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Research Information Needs and Constrains that Hinder Use of Library Resources and Services among Postgraduate Students in Southwest Federal Universities, Nigeria

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Abstract

Research exposes students and lecturers to the availability of information resources for research. Students require quality information resources in order to conduct research. Libraries are meant to serve the students, lecturers and other members of the university community. However, libraries have been the source of keeping and disseminating information through books, journals, maps and other resources that are used by students and lecturers in the universities. The need of library resources and services is indispensable to students in order to achieve their set goals. Hence, this study evaluated the information needs and constrains that hinder use of library resources and services among postgraduate students in southwest Federal Universities, Nigeria. A survey research design was adopted for the study. Multi-stage sampling procedure was used to select 378 respondents for the study. Data were collected with the use of a structured questionnaire and focus group discussion on research information needs and constrains that hinder use of library resources and services of the respondents. Frequency counts, percentages, mean, standard deviation, were used to analyse the data. Results reveal that textbooks ($\bar{x}=3.81$), Journals articles ($\bar{x}=3.76$) and E-Books (Electronic Resources) ($\bar{x}=3.59$) were the main research information needs of postgraduate students. Also Journals ($\bar{x}=3.62$), WIFI services ($\bar{x}=3.17$) were the most infrequency resources and services used among postgraduate students. The findings also show that Insufficient Internet Access points ($\bar{x}=2.93$), Power outage ($\bar{x}=2.87$) and Obsolete books ($\bar{x}=2.85$), were the major constrains that hinder the use of library resources and services among postgraduate students. The study concluded that library should provide necessary research information needs for postgraduate students and library should look into possible ways of addressing all the challenges. The study recommended that library should, put mechanism for feedback from the postgraduate students in place for the improvement on research information needs and constrains that hinder use of library resources and services.

Keyword: Research Information Needs, Constrains, Use, Library Resources, Library Services, Postgraduate Students', Southwest, Nigeria

Introduction

Research is a crucial activity in universities and is germane to postgraduate training. The significance of researches in universities is to enable academics to share insight, demonstrate academic scholarship and gain recognition for creative and critical thinking. They expose students and academics to the availability of current information resources for research. Students require quality information resources or materials in order to learn and conduct research. Hence, postgraduate research forms a vital component of library effort and contributes significantly to the institution's research profile. Research is enabling postgraduate students to systematically examine society's questions and proffer solutions to them.

However, the motives of users in approaching libraries are to determine the information resources that are available for consultation. Postgraduate students need information for the purpose of research. They are desirous for information sources like journals, theses and dissertations, government publications, conference proceedings and reference materials because of their current content. Information resources availability and utilisation are useful in knowledge acquisition, learning, teaching and research. Libraries are expected to provide relevant and adequate information resources to its users for reading, learning, teaching and qualitative researches.

They are to render services to students, lecturers and other members of the university community. The evaluation of a university is not only measured by the quality of its human resources but as, well as its quantity and quality of its library resources which is geared towards academic excellence because of its unique role in the university system. Therefore, libraries are expected to provide resources which when utilised effectively by users would translate into improved and effective results. However, information resources are needed for varieties of

purpose and their uses depend on the availability. In addition, libraries have been the source of keeping and disseminating information through books, journals, maps and other resources that are used by students and lecturers in the universities. In addition, inability to access library resources can result in time wastage and frustration. (Ankrah, 2018).

Library provides information resources and services necessary to carry out the objective of the institution which the library was established to serve, the provision of these resources and services are not enough and cannot promote the intended institutional goals if the library is underutilised. The needs of library resources and services are thus indispensable to the students in order to achieve their set goals.

In the same regard, electronic information resources have become provide credible sources of information in libraries. Electronic resources have widened the information base of libraries by ensuring ready availability of electronic information to users. Electronic resources have been become a necessity in most libraries. It has promptly transformed information use and management procedures in the university libraries. Through the use of electronic resources, students, researchers and other information seekers are able to have accesses to information resources globally irrespective of their locations (Ankrah and Atuase, 2018).

As a matter of fact, libraries need to connect with postgraduate students, researchers and further develop functions remain viable and competitive in the new information age so that postgraduate students and other researchers can effectively learn and apply the full capabilities of resources offered, while at the same time recognise that they have to provide quality research resources for post graduate students (Rasul and Singh, 2010).

In contemporary Nigeria, postgraduate students are facing some challenges which are applicable to developing countries. The problems that postgraduate student' encounters as they seek for information in the academic libraries are numerous. There are constrains hindering the use of information resources and services which include: inadequacy of facilities for use by users, inability to stay connected to the internet, communication systems, poor bandwidth leading to poor utilisation of these resources lack of current books, journals, poor infrastructure (electricity), lack of recent versions of the journal titles and ineffective Inter-library loan system

Statement of the problem

Conducting a successful research requires the need for effective use of library resources and services. It is worrisome to note that postgraduate students are not tapping into these opportunities; this du may be to ignorance of the fact that qualities of research work are based on the proper utilisation of library resources and services. The fact that some postgraduate students occasionally visit the libraries makes it expedient to examine whether these libraries provide their information needs or not. It also difficult to address constrains hindering the use of library and services among postgraduate students. It has been noted from library personnel that postgraduate students do not make use of their libraries.

Objectives of the study

1. identify the research needs among postgraduate students;
2. determine the of use of library resources and services among postgraduate students in Southwest, Federal Universities, Nigeria;
3. identify the library services available for postgraduate students in Southwest, Federal Universities, Nigeria;

4. identify the constraints that hinders the use of library resources and services for research activities among postgraduate students in Southwest Federal Universities, Nigeria;

Literature review

The primary aim of library is to provide information resources for services delivery necessary to carry out the objective of the institution which the library serves (Imeremba, 2000). The provision of aforementioned resources and services are not enough to promote the intended institutional goals if the library is underutilised. Chiemekwe, Longe, Umar and Shaib (2007) believe that users approach the library with needs. They also access library resources for difference purpose. These purpose also informs the choice of resources to be consulted.

Popoola and Haliso (2009) define library information resources as these information bearing materials in print and electronic formats such as textbooks, journals, indexes, abstracts, newspapers and magazines, reports, CD-ROM, Internet/E-mail facilities, video tapes/cassettes, diskettes, magnetic disk, computers, micro forms and databases, e.t.c.

Onifade, Ogbuiyi, and Omeluzor, (2013) noted that, for libraries to add to the advancement of knowledge, they must not only provide resources but also ensure that the resources are effectively utilised. Ugah (2008) opined that the more accessible information sources are, the more likely they are utilised. Cook & Heath, (2001) also stressed the need for extensive hours and reliable catalogue for any user oriented library. With the help of technology libraries are providing not only access to the bibliographic information but also full text databases, e-journals and e-books, online search facilities and delivery services, access to local, national, and international databases for users of their library. In an attempt to know the types of information resources used by the students in a Nigerian private university Onifade, Ogbuiyi and Omeluzor,

(2013) revealed that, students consult resources on the internet than any other library resources because of easy accessibility.

Doraswamy (2009) is of the view that the motives and purpose of users approaching the library determine the information resources that users are likely to consult. He claimed that most postgraduate students need information for the purpose of research as such, they are desirous of information sources such as journals, theses and dissertations, government publications, conference proceedings and reference materials. He opined that libraries that can provide these resources adequately would have gone a long way in satisfying the information needs of their users and promoting research activities among postgraduate students.

Ugwu and Onyegiri (2013) clearly provide examples of electronic resources which include, but are not limited to: web sites, online databases, e-journals, e-books, electronic integrating resources, and physical carriers in all styles, whether free or fee-based, required to support research in the subject covered, and may be audio, visual, and/or text files. Similarly, Okore, Asogwa and Eke (2009) define electronic information resources as any information resource that is accessed via the internet including CD-ROMs. They further enlisted specific types of electronic information resources as consisting of electronic books (e-books), electronic journals (e-journal), and indexes, collections of journal articles, reference works, digital collections and databases which are accessed online. According to Ekere, Omekwu and Nwoha (2016), electronic information resources include World Wide Web; WIFI; search engines; online indexes; video CDs VSAT based Internet connectivity; online Library catalogue; online databases; portals; e-journals and e-books.

The need for library resources availability and accessibility in academic libraries has long been recognized. Information resources availability, accessibility and use are crucial factors in knowledge acquisition, learning and research. Indeed, every academic library regardless of size is expected to have adequate information resources available for its community for reading, learning and research. Aina (2011) stated that accessibility determines the speed at which an information output in any format is obtained. Therefore, resources should be received and retrieved to meet the desired need. Academic libraries support universities in discharging their responsibilities by acquiring all the relevant information resources necessary for sustaining the teaching, learning, research and the academic service functions of their universities.

In Nigeria, postgraduate students are facing some challenges which are common in third world countries as noted in the literature. A study was conducted by Byrne (2011) who set out to investigate postgraduate students' use of the University of Botswana Library. The literature reveals some of the common problems that postgraduate students face as they seek information in the academic libraries. It includes inadequate collection of resources and observed excessive insufficient journal subscriptions (Byrne, 2011:23), attitude to users is a barrier, workload, lack of expertise, overload and time pressure, perceived unfriendly staff, (Holligan, Wilson and Humes, 2011), noted that lack of current and up-to-date books and journals, lack of recent versions of the journal, shortage of trained librarians and ineffective Inter-library loan system is another problem (Rhoe, Obohand and Shelton, 2010) poor infrastructure and comatose power supply is another barrier to progress. From the reviewed studies, it is clear that the challenges that postgraduate students face in their research activities include: unfriendly staff, poor internet facilities, noisy readings environment, out-dated and insufficient journal subscription.

Challenges

The Use of library resources and services in Nigeria has not been without some challenges. Tahir, Mahmood and Shafique (2008) identified some of the challenges to include but not limited to the following, poor library organisation, lack of user skills, poor funding of libraries, lack of current information resources, lack of adequate/relevant materials, poor IT infrastructure, un-conducive reading environment, regular power supply, lack of technical support, as well as user education, Lack of stable power supply makes the library environment un-conducive for users to utilize available resources. It also affects resources which require certain level of temperature to function effectively. Other challenges affecting effective utilization of library resources as identified by Ugah (2007) and Olayide and Yusuf (2009) are lack of awareness on the availability of certain library resources and services, bibliographic obstacles and in-adequate user education.

On challenges hindering the effective utilization of library information resources Uzogbu, Ezukwuoke and Chingbu (2012) reported in their study that factors such as unavailability of resources ranked highest with 42%, power failure followed with 27% while disorganized materials ranked third with 17%, while those who claimed that there was no problem were 11% of the respondents. Mamo and Amidu (2016) found that lack of current information resources and improper shelving of information resources is the major factors hindering the effective use of library resources. Olajide and Otunla (2015) findings show that the major challenge faced by respondents is lack of time. The study of Barfi, Afful-Arthur and Agyupong (2018) indicated that, non involvement of lecturers in book collection development exercise, few current titles and poor library instruction.

Mirtz (2010) and Ojedokun (2000) cited in Bhatti and Jumani (2012), some problems faced by the libraries and the users as inadequate funding, inadequate staffing, poor communication between various departments and librarians, lack of information literacy skills, inadequate titles and copies of library materials for users, and lack of enabling infrastructure including IT infrastructure, insufficient information resources, lack of adequate awareness of library resources and services, insufficient OPAC and Internet terminals, outdated materials, mutilated books and long service queues, missing books, unreliable photocopying services and unfriendly security personnel.

Buhari, (2016) noted inadequacy of facilities for use by users, research library inability to stay connected to the Internet, poor computer communication systems and poor bandwidth leading to poor utilization of these resources were some of the constraints to library information resources and services utilization. From the reviewed literatures, it observed that many challenges were postgraduate students in the course of their research activities confront many challenges which include: lack of current and up-to-date books and journals, poor infrastructure (electricity), lack of recent versions of the journal, lack of ineffective Inter-library loan system (Rhoe, Oboh and Shelton, 2010), identified shortage of trained librarians, lack of expertise, overload and time pressure, unfriendly staff, poor internet facilities, noisy readings spaces, out-dated journals and other information resources, Lack of Braille and large print for people with visual impairment, lack of proper working lifts and ramps for wheel chair bound researchers and inadequate collection of resources, particularly insufficient journal subscriptions; (Byrne, 2011).

Research design

This study adopted a descriptive research design for the study. This involved the collection of data using questionnaire and focus group discussion. The design involved data collection and answering questions on the research needs and challenges that hinder the use of library resources and services. The population of the study comprised postgraduate students in Southwest Federal Universities, Nigeria. These are University of Ibadan, Oyo State, Obafemi Awolowo University Ile Ife, Osun State, University of Lagos, Lagos State, Federal University, Oye-Ekiti, Ekiti State, Federal University of Agriculture, Abeokuta, Ogun State, and the Federal University of Technology Akure, Ondo State respectively.

A multi-stage sampling technique was used to select respondents for the study. The first stage in the sampling technique was a purposive selection of Southwest Federal Universities, Nigeria. The second stage was the use of Krejcie and Morgan table to determine the sample size, under confidence 95% and margin of error 0.05%. Sample size is 378 of 34,131 population. For analysis of data collected in the study, the IBM SPSS version 2.5 was used. Results was analysed using descriptive and inferential tools. Descriptive statistics tools such as frequency count, mean and standard deviation presented in tables was used to describe the demographic information and also answer the research questions

Data analysis

Table 1: Demographic information

Frequency distribution of respondents by gender		
Gender	Frequency	Percentage
Male	175	48.5
Female	186	51.5
Total	361	100

Frequency distribution of respondents by marital status		
Marital status	Frequency	Percentage
Single	230	67.7
Married	131	36.3
Total	361	100

Table 1: shows the demographic information of respondents of the study, namely gender and marital status. The table reveals that, 175 (48.5%) of the respondents are males and 186(51.5%) are females among the respondents of this study. The table also shows that 230 (67.7%) of the respondents are singles and 131 (36.3%) are married. The results on demographic information of postgraduate students that are studied showed that there were more females than their male counterparts.

Research question one: information needs among postgraduate research students in Southwest Federal Universities, Nigeria.

Table 9: Research information needs of postgraduate students

S/N	Research needs	RA	SA	FA	NA	\bar{x}	S.D
1	Textbooks	313 (86.7%)	33 (9.1%)	11 (3.0%)	4 (1.1%)	3.81	0.52
2	Journals articles	304 (84.2%)	30 (8.3%)	24 (6.6%)	3 (0.8%)	3.76	0.60
3	E-Books (Electronic Resources)	261 (72.3%)	62 (17.2%)	28 (7.8%)	10 (2.8%)	3.59	0.75
4	Workshops papers, Conference and Seminar	218 (60.4%)	98 (27.1%)	40 (11.1%)	5 (1.4%)	3.47	0.74
5	Electronic Databases (Hinari, Agora, Ebschost, Science direct	223 (61.8%)	82 (22.7%)	37 (10.2%)	19 (5.3%)	3.41	0.87
6	Working papers	198 (54.8%)	101 (28.0%)	51 (14.1%)	11 (3.0%)	3.35	0.83
7	Occasional papers	179 (49.6%)	112 (31.0%)	61 (16.9%)	9 (2.5%)	3.28	0.83
8	Scientific peer-review	161 (44.6%)	122 (33.8%)	61 (16.9%)	17 (4.7%)	3.18	0.87
9	Monographs	152 (42.1%)	119 (33.0%)	77 (21.3%)	13 (3.6%)	3.14	0.87
Weighted Mean = 3.44							

Key: RA= Readily Available SA= Seldomly Available FA= Fairly Available NA= Not Available

The findings shows that, Textbooks (\bar{x} =3.81) ranked highest as the source of information needs of postgraduate students, followed by Journal articles (\bar{x} =3.76), E-Books (Electronic Resources) (\bar{x} =3.59), “Workshops, Conference and Seminar papers (\bar{x} =3.47), followed by “Electronic Databases (Hinari, Agora, Ebschost and Science direct” (\bar{x} =3.41), Working papers (\bar{x} =3.35), Occasional papers (\bar{x} =3.28), Scientific peer-review (\bar{x} =3.18) lastly, by Monographs (\bar{x} =3.14) respectively

Research questions two: Frequency use of library resources among postgraduate students in Southwest Federal Universities, Nigeria.

Table: Frequency of use of library resources by postgraduate students

S/N	Frequency of use of library resources	VGF	GF	LF	VLF	\bar{x}	S.D
1	Journals articles	248	96	11	6	3.62	0.63
		68.7%	26.6%	3.0%	1.7%		
2	Books	242	101	13	5	3.61	0.62
		67.0%	28.0%	3.6%	1.4%		
3	Dictionaries	180	144	25	12	3.36	0.75
		49.9%	39.9%	6.9%	3.3%		
4	E-books	187	126	34	14	3.35	0.80
		51.8%	34.9%	9.4%	3.9%		
5	Encyclopedia	143	146	54	18	3.15	0.85
		39.6%	40.4%	15.0%	5.0%		
6	Electronic Databases (Hinari, Agora, Ebschost, Science direct	155	123	56	27	3.12	0.93
		42.9%	34.1%	15.5%	7.5%		
7	Reserve Books and Videos	125	145	68	23	3.03	0.88
		34.6%	40.2%	18.8%	6.4%		
8	Government Publications	132	127	64	38	2.98	0.98
		36.6%	35.2%	17.7%	10.5%		
9	Brain Fuse	61	88	104	108	2.28	1.06
		16.9%	24.4%	28.8%	29.9%		
10	Microform.	61	85	102	113	2.26	1.07
		16.9%	23.5%	28.3%	31.3%		

Weighted Mean = 3.07

Key: VGF= Very Great Frequent GE= Great Frequent LE= Less Frequent VLE= Very Less Frequent

The findings show that Journals articles ($\bar{x} = 3.62$) ranked highest by the mean score rating and was followed in succession by Books ($\bar{x} = 3.61$), E-Books ($\bar{x} = 3.35$), Dictionaries ($\bar{x} = 3.36$), Electronic Databases (Hinari, Agora, Ebschost, Science direct ($\bar{x} = 3.12$), Encyclopedia ($\bar{x} = 3.15$), Reserve Books and Videos ($\bar{x} = 3.03$), Government Publications ($\bar{x} = 2.98$), Microform ($\bar{x} = 2.26$) and lastly, Brain Fuse ($\bar{x} = 2.28$) respectively.

Research question three: Frequency use of library services among postgraduate students in Southwest Federal Universities, Nigeria.

Table : Frequency of use of library services among postgraduate students

S/N	Frequent of use of library services	VGF	GF	LF	VLF	\bar{x}	S.D
1	WIFI services	172 47.6%	116 32.1%	37 10.2%	36 10.0%	3.17	0.97
2	Referral services	144 39.9%	149 41.3%	48 13.3%	20 5.5%	3.16	0.85
3	User Education	131 36.3%	155 42.9%	55 15.2%	20 5.5%	3.10	0.85
4	Reprographic services	152 42.1%	108 29.9%	68 18.8%	33 9.1%	3.05	0.98
5	Lending services	132 36.6%	127 35.2%	78 21.6%	24 6.6%	3.02	0.92
6	Indexes and abstract	139 38.5%	119 33.0%	70 19.4%	33 9.1%	3.01	0.97
7	Current awareness	119 33.0%	143 39.6%	74 20.5%	25 6.9%	2.99	0.90
8	Selective Dissemination of Information	108 29.9%	149 41.3%	70 19.4%	34 9.4%	2.92	0.93
9	Exhibition and displays	116 32.1%	132 36.6%	82 22.7%	31 8.6%	2.92	0.94
10	Inter-library loan	97 26.9%	123 34.1%	104 28.8%	37 10.2%	2.78	0.95

Weighted Mean = 3.01

Key: VGF= Very Great Frequent GE= Great Frequent LE= Less Frequent VLE= Very Less Frequent

The result shows that WIFI services ($\bar{x} = 3.17$) ranked highest by the mean score rating and was followed in succession by referral services ($\bar{x} = 3.16$), User Education ($\bar{x} = 3.10$), reprographic services ($\bar{x} = 3.05$), Lending services ($\bar{x} = 3.02$), Indexes and abstract ($\bar{x} = 3.01$), Current awareness ($\bar{x} = 2.99$), Selective Dissemination of Information ($\bar{x} = 2.92$), exhibition and displays ($\bar{x} = 2.92$) and Inter-library loan ($\bar{x} = 2.78$) respectively.

Research questions four: Constrains that hinder the use of library resources for research activities by postgraduate students in Federal University libraries in Southwest, Nigeria.

Table 15: Constrains hindering the use of library resources among postgraduate students

S/N	Constrains hindering the use of library resources	HS	MS	LS	NS	\bar{x}	S.D
1	Insufficient Internet Access points	138 38.2%	118 32.7%	48 13.3%	57 15.8%	2.93	1.07
2	Power outage	133 36.8%	106 29.4%	63 17.5%	59 16.3%	2.87	1.08
3	Lack of current books	134 37.1%	95 26.3%	75 20.8%	57 15.8%	2.85	1.09
4	Lack of adequate time to search for information	112 31.0%	135 37.4%	54 15.0%	60 16.6%	2.83	1.04
5	In ability to access the internet	118 32.7%	121 33.5%	59 16.3%	63 17.5%	2.81	1.07
6	Inability access relevant materials	95 26.3%	116 32.1%	81 22.4%	69 19.1%	2.66	1.06
7	Lack of awareness	85 23.5%	130 36.0%	85 23.5%	61 16.9%	2.66	1.01
8	Inadequate information and Communication technology (ICT)	88 24.4%	127 35.2%	82 22.7%	64 17.7%	2.66	1.03
9	Information literacy	91 25.2%	129 35.7%	66 18.3%	75 20.8%	2.65	1.07
10	Difficulties in accessing resources in the library	85 23.5%	121 33.5%	90 24.9%	65 18.0%	2.63	1.03
11	Unfriendly attitude of library Staff	81 22.4%	94 26.0%	109 30.2%	77 21.3%	2.50	1.06
12	Short book loan period	81 22.4%	105 29.1%	80 22.2%	95 26.3%	2.48	1.10
13	Inadequate studying	66 18.3%	112 31.0%	104 28.8%	79 21.9%	2.46	1.02
14	Lack of interest	71 19.7%	113 31.3%	74 20.5%	103 28.5%	2.42	1.10

Weighted Mean = 2.67

Key: HS= Highly Severe MS= Moderately Severe LS= Lowly Severe NS= Not Severe

The findings show that Insufficient Internet Access points ($\bar{x}=2.93$) was ranked highest by the mean score as the factors hinder the use of library resources for research activities by postgraduate students, and was followed by Power outage ($\bar{x}=2.87$), Obsolete books ($\bar{x}=2.85$), Lack of adequate time to search for information ($\bar{x}=2.83$), In ability to access the internet” (\bar{x}

=2.81), Inability to get relevant materials (\bar{x} =2.66), Lack of awareness (\bar{x} =2.66), and lastly by Inadequate information and Communication technology (ICT) (\bar{x} =2.66) respectively.

Discussion of findings

The findings on the research needs among postgraduate students revealed that textbooks, journals articles, E-Books (electronic resources) and electronic databases (Hinari, Agora, Ebscohost and Science direct) are the major research needs of postgraduate students. This was because the items mentioned above were the items ranked above the weighted mean of 3.44 which identified the research needs of postgraduate students in the federal universities in Southwest, Nigeria. However, the finding from the focus group discussion shows that textbooks, journals, e-books, electronic databases (Hinari, Agora, Ebscohost, and Science direct) and Internet were their major research needs.

This finding is in agreement with Bopape, Dikotla and Mahlatji (2017) who noted that the information needs of the users for approaching the library determine the information resources that they are likely to consult. They claimed that most postgraduate students need information for the purpose of research as such, they are desirous of information resources such as journals, theses and dissertations, government publications, conference proceedings and reference materials. They opined that libraries that can provide these resources adequately would have gone a long way in meeting the information needs of their users and promoting research activities among postgraduate students.

The result of the finding on the frequency of use of library resources by postgraduate students, shows that journals, books, e-books and dictionaries were frequently used by postgraduate students. This was because journals, books, e-books and dictionaries were ranked above the

weighted mean of 3.08. The findings from the focus group discussion on frequency of use of library resources among postgraduate students' of federal universities in Southwest Nigeria shows that Journals, e-books, dictionaries, electronic databases (Hinari, Agora, Ebschost, and Science direct) and textbooks are the most used resources by postgraduate students.

These findings corroborate that of Arowolo and Onasote, (2014) who found that most frequently used library materials are online database closely followed by dictionaries, books, encyclopedia which are used daily while the least use materials is CD-ROM database. The result deduced from the finding revealed that majority of the respondents indicated that WIFI services, exhibition and displays, reprographic services and referral services were the major library services frequently used by postgraduate students. This was because these services were ranked above the weighted mean of 3.01 set for library services. The findings from the focus group discussion on the frequency use of library resources among postgraduate students of federal universities in Southwest Nigeria shows that, User Education, reprographic services, WIFI services, referral services and Inter-library loan are the services frequently used by postgraduate students.

This finding is also in agreement with that of Mohindra and Kumar, (2015) who observed that library environment and library services significantly predict the user's satisfaction. The level of quality of different attributes, i.e., library environment, collection, staff, and services were significantly different across academic discipline of respondents. However, Sohail et al., (2012) also asserted that guidance in the use of library resources and services which is the same as user education program was necessary to help students to meet their information needs.

The result of the finding on factors that hinder use of library resources for research activities by postgraduate students shows that Insufficient Internet Access points ($\bar{x}=2.93$) was ranked

highest by the mean score as the factors hinder the use of library resources for research activities by postgraduate students, and was followed by Power outage ($\bar{x}=2.87$) and Obsolete books ($\bar{x}=2.85$). Communication technology (ICT) ($\bar{x}=2.66$) was the least item indicated as factors hindering the use of library resources research activities by the postgraduate students.

However, the findings agreed with Buhari (2016) who noted that inadequate facilities, inability to stay connected to the internet, poor computer communication systems and low bandwidth were some of the constraints to the use of library information resources and services. He also observed that myriads of challenges were encountered by postgraduate students in the course of their research activities which include: lack of current and up-to-date books and journals, poor infrastructure (electricity), lack of recent versions of the journal and ineffective inter-library loan system.

Conclusion

Globally academic libraries are to provide research needs for research activities of postgraduate students. Challenges were encountered by postgraduate students in the course of their research activities which include: lack of current and up-to-date books and journals, poor infrastructure (electricity), lack of recent versions of the journal and ineffective inter-library loan system.

Recommendation

In view of the findings, the study therefore recommends that:

1. Library should create awareness about their current resources in the institutions.
2. Worthy of note is the duration of having access to books on loan by researchers, this regards, the duration may be extended based on request for renewal and further renewal

3. Library should galvanise the interest of postgraduate students in the use of their institutional libraries
4. Time constraints in the search of relevant information can be additional by extending classes' period for library usage to postgraduate students. This will enable them to have maximum utilisation of academic library's collection.
5. The library should make enough internet access points available for students, this will increase the patronage of users and it will also enhance use of library resources and services.

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