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Abstract

The study was conducted to show Library Information Services Seeking Behaviour among Students of Adeyemi College of Education, Ondo, Nigeria The research design for the study was descriptive survey research design. The population comprises all the students (Degree Students) in Adeyemi College of Education, Ondo. 100 undergraduates were sampled. Random sampling technique was also used for the study. Therefore the sample size of the study was one hundred. A 6-section research instrument adapted by the researcher was used in the study. The researchers collected the data through face-to-face administration of questionnaire. The study shows that the students' level of awareness about the library services in the college library of Adeyemi College of Education, Ondo is high. However, it can be inferred that the rate of satisfaction with the library services in the college library of ACE, Ondo is low.

Introduction

In any society, libraries play integral role of stocking information for dissemination. Libraries could be attached to organisations, institutions, towns or cities to help their users in meeting information quest. Thus, there are different kinds of library and with their peculiar functions. Academic library as a type of library serves the academic community in the area of teaching and research. It is found in the universities, colleges, polytechnics, institutes, school of nursing and so on. As such, a college library which is an academic library where information services are provided to both students and staff is the library of concentration in the study.

A college library plays a vital role in the achievement of the objectives of the college. The objectives of the college library are to provide necessary resources and services to staff and students and also promote the records of human knowledge and to keep them up-to-date in accordance with the rising needs and the requirements of today and tomorrow. It provides help to users for their self-development, to fulfill the curriculum requirement and to promote studies, teaching and research activities.

Generally, a college library provides circulation services, reference services, serial services, photocopy services, inter library loan and others. It also gives formal, informal and special materials to the faculties in the college community. The librarians in the college library also give library orientation and instruction program to the users of the library (Kumari, Iqbal, Firdaus and Khan, 2014). Whereas libraries use different activities to create awareness about services, other instances of awareness can result from family and friends, or under self-tuition (self-guide) (Jelagat, 2016). John (2009) as cited in Jelagat, (2016) expressed that orientation which is a method of providing service is offered primarily to new students, but continuing students and other groups of users may be considered on request from their heads of department

which serves as an awareness tool for library services. Librarians provide orientation services to library users so as to make them see library as a good, friendly institution where academic assistance can be obtained. It is through the orientation that students become independent when accessing resources. After the lecture, senior members of the library staff take the new students on a guided tour of the various sections of the library for familiarization (Jelagat, 2016). The library orientation is the first service students receive from librarians on their admission into college or university. The orientation is non classroom course work which enables the students to understand the basic operations of the library and the departmentalization of the library as an institution. Library orientation is the work of Librarians. And students benefit from their experience of services and duties through this orientation.

Thus, every academic library should be well equipped to make provision for quality services that will justify their existence. This means that all the services provided by the library must be based on how effectively it is in meeting and satisfying the information needs of the users. Therefore, satisfaction can be personal and it is the degree to which users are pleased with the library services, with staff attitudes, and the library environment in fulfilling their needs and expectations (Onanuga, Ilori, Pelemo and Ogunwande, 2017).

Statement of the problem

Information seeking behaviour of users varies. Some understand how to source for information as some do not understand. Therefore, librarians are there for them to help educate them on how to seek for information in the library. They are the manager of information resources in the library. They render services to the users of the library in order to ensure the use of the information resources. A library devoid of these services cannot be termed a library but a book

shop where books are only arranged without notational keys and professional services to access the resources. These information services rendered in the library are the fundamental principles of librarianship which students should always seek in order to be conversant with the use of library. However, from the observation of the researchers, most of these information services are not well explored by the students in the college library of Adeyemi College of Education, Ondo. As such, the study is set out to look into the students' seeking-behaviour of the library information services in the College.

Objectives of the study

1. To find out the level of students' awareness about the library services in the college library of Adeyemi College of Education Ondo.

2. To examine the purpose of students' visit to the library in Adeyemi College of Education, Ondo.

3. To examine students' rate of accessibility of information resources in the college library of Adeyemi College of Education, Ondo.

4. To find out the rate of satisfaction with the library services among students in Adeyemi College of Education, Ondo.

5. To investigate the challenges students encounter when accessing the library services in Adeyemi College of Education, Ondo.

6. To proffer solution to the challenges.

Research Questions

1. What is the students' level of awareness about the library services in the college library of Adeyemi College of Education Ondo?

2. What is the purpose of visit to the library by the students of Adeyemi College of Education, Ondo?

3. What is the rate of accessibility of information resources by students in the college library of Adeyemi College of Education, Ondo

4. What is the rate of satisfaction with the library services in the college library of Adeyemi College of Education, Ondo?

5. What are the challenges that students encounter when accessing the library services in college library of Adeyemi College of Education, Ondo?

6. What are the solutions to the challenges?

Literature Review

The services rendered in the library are the cardinal activities in information dissemination to users. The library cannot operate without the services provided by the librarians who are specially trained in library and information science field to build information stock for users. Users come with various needs to the library; and without the assistance of the librarians, their information needs cannot be met because the librarians represent the compass to navigate the world of information in the library and beyond. The stock of information which the library provides is the instrument of academic learning and exercise.

Awareness of Library Information Services

Today, libraries use different channels to create awareness and promote library information services to its users. The most common channel used is Facebook which is popular among library users in the western world. Information technological innovations have been of great essence in creating awareness of library services. Particularly, social media tools such as

Twitter, Blogs, Flicker, Podcasts, Online videos and Facebook are among the tools that institutions used to create awareness of their information services. Lectures, seminars, posters and exhibitions as well as oral communication are also essential in creating awareness of library services. Also, there are different library services awareness methods available at the library. Knowledge on how to access the internet is gained through lectures given, handbooks and bibliographic aid. Students are also given more copies of the library guide and instructions that covers the library's system of organizing information materials. They are therefore aware of the library services available and able to ask for assistance from the library staff whenever they need help. (Jelagat, 2016).

Popoola and Zaid (2008) in their research opined that the library information system must ensure closer relationship with its clientele and even among the library clientele themselves. To achieve this laudable goal, library personnel should provide specialized information services for which students and lecturers as well as other community members should make contacts with the library. The library staff, specifically the librarians, must realize that faculty staff and students are no longer necessary captive audiences. They must therefore be convinced of the significance of providing library information products and services to their work.

Bernd (2004) as cited by Jelagat (2016) expressed that guided tours are provided to library users whereby library staff takes groups of ten to twenty and introduce them to different sections of the library among them; sections for encyclopedias, dictionaries, almanacs, yearbooks, and journals for awareness. Also, it was noted that at the ICT section, users are taught how to retrieve materials online especially electronic resources. Students are introduced to services such as how to use the catalogue either manually or online when searching for materials in the library. They are guided through the browsing procedures manually, and given more

copies of the library guide to assist them use the library resources effectively. This serves as awareness tool for library services.

However, Roberts (1995) as cited by Jelagat (2016) opined that lack of knowledge among library users of the services their university libraries provide is a growing concern in academic librarianship. This has been caused by poor communication and inadequate interaction between users and the library staff, coupled with the library's failure to apply marketing strategies to promote its services. Also, Popoola and Zaid (2008) citing Schumacher (1996) corroborated in a study carried out in a small college information system and found that the faculty appeared to be generally unaware of current library holdings and services and how best to utilize them. The library was therefore considered as not fulfilling the information needs of the faculty members and this resulted in little regard for the librarians and the library as a whole.

Use of Library Services

Ashaver and Bem-Bura (2013) in a study carried out in Benue state university (BSU) and Federal university of Agriculture, Markudi (FUAM) respectively agreed that ICT services are been offered in their libraries. 50 or 60.4% and 31.3% agreed to the provision of reference services in their libraries. 10 or 11% and 13 or 15.6% agreed to library instruction being rendered in their libraries.160 or 18% and 11 or 13.2% agreed that circulation services are rendered in their libraries. While 5 or 5.8% and 08 or 09.6% agreed to internet services offered to students of these libraries. These are the services offered in these libraries and the users confirmed that they have used the services. In addition Popoola (2000) in Popoola and Zaid (2008) found that academic social scientists in the Nigerian universities utilized the following library information services, current awareness, photocopying, referencing, statistical data analysis, E-mail, selective

dissemination of information and on-line database searching for in support of their research activities.

In contrary, Lawson (1969) as cited in Popoola and Zaid (2008) studied faculty use of two libraries in America and found that the information demands on them were limited and the services were under-utilized. This was caused by lack of knowledge of the existing provisions of information services in the studied libraries. More so, Jung and Kim (2008) in a study carried out by Noh, Ahn and Park (2011) found the most likely cause for not using the services provided in the library was that the disabled person was unaware of the services available to them. Based on the survey results, they argued that libraries need to inform users about the services more actively. However, Popoola and Zaid (2008) reiterated that those that were fully aware but occasionally used it claimed that the libraries lacked current materials and good customer relations. This comment points to the need for library management to constantly update their collections and weed it frequently.

Satisfaction on Library Services

French (1990) as cited by Popoola and Zaid (2008) observed that proliferation of information sources has made information provision a cumbersome task. It was therefore advocated for the need of speedy document delivery system and a greater need for partnership with users to shape collections for maximum satisfaction.

It was observed that researchers are on the whole satisfied with the services the libraries surveyed. The survey showed that nearly three-quarters of researchers believe that their institution's main library provides the information resources and services they need "very effectively" (24%) or "effectively" (48%) (Research Information Network and Consortium of

Research Libraries RINCRL, 2007). In a study carried out in Osun State University Main Library on Library Services utilization and satisfaction by undergraduate students, it was discovered that most of the users were satisfied with almost all the services provided in the library apart from few services which the library needs to be more effective in delivery (Onanuga, Ilori, Pelemo, Ogunwande, 2017).

Accessibility to Library Resources

Adeoye and Popoola (2011) as cited by Eiriemiokhale and Ibeun (2017) asserted that for learning to take place effectively, learners must have access to necessary information materials and resources. The more accessible information sources are, the more likely they will be used.

According to Ogbebor (2011) as cited by Eiriemiokhale and Ibeun (2017) information resources help students in planning and implementing learning programs that will equip them with the skills necessary to succeed in a constantly changing social and economic environment. Also, resource-based programs help students in acquiring skills to collect, critically analyze, organize information, solve problems and communicate their understandings. The access to information provide and promote quality fiction to develop and sustain students' habit and enjoyment of reading for pleasure and to enrich students' intellectual, aesthetic, cultural and emotional growth.

Effective, high quality library services successfully support the undergraduate programs of the institution. To facilitate academic success, library services to undergraduates must provide access to a broad range of information resources. Reference and referral services, orientation activities, and instruction sessions that teach students the critical thinking skills necessary for using library resources are basic services provided by library personnel; and this is to enhance access to information resources in the library (Brown, 2015).

The study carried out by Eiriemiokhale and Ibeun (2017) shows an evaluation of some of the benefits derived by students from accessing information resources. It revealed that 82% of the respondents used information resources to acquire academic knowledge, 78% for passing examination and 79% for research.

RESEARCH METHOLOGY

Research Design
The research design for the study was descriptive survey research design. It is a design that allows a population to be studied by collecting and analyzing data from only a sample considered to be representing the entire population.

Population of the Study
The population comprises all the students (Degree Students) in Adeyemi College of Education, Ondo.

Sampling Technique and Sample Size
100 undergraduates were sampled. Random sampling technique was also used for the study. Therefore the sample size of the study was one hundred.

Research Instrument
A 6-section research instrument adapted by the researcher was used in the study. Section A comprises information on biodata; Section B was on Likert type scales which asked questions on Awareness and use of library services among students of Adeyemi College of Education, Ondo.

Validity of Instrument
To ensure the validity of the instrument, samples were given to two senior researchers/experts in the field of librarianship in the College Library of the Adeyemi College of Education, Ondo. Observations and corrections made by them assisted in validating the research instrument.

Procedure for Data Collection

The researchers collected the data through face-to-face administration of questionnaire. This involves going to the various sections of the college library to administer the questionnaire and collecting them back at the same time.

Procedure for Data Analysis

The responses of the respondents were collected, aggregated, and presented in a tabular form. Based on this, frequencies of occurrence were established and used for the analysis using percentages, mean and standard deviation.

DATA ANALYSIS AND PRESENTATION

Results

100 copies of the questionnaire administered to the students in Adeyemi College of Education, Ondo, 99 (99%) were retrieved and used for the analysis

Answers to Research Questions

Research Question1: What is the students' level of awareness about the library services in the college library of ACE, Ondo?

Table 1:   Students' Level of Awareness of Library Services in ACE Library

Item	SA	A	FA	NA	Mean	Std. D
Circulation Services	30	41	9	19	2.83	1.07
Reference Services	36	45	7	11	3.07	.94
Serial Services	24	49	7	19	2.79	1.02
ICT/Internet Services	11	27	28	33	2.16	1.02
Library user training services	24	21	26	28	2.41	1.14
Bindery and Reprographic Services	5	37	27	30	2.17	.93
Electronic Database Services	13	8	28	50	1.84	1.05
Weighted Average					**2.47**	

N = 99
Key: **SA** = Strongly Aware, **A**= Aware, **FA**= Fairly Aware, **NA** = Not Aware
Decision Value: *Low*=0.00-2.44, *High* = 2.45-4.00

Table 1 shows the level of students' awareness of services in the college library of Adeyemi College of Education, Ondo. This result revealed that the students are aware of the following services: circulation services ($\bar{x}$ = 2.83), reference services ($\bar{x}$ = 3.07) and serial services ($\bar{x}$ = 2.79). Furthermore, the table also shows that the students are fairly aware of the following: ICT/internet services ($\bar{x}$ = 2.16), library user training services($\bar{x}$ = 2.41), bindery and reprographic services($\bar{x}$ = 2.17) and electronic database services ($\bar{x}$ = 1.84).Meanwhile based on the value of the weighted average (2.47 out of 4.00 maximum value obtainable) which falls within the decision value for **high**, it can be inferred that the students' level of awareness about the library services in the college library of Adeyemi College of Education, Ondo is high. Thus, there are different library services awareness methods available at the library. Knowledge on how to access the internet is gained through lectures given, handbooks and bibliographic aid. Students are also given more copies of the library guide and instructions that covers the library's system of organizing information materials. They are therefore highly aware of the library services available and able to ask for assistance from the library staff whenever they need help. (Jelagat, 2016).

Research Question2: What are the purposes of visit to the library by the students of Adeyemi College of Education, Ondo?

Table 2:   Students' Purposes of Visit to Library in ACE

Item	SA	A	D	SD	Mean	Std. D	Remark
Read my lecture notes	64	29	6	0	3.59	.60	Accepted
Read my personal textbooks	44	27	19	9	3.07	1.00	Accepted
Read library materials	35	38	26	0	3.09	.78	Accepted
Consult research materials	33	53	11	2	3.18	.70	Accepted
Borrow library books	6	46	29	18	2.40	.86	Not Accepted

	SA	A	D	SD			
Update my knowledge and skills	52	41	6	0	3.46	.61	Accepted
Prepare for test and examination	70	22	4	3	3.61	.71	Accepted
Read for personal development	54	40	3	2	3.47	.66	Accepted
Use of Internet	1	13	29	56	1.59	.76	Not Accepted
Relax and meet friends	3	10	29	57	1.59	.80	Not Accepted
Photocopy of documents	4	20	4	71	1.57	.95	Not Accepted
Download e-resources	0	13	23	63	1.50	.72	Not Accepted

Key: SD = Strongly Disagree, **D**= Disagree, **A** = Agree, **SA** = Strongly Agree
<u>Decision Value for Remark:</u> *Not Accepted*=0.00-2.44, *Accepted* = 2.45-4.00

Table 2 shows the purposes of students' visit to library in Adeyemi College of Education, Ondo. The table shows that the students agreed to the following items: read their lecture notes($\bar{x}$ = 3.59), read their personal textbooks ($\bar{x}$ = 3.07), read library materials($\bar{x}$ = 3.09), consult research materials($\bar{x}$ = 3.18),update their knowledge and skills ($\bar{x}$ = 3.46), prepare for test and examination ($\bar{x}$ = 3.61), read for personal development ($\bar{x}$ = 3.47). Furthermore, the table also shows that the students disagreed to the following: borrow library books ($\bar{x}$ = 2.40), use of internet ($\bar{x}$ = 1.59), relax and meet friends ($\bar{x}$ = 1.59), photocopy of documents ($\bar{x}$ = 1.57) and download e-resources($\bar{x}$ = 1.50). Based on the result from this table and mean score acceptance by the decision rule, the purposes of visit to the library by the students of Adeyemi College of Education, Ondo are: read their lecture notes, read their personal textbooks, read library materials, consult research materials,update their knowledge and skills, prepare for test and examination, read for personal development.

Research Question3: What is the rate of accessibility of library information services by students in the college library of ACE, Ondo?

Table 3: **Rate of Accessibility of Library Information Services in ACE Library**

Item	VO	O	FO	NA	Mean	Std. D
Circulation Services	17	27	20	35	2.26	1.12
Reference Services	22	33	18	26	2.51	1.11
Serial Services	13	26	25	25	2.17	1.06
ICT/Internet Services	9	26	14	50	1.94	1.07
Library user training services	16	11	25	47	1.96	1.12
Bindery and Reprographic Services	7	16	25	51	1.79	.96
Electronic Database Services	4	17	15	63	1.62	.91
Weighted Average					**2.04**	

Key: VO = Very Often, **O**= Often, **FO**= Fairly Often, **NA** = Not at all
Decision Value: *Low*=0.00-2.44, *High* = 2.45-4.00

Table 3 shows the rate of students' accessibility of library information services in the college library of Adeyemi College of Education, Ondo. This result revealed that the students access the following library information services fairly often: circulation services($\bar{x}$ = 2.26), serial services($\bar{x}$ = 2.17),ICT/internet services ($\bar{x}$ = 1.94), library user training services ($\bar{x}$ = 1.96), bindery and reprographic services ($\bar{x}$ = 1.79) and electronic database services ($\bar{x}$ = 1.62). Also, the table shows that the students access reference services ($\bar{x}$ = 3.07) very often. Meanwhile based on the value of the weighted average (2.04 out of 4.00 maximum value obtainable) which falls, within the decision value for *low*, it can be inferred that the rate of accessibility of library information services by students in the college library of ACE, Ondo is low.

Research Question 4: What is the rate of satisfaction with the library services in the college library of ACE, Ondo?

Table 4:   **Rate of Satisfaction with Library Services in ACE Library**

Item	VS	S	D	VD	Mean	Std. D
Library education programme provided by the school	45	38	16	0	3.29	.73
Borrowing period for library books	16	69	6	8	2.94	.74
Duration of opening hours	43	42	9	5	3.24	.82
Number of books I can borrow at a time	36	38	18	7	3.04	.91
Opening hours of the library	40	40	8	11	3.10	.96
Photocopying services in the library	4	43	24	29	2.21	.92
Personalized assistance rendered by the library staff	23	50	7	19	2.77	1.02
Library registration process	38	43	5	13	3.07	.98
Free internet access provided in the library	11	12	22	54	1.80	1.04
Ways the library always contact me for needed materials (Current Awareness Service)	12	38	26	23	2.39	.98
Ways the library assist me to get needed materials from other libraries (Inter library loan)	10	29	19	41	2.08	1.06
Ways the library keeps me abreast of the latest information resources in my research area (Selective Dissemination of Information)	6	35	16	42	2.05	1.01
Weighted Average					**2.67**	

Key: VS = Very Satisfied, **S**= Satisfied, **D**= Dissatisfied, **VD** = Very Dissatisfied
Decision Value:*Low*=0.00-2.44, ***High*** = 2.45-4.00

Table 4 shows the rate of students' satisfaction with the library services in the college library of Adeyemi College of Education, Ondo. This result revealed that the students are satisfied with the following library services: library education programme provided by the school($\bar{x}$ = 3.29), borrowing period for library books ($\bar{x}$ = 2.94),duration of opening hours ($\bar{x}$ = 3.24), number of books they can borrow at a time($\bar{x}$ = 3.04), opening hours of the library($\bar{x}$ = 3.10), Personalized assistance rendered by the library staff($\bar{x}$ = 2.77) and library registration process ($\bar{x}$ = 3.07). Also, the table shows that the students are dissatisfied with the following library services: photocopying services in the library($\bar{x}$ = 2.21), free internet access provided in the library ($\bar{x}$ = 1.80), ways the library always contact them for needed materials (Current

Awareness Service) ($\bar{x}$ = 2.39), ways the library assist them to get needed materials from other libraries (Inter library loan) ($\bar{x}$ = 2.08) and ways the library keeps them abreast of the latest information resources in their research area (Selective Dissemination of Information) ($\bar{x}$ = 2.05).Meanwhile based on the value of the weighted average (2.67 out of 4.00 maximum value obtainable) which falls, within the decision value for **high**, it can be inferred that the rate of satisfaction with the library services in the college library of ACE, Ondo is low.

Research Question5: What are the challenges that students encounter when accessing the library services in college library of Adeyemi College of Education, Ondo?

Table 5: **Challenges Students Encounter in Accessing Library Services in ACE**

Item	SA	A	D	SD	Mean	Std. D	Remark
Unfriendly attitude of library staff	5	35	28	31	2.14	.93	Not Accepted
Limited knowledge regarding search tool	25	34	23	17	2.68	1.04	Accepted
Uncomfortable environment in the library	15	5	46	33	2.02	.99	Not Accepted
Noise making in the library	19	18	27	35	2.21	1.13	Not Accepted
Inadequate staff	3	13	46	37	1.82	.77	Not Accepted
Inadequate resources	13	45	22	19	2.53	.95	Accepted
Poor Internet resources	43	17	24	15	2.89	1.13	Accepted
Inadequate electronic databases	36	25	24	14	2.84	1.08	Accepted

Key: SD = Strongly Disagree, **D**= Disagree, **A** = Agree, **SA** = Strongly Agree
Decision Value for Remark:*Not Accepted*=0.00-2.44, *Accepted* = 2.45-4.00

Table 5 shows the challenges students encountered when accessing the library services in college library of Adeyemi College of Education, Ondo. The table shows that the students disagreed to the following items as their challenges: unfriendly attitude of library staff($\bar{x}$ = 2.14), uncomfortable environment in the library($\bar{x}$ = 2.02), noise making in the library($\bar{x}$ = 2.21) and inadequate staff($\bar{x}$ = 1.82).Furthermore, the table also shows that the students agreed to the following: limited knowledge regarding search tool($\bar{x}$ = 2.68), inadequate resources ($\bar{x}$ = 2.53), poor internet resources($\bar{x}$ = 2.89) and inadequate electronic databases($\bar{x}$ = 2.84). Based on the

result from this table and mean score acceptance by the decision rule, the challenges that students encounter when accessing the library services in college library of Adeyemi College of Education, Ondo are: limited knowledge regarding search tool, inadequate resources, poor internet resources and inadequate electronic databases.

Research Question6: What are the solutions to the challenges students encounter when accessing the library services in college library of Adeyemi College of Education, Ondo?

Table 6: **Solutions to the Challenges Students Encounter in Accessing Library Services ` in ACE**

Item	SA	A	D	SD	Mean	Std. D	Remark
More orientation should be organized for staff on the need to be users-friendly.	66	24	1	8	3.49	.87	Accepted
Proper orientation should be organized for students on the use of search tools	55	35	1	8	3.38	.87	Accepted
New library should be built and furnished with new facilities	69	22	4	4	3.58	.76	Accepted
Noise makers should be penalized	67	24	4	4	3.56	.76	Accepted
More staff should be employed for adequate services	39	44	6	10	3.13	.92	Accepted

Key: SD = Strongly Disagree, **D**= Disagree, **A** = Agree, **SA** = Strongly Agree
Decision Value for Remark:*Not Accepted*=0.00-2.44, *Accepted* = 2.45-4.00

Table 6 shows the solutions to the challenges students encountered when accessing the library services in college library of Adeyemi College of Education, Ondo. The table shows that the students agreed to the all the items on the table as solutions to their challenges as follows: more orientation should be organized for staff on the need to be users-friendly($\bar{x} = 3.49$), proper orientation should be organized for students on the use of search tools($\bar{x} = 3.38$), new library should be built and furnished with new facilities($\bar{x} = 3.58$), noise makers should be penalized($\bar{x} = 3.56$) and more staff should be employed for adequate services($\bar{x} = 3.13$). Based on the result from this table and mean score acceptance by the decision rule, the solutions to the challenges

students encounter when accessing the library services in college library of Adeyemi College of Education, Ondo are: more orientation should be organized for staff on the need to be users-friendly, proper orientation should be organized for students on the use of search tools, new library should be built and furnished with new facilities, noise makers should be penalized and more staff should be employed for adequate services.

Conclusion and Recommendations

Library services are paramount to adequate information delivery in the library. Therefore it should be handled with care and carefulness among information practitioners for efficiency and growth of information distribution among users. It can therefore be recommended that students be given proper orientation about library services for maximum awareness and utilization of the library resources and services.

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