

These aren't typically regular occurrences, so check your local library's calendar frequently to catch the next one, Maker spaces are a relatively new service being provided by some public libraries. In a nutshell, they are places for people to gather and collaboratively share ideas, invent, and use high-tech tools like 3D printers, vinyl cutters, CNC machines, sewing machines, and electronics equipment to create, Advice and help classes related to things like filing yours, Meeting spaces library services user satisfaction Iwhiwhu and Okorodudu (2012) and Kim Soon, Hasbi, and Ahmad (2013) concur that offering high-quality and numerous services for learning, information, and research is essential to ensuring consumer satisfaction with public library services Ikenwe and AdegbileroIwari (2014), added that, public libraries in Nigeria's southwest have shown that patron satisfaction levels influence whether or not they use

their services. They found that the large majority. of library users were not satisfied with the library service rendered, citing issues such as the lack of adequate facilities, inadequate/outdated information resources, and inadequate internet/ICT services as major reasons for their lack of satisfaction. These complaints clearly indicate that services that meet patrons' expectations and satisfy their needs should be provided by public libraries Iwhiwhu and Okorodudu (2012) and KimSoon, Hasbi, and Ahmad (2013) contend that offering a sufficient number of high-quality resources for learning, knowledge, and research is essential to guaranteeing consumer satisfaction with public library services. Ikenwe and AdegbiIeroIwari's (2014) study of public libraries in the southwest of Nigeria found that patron satisfaction levels influence whether or not patrons use library services. They discovered that a significant proportion of library customers were dissatisfied with the services provided, citing problems including a lack of suitable facilities, inadequate or obsolete information resources, and subpar internet and ICT services as the main causes of their dissatisfaction. These concerns amply demonstrate the need for services that satisfy clients' expectations and needs.

### Methodology

The research methodology adopted was Quantitative research because is more concerned with systematic empirical investigation of social observable phenomena via statistical, mathematical, or computational techniques (Suleiman 2007). A cross-sectional survey research design was adopted for the study. The population of this study constitutes of forty-five (45) three-hundred-level LVT Students that registered for the (2019-2020) section in the Department of Library and Information Science, Ahmadu Bello University, Zaria. used as a sample of the study. A structured questionnaire was used for data collection. The data used to answer the research question was analyzed using frequency and percentage

### Data presentation, analysis and discussion

**Table 1:** Types of public libraries services are relevance by LVT students of the Department of library and information science Ahmadu Bello University, Zaria?

types of public libraries services	Responses	Percenter %
providing scope for healthy recreation	5	11.1%
selective disseminates information	9	20%
library orientation,	8	17.7%
Photocopying,	2	4.4%
Exhibitions,	3	6.6%
Children's library services,	1	2.2%
Bindery and Scanning	4	8.8%
Reference services	2	4.4%
Information Awareness Services	2	4.4%
Children Library Services	2	4.4%
<b>Total</b>	<b>45</b>	<b>100%</b>

**Table 1:** revealed that, selectively disseminating information 9(20%) was the main type of public libraries services relevant to LVT students of the Department of Library and information science Ahmadu Bello University, Zaria, followed by library orientation, with 8(17.7%) than, providing scope for healthy recreation with 5 (11.1%), followed by Bindery and Scanning with 4 (8.8%). Then Exhibitions with 3(6.6%) followed by Photocopying and Reference services with 2(4.4%).

**Table 2:** What are the ways public library services access by LVT students of the Department of library and information science Ahmadu Bello University, Zaria?

ways public library services access	Responses	Percenters %
Satisfactory filing and locator systems	3	6.6%
Finding aids, such as indexes	5	11.1%
Subject matter lists to meet requirements	4	8.8%
Policies and procedures regarding access restrictions are developed	2	4.4%
Filing equipment is used appropriately	3	6.6%
Local area network (LAN)	3	6.6%
Library Card	7	15.5%
Computer & Printer and scanner Access	3	6.6%
Online public access card (opac)	4	8.8%
Internet	6	13.3%
Wikipedia's	2	4.4%
Wi-Fi	3	6.6%
<b>Total</b>	<b>45</b>	<b>100%</b>

**Table 2** revealed that ways public library services access by LVT students of the Department of Library and information science Ahmadu Bello University, Zaria Library Card is the highest percentage of 7(**15.5%**). Followed by Internet 6(13.3%). then Finding aids, such as indexes with 5(**11.1%**). Followed Subject matter lists to meet requirements and Online public access card (opac) with 4(8.8%) each. Followed by Satisfactory filing and locator systems, Filing equipment is used appropriately, Local area network (LAN), Computer & Printer and scanner Access and Wi-Fi all with 3(6.6%). Followed by Policies and procedures regarding access restrictions are developed and Wikipedia's with 2(4.4%).

**Table 3.** Level of satisfaction with the library services derived by LVT students of the Department of library and information science Ahmadu Bello University, Zaria?

the level of satisfaction with the library services derived	Responses	Percenters %
Strongly satisfy	5	11.1%
Satisfy	20	44.4%
Not Satisfy	12	26.6%
Undecided	8	17.7%
<b>Total</b>	<b>45</b>	<b>100%</b>

**Table 3:** revealed that, the level of satisfaction with the library services derived by LVT students of the Department of Library and information science Ahmadu Bello University, Zaria are Satisfy with 20(44.4%) highest respondent. Followed by Not Satisfy with 12(26.6%). Followed by Undecided with 8(17.7%) than, strongly satisfy with 5(11.1%), Akhtar (2008) and Oluwase unfunmi (2015) found similar trends of user dissatisfaction among public library users in Nigeria, though Iwhiwhu and Okorodudu's (2012) study found that users generally were satisfied with public library services in Edo State. It would thus seem as if service delivery levels might differ among some of the states, but as the current study covered a number of states, all of which seem to agree that service delivery is unsatisfactory, it might be an indication that high satisfaction with service delivery is an exception rather than a norm.

### Summary of Findings

Based on the data collected and analysed in this study, the following are the major findings of the study

1. Majority of the respondents revealed that the types of public libraries services relevance were selectively disseminated information, library orientation, and providing scope for healthy recreation as the types of public libraries services relevant in LVT

students at the Department of Library and information science Ahmadu Bello University, Zaria

2. Majority of the respondents revealed that ways public library services access by LVT students of the Department of Library and information science Ahmadu Bello University, Zaria Library students Card, Internet, Finding aids, such as indexes, Subject matter lists to meet requirements and Online public access card (opac). As the ways public library services access by LVT of the Department of Library and information science Ahmadu Bello University, Zaria

3. Majority of the respondents revealed that they were Satisfy and Not Satisfied as the level of satisfaction with the library services derived by LVT students of the Department of Library and information science Ahmadu Bello University, Zaria.

### Conclusion and Recommendations

In light of the findings of the study, it was concluded that the management of the public library and community are using community hubs for shaping new ideas, use for free access to news as the public library services by LVT students of the Department of Library and information science Ahmadu Bello University, Zaria, However, some types of public libraries services relevance by LVT students are not enough, there is need for the management of the public library and community to bring a solution to the level of satisfaction derived by LVT students of the Department of library and information science Ahmadu Bello University, Zaria, Base on the findings of the study it was recommended that the public library and community should provide other types of library services, Bindery and scanning, Then Exhibitions, Photocopying and Reference services, the management of the public library and community should provide some Satisfactory filing and locator systems, Filing equipment is used appropriately, Local area network (LAN), Computer & Printer and scanner Access and Wi-Fi , Policies and procedures regarding access restrictions are developed and Wikipedia's and the management of the public library and community should bring a solution to the level of Undecided and strongly satisfy.

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