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DISPLAY FOR UTILIZATION OF RESOURCES IN TERTIARY
INSTITUTIONS LIBRARIES IN CROSS RIVER SOUTH METROPOLIS.**

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**INFORMATION ON EFFECTIVE CURRENT AWARENESS SERVICES DISPLAY
FOR UTILIZATION OF RESOURCES IN TERTIARY INSTITUTIONS LIBRARIES IN
CROSS RIVER SOUTH METROPOLIS.**

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ABSTRACT

This research work studied Information on effective current awareness services display for utilization of resources in tertiary institutions libraries in Cross River South Metropolis. A descriptive survey research design was adopted with a sample of 600 respondents from three tertiary institutions. Questionnaire was the only instrument used for data collection. Data were analyzed using tables and simple percentage calculations. It was found that users had knowledge of many CASs. Prominent among them were; List of new arrivals, in-house shelve exhibition, telephone services, social media group, Facebook Selective dissemination of information and YouTube. Again, the study revealed that respondents make use of both the traditional, ICT based CASs, and they include: in-house shelve exhibition, list of new arrivals, magazines /newspaper clipping, telephone services, social media group, Facebook, Twitter, YouTube, online database searching and publishers' exhibition but majority of the later, were used outside libraries.

However, it is always better when researchers know about present works already done in divers' professions. This would spur up the planning and execution of other researches for the future of any profession and this is where CAS is a sine qua non in the picture, for an answer. Being that the advantages of CAS are notably less than the disadvantages, it is proper to put some structures in place to enable its effectiveness. While libraries are still struggling for the needful to be done by stakeholders, users' have gone ahead to connect with their friends to get the information which libraries should be first in encouraging them upon. Therefore, let the Management of Universities give allowance to Librarians for fee-based services so they could push forward the needful services. This would cater for those things that should be done to boost library services but are marking time since the issue of budget cuts have become stagnant plagues. The originality in this study is revealed in the perspective of CASs with regard to increasing ICT platforms which needs to be utilized for better rendition of library services.

Keywords: Information, Users', Current awareness services, selective dissemination, abstracting, indexing, Tertiary institutions, libraries, Utilization.

INTRODUCTION AND OVERVIEW

One factor that maintains the survival of a library is the perception of its users about its image and that of its fund's allocators, which they need to prove, in the essence of disbursement.

This is tied closely to the relationship between the Library and its users' in the understanding of the services which Librarians 'render for users' satisfaction. However, the image is held in accordance with the outcome of the quality and effective services, the ability to anticipate users' desires and requirements of the actual and potential users and their subsequent fulfilment.

Current awareness services (CAS) reflects a recent origin in the vocabulary of librarians and information specialists. They are popularly described as complex with difficulty to draw a sharp line of demarcation between it and any other types of indexing and abstracting services. The context in which these terms are used tend to show two broad categorizations of periodical publications in which one is internationally scoped and the other restricted to individual organization. This, yielding another reason for the complexity in definition revealing that there is still a distinction between what is held as selective and those of general nature. In all, it can be traced to help users as they pursue excellent utilization and broaden users' knowledge of existing information materials in their areas of interest. This was why Satyanarayana and Raizada (1967) upheld it as a system which ensures that all the information likely to influence the progress of a research worker or team is made available to them in the right time and convenient form.

Earlier authors, (Guha, 1968 & Bottle, 1970) called it, general alerting services while other scholars have used the following words to explain its meaning: annotated documentation, local documentation, advanced information, appetizer, express information and early warning. It is described today, as a library service that keeps users updated with the latest happenings in their subject areas of interest. This indicates that latest documents made available in the library are displayed for user's information or if any users have a need, he could place an order for such and would be informed when such material arrives the library through email, memos, telephone calls etc. CAS reviews publications immediately on arrival in the library, selecting information pertinent to users' needs hence; a special form of CAS is called selective dissemination of information.

Historical accounts of the normal channel of awareness for a scientist in keeping himself conscious of new developments included;

1. Direct perusal of periodicals and other primary publications
2. Scanning of secondary publications such as abstracting and indexing journals
3. Internal dissemination media of his own organization
4. Private communication, exchange of reprints, preprints etc
5. Personal contact with colleagues and other workers in the field through meetings, discussions, conferences etc (Joshi & Narayana, 1972).

Authors explained that new developments originating from the first three (3) approaches (as listed above) is directly linked with published literature and their coverage. Therefore, analytically, apart from the intellectual capability of the individual and the relevancy of the information he presents, in the context of dissemination, it is the coverage (scope of what is discussed) that largely determines the awareness. Again, as long as the published literature was within the manageable limits, the abstracting or indexing journals could cope with the coverage and an individual worker could hope to keep himself reasonably up-to-date in any field of endeavor.

The term is used in the Western world to denote Computer listing of titles based on the keywords and it's an addition to existing abstracting services, not a substitute. It is described as speedy in the dissemination of information and comprehensive in coverage. In this age of Information and Communication Technologies (ICTs) coverage includes and remains not limited to new books, tables of contents alerts, Blogs, Really Simple Syndication / Rich Site Summary (RSS) feeds, Facebook, Twitter, social bookmarking and citation. Libraries endeavor to provide effective and efficient services to users who when satisfied refer their friends and acquaintances to them.

STATEMENT OF THE PROBLEM

Most times laws are made and used to create standards. As time goes, the seriousness of such laws begins to wane and lawlessness begins to creep into an organization to the extent that, values once held as very important and serious are relegated to the periphery. One of the Ranganathan's law clearly stated '*Save the time of the reader*'. This presentation of the reader as a busy person indicated that time is very paramount to achieving success at utilization and therefore, the reason why organization of resources is held as a sine qua none in librarianship to overcome issues like disorganized materials, catalogues and shelves, or mixture of outdated and mutilated stock. Today, in the employment of staff members into the libraries, we observe that management bring in more of administrative group who are only support staff and without any knowledge of the tenets of librarianship thus, most of the values of the profession are not practiced nor held in any better consequence. This study is an echo in the dimension of CAS with its ingenuity in the rendition of professional services. In view of the fore-going, this study seeks to explore information on effective current awareness services display for utilization in tertiary institutions libraries in Cross River State South Metropolis with the following objectives of the study

1. To investigate users' knowledge of awareness services in tertiary institutions libraries in Cross River South Metropolis.

2. To ascertain how awareness services influence utilization of resources in tertiary institutions libraries.
3. To determine users' perception of the challenges that libraries face in the provision of awareness services.

LITERATURE REVIEW

Adebayo (as cited in Uzohue and Yaya, 2016), mentioned CAS as the most dynamic, challenging and practical use service in providing excellent and current information that may help users obtain new knowledge for future improvement and development while Shafique (as cited in Uzohue & Yaya, 2016) explained that CAS is one of the library services that make the access to library resources faster and easier. Johnson, Osmond and Holz (2009) described it as a system for reviewing newly available documents, electing items relevant to the needs of everyone by routing print journals, distributing photocopied journal tables of contents, and simply browsing professional publications. Oyewusi and Oyeboade (2009) gave the following data on how users got aware of information resources: 137(34.9%) personal search, 83(21.1%) reference services 51 (13%) library use instruction while the following indicated utilization – 82.9% for academic pursuits, 7.9% for research, 1.8% to socialize and 7.4% for sleep.

Popoola (2008) conducted a study on faculty awareness and use of library information products and services in South – West Nigeria universities. Systematic random sampling was used to select 446 members of the faculty from a population of 4459 in the universities. The instrument used for collection of data was questionnaire; the instruments used for data analysis was percentages and tables. The study found out there was a significant difference of 77(28%) in faculty awareness of available library information products and services. In addition, they did not have sufficient knowledge of those library products and services pertinent to their teaching and research activities (90-33.5%, 100-25%, and 210-52.5% representing rarely, occasionally and most frequency in use of library products). Again, the study proved that the 190 faculty members (47.5%) who rarely used library resources were unaware of such. The survey also revealed that the level of knowledge of faculty staff had positive relationship with the frequency of use of the library. The researcher recommended that user education program and public relations should be embarked upon to improve faculty awareness of library information products and services.

Odine (2011) defined library services as a set of activities that a library performs in order to satisfy users' information needs. In library marketing, library and users' demands are the market, users the consumers, commodities exchanged the documents and library services, sellers the

library staff; and buyers the users. While the exchange of photocopies of documents/services may be permanent, services like reference translation, preparation of Bibliographies, CAS, selective dissemination of information (SDI) and interacting with data bases are dimensions of marketing (Venkatappaiah,1979). On the other hand, Bell (2012) suspected that most academic librarians are no longer familiar with the art of current awareness and that may be an unfortunate shift in their practice and Fourie (2001) revealed that no CAS can cover all the information on a subject and the user might therefore need to subscribe to different services, leading to overlapping and information overload. This could also lead to increased cost for researchers especially in areas where researchers hardly get sponsors and this could discourage research work.

Recent study on Marketing strategies that could bring back library users by Inyang and Lawal (2015) revealed that marketing of library services is important to modern librarianship considering developmental trends in the profession, increases in new demands on services provision and the rush for other search engines. While inaccessibility to current materials and uncomfortable study environment were seen as major challenges, library publication/university bulletin, orientation, personal assistance, referral services, online database searches and counseling were seen as strategies to cater for knowledge interrelatedness of users. Users can easily retrieve new information locally or internationally in an easy process, access more current contents of resources, connect to the wide-range of information for their researches (Dadzie, as cited in Akussah, Asante, & Adu-Sarkodee, 2015). However, Zwezing (2007) viewed e-resource utilization to be a necessary measure to the output of services provided by academic libraries, outside being a possible index by which such measurement can be made.

Early scholars had submitted that there were three categories of goals that awareness services could accomplish. They were the image, action and philosophical goals (Powers and Shedd, 1995). The author further revealed that part of the process of establishing these goals/objectives was to look on academic library and evaluate why certain areas were strengths and others, weaknesses. To the author traditional librarianship instruction incorporated a reference interview process, which was a communication process exchanging and implementing information, to create a more favorable exchange; hence, the service emphasizing to library clients the value of decision-making provided confidence, especially when it accommodated their real needs.

McClary (2014) presented matters on visual story telling. In his opinion, ‘writing would become ever more important, but those words would not be confined to the pages’ (p.1). Stories

told through video and images to him, have a growing digital experience. Scholars represent their ideas, articles and works in pictorial forms so that e-resources could be viewed through YouTube, which is highly acceptable to users. In consequence, movement towards marketing e-resources provision signaled increased support for their utilization. A survey by Philips consulting (2015) in which 5,712 residents in Nigeria were investigated using simple percentages revealed that the primary drivers of consumer choice of airlines were awareness on safety, price and quality of services.

Librarians begin to have a rethink towards the rendering of their services, which are more flexible, and user- centered to create an impact on users' utilization of resources. These services are things that make it easy, convenient, rapid and increased access to valuable information resources that are boundless, virtual, multi-media and timeless to meet the information needs of users. Academic Libraries in this information age provide hybrid services to their users and these has alternative variations of the traditional library services. The hybrid service provides the following e-library services: online/offline access to digital information resources, database searching, electronic reference, public relations service, library promotion and marketing, online circulation activities such as electronic reserve, e- publishing, information literacy program, user services and queries and online access to library catalogue, databases and the internet (Ahmad & Abawajy 2014:572).

Adegoke (2015) presented exhibitions and displayed current awareness service, electronic billboard, SDI, and audio-visuals as the screen to reveal information on e-resources in academic libraries. Ogunsola (2011) revealed that librarians could answer patrons 'enquiries through personal e-mail and mailing lists. By so doing, they could provide specialized backups for those on the enquiry desks. A digital library carries out electronic searches for its users for their course work, assignments, and projects. Damas (2011) however noted that for several generations academic libraries were primarily pre-occupied with their role as portals to information, print and later digital. He noted that libraries were redesigning their services as an institution for learning, culture and intellectual community. Generally, authors like Aina, 2004 and Popoola, 2008 had outlined some services, which were peculiar to most libraries, and Odine (2011) had broadly defined each. They were; provision of seating and study facilities, reference services, exhibitions and displays, lending services, reservation service, inter-library loan and document delivery service, referral service, selective dissemination of information, translation service, abstracting and indexing, consultancy services, library publication, user education and current awareness services.

Uzohue and Yaya (2016) accounted for the traditional CAS and SDI to include display of newly acquired materials on the display racks in the library, table of contents of recently acquired books and pasted on strategic notice boards, newspaper cuttings arranged in an album/file cabinet as well as creating awareness of current information and development to Heads of Departments and researchers on their areas of interest. Authors also outlined ICT based services in ICTs era, many methods and tools have been brought to make changes in library services. These include, Internet and web 2.0 technologies – databases, web OPACs, emails, e-alerts, Blogs, discussion forums, Myspace, LinkedIn, e-books, e-journals, indexing and abstracting, RSS feeds, local and wide area networks (LAN/WAN), Mobile phone services, bulk text messages, Facebook, Twitter, Social book markings as well as board bulletin services.

In the view of Olaosun (2007), acquisitions were done with computers, with online selection, payment, and subscription. Technology has made acquisition, processing, storage, retrieval of information faster, indexing more interesting, cheaper, understandable and more efficient. To this end, one may agree that technology has virtually replaced traditional libraries and well librarians working in them; nevertheless, both librarians and traditional libraries remain required to be in the scene. They only remained relevant where they understood what was required of them and continued to add innovation to what they did. That is, if they re-educated themselves as information managers, to be able to sift information, filter the bad information abounding on many websites, facilitate the human-machine interaction, and become ICT compliant.

Ifidon and Ifidon (2008) posited some salient characteristics of reference services to be recognized. These include interpersonal relationship between the library user and the librarian professionals as well as satisfying the information needs of enquirers at different levels and depths. Reference service includes the use of diverse types of internal and external information sources – bibliographic, broadside-prints or electronic or private knowledge to gratify the users' information needs. These could come in form of guiding a user to where needed information sources could be found or direct provision of information required by a given user could be made. There was a sense of earnestness on the path of both the library patrons and the librarians, which demanded the use of quick and well-organized techniques for salvaging information. Provision of the right information to the right user, in the right volume was also a salient characteristic of a good reference service. Thus, CAS was embedded in proactive reference service delivery. According to Ukwoma (2014) there were enormous benefits of marketing, but which were often confronted with challenges from users and management; thus librarians of necessity needed to know that users wanted to be informed about information that would be of value to them, but they were turned off

by continual library marketing campaign for services that may not be right/ good for them. In the meantime, Naqvi (2013) as cited in Kpakiko, Suleiman and Abubakar (2018) typified that current awareness services exists in many ways in university libraries as follow:

- i. Library bulletin and newsletters
- ii. List of latest resources acquired (New arrivals)
- iii. Topical bibliographical on demand
- iv. Contents page service
- v. Routing of periodicals
- vi. News clipping service
- vii. Abstract bulleting
- viii. List of microform documents
- ix. Commercial current content service
- x. Telephone service
- xi. E-mail and bulletin board services
- xii. Display among others

Yemi-Peters, Omoniwa and Achunmu (2013) submitted the best way of marketing library services to give user satisfaction and it was after services rendered by the library and librarians to users showed competence, tangibles, assurance and accessibility. Manjunatha and Shivalingaiah (2004) presented ten PZB service quality characteristics to be access, tangibles, competence, reliability, communication responsiveness, courtesy, security, credibility, and understanding. These were further consolidated into five, which were tangibles, reliability, responsiveness, assurance and empathy. Authors observed that managing service quality was not a fashion, but a commitment from top management for continuous improvement in the library.

Tella, Owolabi and Attama (2009) indicated that libraries provided facilities and services necessary for the success of all formal programs of an instruction, provided access to the world of knowledge that lay beyond the boundaries of a field of study and brought information materials, students and scholars together under conditions which encouraged reading for pleasure, self-discovery, personal growth, and sharpening of intellectual curiosity. Also, Igbokwe (2009) studied strategies which enhanced effective marketing of library services. The study adopted a descriptive survey after. random-sampling technique was used to pick 12 state and federal universities in Nigeria. All the librarians and Para-professionals totaling 280 were used for the study. A structured questionnaire was used to collect data which were analyzed using percentage and mean scores. The findings revealed that library orientation, increased awareness of users, in-house use display, exhibitions, and internet services were mainly used as marketing strategy. The major fee-based services were binding and photocopy. While the non-fee-based services commonly used was compilation of bibliography and retrospective services.

The perception of librarians relative to marketing strategies was also brought to limelight

as the study revealed some of the strategies for enhancement of the marketing of library services; one of these included: public relations used to identify poor funding and employment of inefficient technology as problems that hinder effective marketing of e-services. Appropriate recommendations were proffered to include educating users and increasing the level of customer satisfaction through awareness. Also, users were to be made aware of products and services available through the use of publicity and public relations and improvement in quality of services rendered to library users. Sharma and Bhardwaj (2009) revealed that libraries had many e-resources and services they could market, but each library needed to identify what it wished to market and how to market it. This meant that librarians in libraries needed to develop marketing plans; and the authors advised that these plans be implemented with ongoing enhancements of the services and products. For example, in marketing a library collection, available new acquisitions whether in print, new online, patent database or e-journals were to be communicated to users who needed them.

Nwalo and Oyedum (2007) emphasized that new services be introduced by Librarians and or make improvement on the already existing services in the library. Sharma and Bhardwaj (2009) specified newer services to include online version of past examination papers and e-print archive of researches. There in addition to these were plagiarism detection software's like "turnitin" in University of Calabar and online submission of theses to databases, which needed to be publicized for users' knowledge and utilization. Recham, Shafique and Mahmood (2011) stressed that user satisfaction and optimizations of resources had become important areas for libraries to maintain awareness. In the view of Ezeala and Yusuff (2011) since much of the world's best information were presented in electronic form and were mainly accessible online, computer literate users of those libraries that had implemented Information and Communication Technologies (ICTs) could actually make use of such avenue and put their messages in ICT gadgets. Users could benefit from the qualitative services available for update, research and development. Yemi- Peters, et al (2013) held that with advent of technologies like the internet, electronic books and CD-ROM, library services could be made easily available and accessible to users who were faced with multiple channels of information delivery.

METHODOLOGY

A survey research design was used for this study. A total of 600 copies of questionnaire were distributed as follows- University of Calabar had 300copies, Cross River State University of Technology (CRUTECH) had 200copies and College of Health Technology had 100copies. This was done because the institutions vary in population as indicated in different number of reader

services units. For example, University of Calabar had social science, Law reference, Medical library, Humanities and Science & Technology library units to cater for its reader services Division. Cross River State University of Technology has Social science, Humanities and Science & Technology units while College of Health Technology makes use of only two sections - Reference and Reader services partitioned in line with the curriculum biases (public health, Radiography, Medical Laboratory etc). A total of 489 usable copies were returned for analysis representing 81.5% of the respondents. The responses presented were analysed using frequency table and simple percentage calculation. Out of these, 246 (50.31%) were males and (49.69%) were females.

FINDINGS AND DISCUSSIONS

Table 1: Distribution and Return Rate of Questionnaire by Institution

Institutions	No. of Respondents	%	Return rate	%
University of Calabar	300	50	246	50.31
CRUTECH	200	33.33	163	33.33
College of Health Tech.	100	16.67	80	16.36
Total	600	100	489	100

The return rate of 489 (81.5%) was recorded for the study. The high rate of return was observed as a result of the researchers' familiarity of the library staff who assisted in distribution and collection of the instrument.

Objective 1, Table 2: Users knowledge of current awareness services in tertiary institutions.

S/n	List of Current Awareness services	Known %	Unknown %
1	Telephone services	477(97.54)	12(2.45)
2	In-house shelve exhibition	481(98.36)	8 (1.64)
3	Posting downloads of updates	-	489 (100)
4	Bulletin boards	11(2.25)	478(97.75)
5	List of new arrivals	489(100)	-
6	University Websites	243(49.69)	246(50.31))
7	Journal finder	-	489(100)
8	Selective dissemination of Information	393(80.36)	96(19.63)
9	Publishers exhibition display	200(40.90)	289(59.10)
10	Magazine/ Newspaper Clippings	14(2.86)	475(97.14)

11	Flyers	19(3.89)	470(96.11)
12	Online abstracting and indexing	3(0.61)	486(99.39)
13	Social media groups	420(85.89)	69(14.11)
14	Online database searching	172(35.17)	317(64.83)
15	YouTube	390(79.75)	99(20.25)
16	Linked list/ e-reference	345(70.55)	144(29.45)
17	Library portal	79(16.16)	410(83.85)
18	LinkedIn	38(7.77)	451(92.23)
19	Instant messaging	2(0.41)	487(99.59)
20	Bookmarking relevant internet sites	43(8.79)	446(91.20)
21	OPAC	-	489(100)
22	Circulation service alert	5(1.02)	484(98.98)
23	Twitter	297(60.74)	192(39.26)
24	Screen-saver alerts	58(11.86)	431(88.13)
25	e-Table of contents display	186(38.03)	303(61.96)
26	Facebook	400(81.80)	89(18.20)

The result in Table 2 revealed that list or new arrivals 489(100%) ranked first among the list of CAS services. This were followed by Inhouse shelve exhibition481(98.36%), Telephone services 477(97.54%), Social media groups 420(85.89%), Facebook 400(81.80%), SDI, 393(80.36%), YouTube 390(79.75%), LinkedIn/e-reference 345 (70.55%) and Twitter 297(60.74%) while it is surprising that library users did not have knowledge of library portal as a method of CAS. This work tallied with Naqvi (2013) cited in Kpakiko et al (2018) who typified many ways in which CAS existed in University libraries.

Objective 2: To ascertain how current awareness services influences utilization

Key: UIL= Used in the Library, UOL, =Used outside the Library and NU= Not used.

S/n	List of Current Awareness services	UIL %	UOL %	NU %
1	Telephone services	201(41.10)	270(55.21)	18(36.73)
2	In-house shelve exhibition	481(98.36)	-	8(1.64)
3	Posting downloads of updates	-	-	489(100)
4	Bulletin boards	11(2.25)	-	478(97.75)
5	List of new arrivals	489(100)	-	-
6	University Websites	103	140	264(50.31)
7	Journal finder	-	-	489(100)
8	Selective dissemination of Information	393(80.36)	-	96(19.63)
9	Publishers exhibition display	73(14.93)	127(25.97)	289(59.10)
10	Magazine/ Newspaper Clippings	264(53.99)	35(7.16)	190(38.85)
11	Flyers	-	19(3.89)	470(96.11)
12	Online abstracting and indexing	186(38.04)	-	300(61.34)

13	Social media groups	-	447(91.41)	42(8.59)
14	Online database searching	90(18.40)	82(16.77)	317(64.83)
15	YouTube	90(18.40)	300(61.35)	99(20.25)
16	Linked list/ e-reference	289(59.10)	176(35.99)	24(4.91)
17	Library portal	79(16.16)	-	410(83.85)
18	LinkedIn	20(8.79)	18(3.68)	451(92.23)
19	Instant messaging	-	2(0.41)	487(99.59)
20	Bookmarking relevant internet sites	43(8.79)	-	446(91.20)
21	OPAC	-	-	489(100)
22	Circulation service alert	-	5(1.02)	484(98.98)
23	Twitter	-	297(60.74)	192(39.26)
24	Screen-saver alerts	38(7.77)	20(4.09)	431(88.13)
25	e-Table of contents display	186(38.03)	-	303(61.96)
26	Facebook	-	400(81.80)	89(18.20)

This result indicated that many Current awareness services are not yet used, even the ones known were not really used in libraries. This result tally with the works of Uzohue and Yaya (2016) who accounted for the traditional CAS and ICT -based CAS to include display of newly acquired materials on the display racks in the library, table of contents of recently acquired books and pasted on strategic notice boards, newspaper cuttings arranged in an album/file cabinet as well as creating awareness of current information and development to Heads of Departments and researchers on their areas of interest. Internet and web 2.0 technologies – databases, web OPACs, emails, e-alerts, Blogs, discussion forums, Myspace, LinkedIn, e-books, e-journals, indexing and abstracting, RSS feeds, local and wide area networks (LAN/WAN), Mobile phone services, bulk text messages, Facebook, Twitter, Social book markings as well as board bulletin services. It is important to mention here that ICT-Based services have come to stay; therefore, our educational stakeholders should make these services workable so that the environment can be seen as conducive for use in this information age.

Objective 3: Perceived challenges of Current awareness services.

- Respondent 12: The exponential growth of literature in diverse fields coupled with the scattered nature of their presentation.
- Respondent 47: There is the inability to precisely capture the users' intentions or needs for an in- depth conduct of CAS.
- Respondent 55: Time commitment does not allow a follow through on users who may not have shown satisfaction during CAS counseling.
- Respondent 89: Although libraries tend to build a vast resource collection, they provide insufficient user orientation programs.
- Respondent 130: Services provided in most libraries are conventional, reactive and product oriented instead of being proactive, innovative and augmentative to rise interest of the users' in a complex system.

- Respondent 151: No CAS can cover all the information on a subject and users might need to subscribe to different services leading to information overload.
- Respondent 283: It is complex to expect an individual user to read and retain all recorded information that could be important to his present and future needs hence, CAS needs to be made in such a way that users can carry them in flyer forms or screen shot them using the current ICT gadgets to make its use effective
- Respondent 297: There is an impossibility of acquiring documents that have useful Information for disciplines at all times.
- Respondent 366: It is time consuming to set up a standard CAS system that would incorporate items in sequential order except in an ICT environment which most libraries within this locale are yet to enjoy effectively.
- Respondent 413: There is the inability of the Library to effectively balance the growth of materials in relation to individual and corporate needs because of budget cuts.
- Respondents 478: Even the library specialties like Reference librarianship that should be a near necessity to overcoming the CAS challenges are varied and complex because of individual differences, available resources and forms of practices which depend also on the type of environment (either traditional or electronic).

This result tally with the works of Satyanarayana and Raizada (1967) who outlined that the exponential growth of scientific literature coupled with its scattering nature has presented several problems... which has made specialization a necessity but owing to the interdisciplinary nature, an individual need be abreast of knowledge outside his narrow specialty if he has to work efficiently.

CONCLUSION

The study revealed that many services of CAS were not followed effectively in line with the way expected in libraries but respondents used common global ICT knowledge to make responses.

As this does not meet international standards and these services are brought to make changes in library services while so much time and effort is usually expended to arrange information materials, it is only natural to suggest a boost up from our educational stakeholders for an enabling environment which would bring back our users to library. In line with Yemi- Peters, et al (2013) the advent of technologies like the internet, electronic books and CD-ROM, library services could be made easily available and accessible to users who were faced with multiple channels of information delivery. By expansion, this could mean the making of CASs library updates as gift items for ardent users, to serve as a marketing strategy in this era.

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