

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

2021

## The role of the academic library in providing outreach services to prison inmates by means of mobile tools and technologies

ANTHONY CHUKWUMA IZUCHUKWU Mr.

*University of Nigeria, Nsukka*, [anthony.izuchukwu@unn.edu.ng](mailto:anthony.izuchukwu@unn.edu.ng)

Marlene A. Holmner

*University of Pretoria, South Africa*, [marlene.holmner@up.ac.za](mailto:marlene.holmner@up.ac.za)

Bartholomew O. Agu

*University of Nigeria - Nsukka*, [bartholomew.agu@unn.edu.ng](mailto:bartholomew.agu@unn.edu.ng)

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>

---

IZUCHUKWU, ANTHONY CHUKWUMA Mr.; Holmner, Marlene A.; and Agu, Bartholomew O., "The role of the academic library in providing outreach services to prison inmates by means of mobile tools and technologies" (2021). *Library Philosophy and Practice (e-journal)*. 6715.

<https://digitalcommons.unl.edu/libphilprac/6715>

**The role of the academic library in providing outreach services to prison inmates by means of mobile tools and technologies.**

Anthony C. Izuchukwu  
Department of Library and Information Science  
University of Nigeria, Nsukka  
[anthony.izuchukwu@unn.edu.ng](mailto:anthony.izuchukwu@unn.edu.ng)

Marlene A. Holmner  
Department of Information Science  
University of Pretoria, South Africa  
[marlene.holmner@up.ac.za](mailto:marlene.holmner@up.ac.za)

Bartholomew O. Agu  
Department of Library and Information Science  
University of Nigeria, Nsukka  
[bartholomew.agu@unn.edu.ng](mailto:bartholomew.agu@unn.edu.ng)

## ***Abstract***

This study investigated the role of academic library in providing outreach services to prison inmates by means of mobile tools and technologies in Nsukka prison library. The research adopted qualitative inquiry approach for the processes and procedures of the research. It was guided by five objectives which includes – the outreach services provided by the academic library to the prison inmates by means of mobile tools and technologies, the mobile tools and technologies used for the provision of outreach services to the prison inmates by means of mobile tools and technologies, the benefits of outreach services as provided by prison inmates by means of mobile tools and technologies, problems encountered in the provision of outreach services to prison inmates by means of mobile tools and technologies and strategies for enhancing the provision of outreach services to prison inmates by means of mobile tools and technologies. Data obtained from the questionnaire was analysed using mean and percentages while the ones obtained from focus group discussion was analysed in prose narrative. Among other things, the findings revealed that outreach services are provided to the prison inmates by the academic library. Other findings from the research revealed that mobile tools and technologies are being introduced to the delivery of outreach services in the prison library, the prison inmates support the delivery of outreach services to them by means of mobile tools and technologies, the prison authority/administration permits the academic librarian's provision of outreach services to the prison inmates. However, inadequate fund, personnel and mobile tools forms the major part of the problems encountered in the delivery of outreach services to the inmates. Based on the findings, it was recommended among other things that there should be provision of adequate mobile tools and technologies for the delivery of outreach services, there should be integration of outreach services with other educational programmes, there should be training and retraining of both the prison inmates and the academic library on the use of mobile devices among others. More importantly, there should be provision of a functional prison library to accommodate resources – tool, technologies, personnel for the provision of library services to the inmates.

**Keywords:** *outreach services, academic library, mobile tools, technologies, prison inmates*

## ***Introduction/Background***

The academic library has the primary role of providing library and information services to the university (or other institutions of higher learning) in which it is situated. This is to support the teaching, learning and research roles of the institution (Ozioko, 2015). By extension, some of these academic libraries provide outreach and extension services to other targeted individuals, communities and groups on health, agriculture, recreation, society and politics. This serves as a justification for the academic librarian's invaluable roles in efficient information provision for the prison inmates, the rural population and other disadvantaged/isolated communities. Hines (2015) in line with the above assertion noted that the academic library:

“have a mission to connect the public with necessary information, as well as provide free and open access to the library for all citizens. As disadvantaged people such as homeless individuals, economically disadvantaged people, or those suffering from addiction or mental illness become a core user base for libraries, some libraries have begun programs to connect these people with needed social services, which ties in with librarianship's value of promoting social justice” (Hines, 2015).

To achieve this role, the academic librarian has to remain relevant as a reliable channel through which these isolated groups get access to information services and resources which are often far from their reach.

Although prison authorities provide some kind of restrictions and reluctance on allowing the outside world to feature programmes and activities within the prison environment, it has become germane that such essential services like library outreach programmes, literacy programmes, comic and creative projects have to be introduced and integrated in prisons. The prison library has therefore become the learning and research hub in prison environments. In addition, the use of relevant tools and technologies as well as other relevant channels is adjudged to be essential in the discharge of these services not only in the university but also to other groups such as the prison inmates. This justifies the position of Kodikara (2013) who noted that:

“outreach is a twofold concept with action and symbolism. The action involves reaching outside the library into deprived or minority communities, to people who are information poor and lacking material resources. The symbolism entails rejection of traditional library notions of neutrality in the name of social justice” (Kodikara, 2013).

Information provision through outreach services is usually done in consideration to the nature of the target population in question and the nature of resources more appropriate for their use. This basically has to do with information need, thus, the kind of information needed by a rural farmer may not be the same type that a commercial farmer would need (Ozioko, 2015). Invariably, the kind of information needed by a prison inmate might differ significantly from the ones needed by a hospital patient. It is therefore the ultimate role of the academic library to determine which information resource is suitable for any group.

This information need for the various group ranges from problem solving, current awareness, recreational purposes and for up-dating of their knowledge. The need for information provision therefore emanates from information need. Information need therefore according to Ozioko (2015) is construed in the sense of data or a set of data specifically required or needed by individuals or groups to enable them make an appropriate decision on any related problem facing them at any particular time. This relay of information is made possible through outreach services.

Outreach service is often used interchangeably with extension services to mean the coordinated and specialized services offered to those who are specially disadvantaged and cannot get the immediate benefits of library or other information services at their disposal to solve their information need. Academic libraries through its organized outreach services have broken the barriers posed by physical or biological factors which have discredited some individuals and limited their access to library and information materials. Thus, the academic library outreach services contribute to personal and national development. It is obvious that library outreach is meant for the category of people who cannot come to the library in order to access the information resources. Therefore, they need to be carried along so as to quench their thirst for information, and also for the library to achieve its set short and long term objectives.

According to Kodikara (2013), the essence of outreach services is:

“to serve underprivileged communities and disadvantaged groups. Outreach is a two-way engagement. It builds sustainable, mutually beneficial relationships, though it does not produce immediate outcomes”. (Kodikara, 2013).

Academic library outreach services vary from one country to another depending on the level of development and with regards to education and method of information dissemination. In some

countries, outreach services may not be allowed to function in sensitive and security conscious environments such as prisons. However, developments and justification on the essence of these services have relaxed the rigidity of these policies, thus admittance has been given to individuals and institutions who have involved in the delivery of these services. Nigeria prison services, for example have always encouraged outreach services, and are in fact key players in the introduction of National Open University of Nigeria (NOUN) with many prison inmates as beneficiaries (Nwachukwu, 2015).

The foregoing begs the question of the kind of channels used in disseminating these essential services. Irrespective of the level of development prevalent in the country or location, the use of relevant tools and technologies has made the provision of these services more prompt and efficient. This is because, the library has advanced significantly in the way (considering tools and strategies) it uses in offering specialized services and therefore naturally incorporated in her routine functions the need for outreach and other services with the use of modern technologies irrespective of the perennial challenges. Casey (2004) noted that “one of the most significant developments in academic librarianship has been the library's effort to reach out to that part of the population broadly described as disadvantaged” mindless of the repetitive challenges.

In order to capture the essence of information provision to the prison inmates through outreach services, Omagbemi and Odunekwu (2008) noted that:

“except for those who are to be executed upon the pronouncement of death penalties, prisons are expected to reform and transform the interned (inmates) towards the reintegration of the affected individuals into the larger society on completion of their terms” (Omagbemi and Odunewu, 2008).

There may therefore be no better way of achieving this objective than through the concerted effort of information provision for these disadvantaged and isolated individuals confined to prisons. If the inmates are denied access to information and education as well as recreational facilities/resources, there are chances that they may get worse psychologically, morally or in literacy levels. This has been the major reason why prisons are most times referred to as rehabilitation centres.

The prison inmates just as every other person need information to survive. However, the nature of information resources needed by them vary considerably from the type needed by other categories of the disadvantaged groups. There is need to ensure that information resources is provided to them not only in book/printed form, but also in many new repackaged forms which aligns with the information age which has also evolved into a technologically compliant society. One of these new forms includes the use of mobile devices, tools and technologies in the delivery/provision of outreach services.

Apart from the prison inmates, Ozioko (2015) itemized other groups and individuals identified as the disadvantaged. These groups include people with dyslexia, dementia, physical and mental disabilities. These groups according to Panella (2009) as a result of the way nature, health or environmental factors placed them, have not been able to have the required access to information and its resources. Therefore, one of the proven ways identified to reach out to them is through outreach programs. This information delivery as established earlier must not always come in the traditional book or printed form, but may be with the aid of the modern tools and technologies which also contained new varieties of information and its resources packaged in more user friendly formats.

Mobile tools and technologies according to Sharon, (n.d.) include all “portable, handheld communications device connected to a wireless network that allows users to make voice calls, send text messages and run applications”. In addition to this littler task, most mobile devices offer computing and advanced services. This category is mostly commonplace with smart phones which according to Kroski ( n.d.):

“offer computing capabilities in addition to conventional mobile phone functions... typically runs its own operating system, has the ability to install applications, frequently sports a QWERTY keyboard, and offers device owners advanced features such as email, instant messaging, mobile Web browsing, office applications, expandable memory, and desktop synchronization” (Kroski, n.d.)

In addition to the above, Lippincott (2008.) added that academic libraries have seen the essence of outreach services in addition to her traditional roles. Thus, service delivery in recent years has advanced significantly unlike in the past decades when these devices and services are prohibited in the libraries especially in developing countries. With the position of the academic library

therefore as centres of learning, research and innovation, many strides have been made to change the status quo, the provision of outreach services with mobile devices not excluded.

The need for outreach services as provided by the academic library for the disadvantaged therefore is germane. It is no doubt through this program that information and information resources are constantly made available to all category of users irrespective of age, disabilities, literacy level, location, condition as well as cultural and social barriers, and this objective invariably corresponds with IFLA (2005) mandate on the provision of information for all.

### ***Research Questions***

The following specific research questions were formulated to guide the study:

1. What are the outreach services provided by the academic library by means of mobile tools and technologies to the prison inmates in Nsukka prison?
2. What are the mobile tools and technologies used for outreach services to prison inmates in Nsukka prison?
3. What are the benefits of outreach services to prison inmates as provided by the academic library?
4. What are the problems encountered in the provision of outreach services to prison inmates through the use of mobile tools and technologies?
5. What are the strategies for enhancing outreach services to prison inmates by means of mobile tools and technologies?

### ***Justification for the Research***

Practically, the study is intended to be significant and useful to the student, researcher, librarian/lecturer, library management, policy makers as well as the prison inmates.

Students and researchers will find this research useful as it will serve as a reference point for their quest for literature on outreach services as well as its relevance for the prison inmates. It will also serve as an addition to literature and research findings in this field of study. They will equally use the findings from the study to identify the need and relevance of outreach services as offered by the academic library for the prison inmates.

The librarian and the lecturer will benefit from this study as it will enhance their understanding and perspective of outreach services especially as it pertains the use of mobile tools and technologies in the service delivery. The significant thing with this research is that it focuses on the academic library rendering this kind of service (which is traditionally rendered by the public library) to the prisoners. It will equally expose them to the various other outreach and extension services to be offered by the academic library to other disadvantaged individuals and groups using the best tools and technologies.

For policy makers and administrators, this study will enable them make policies that will be in line with the attainment of the institutional objectives usually enshrined in her mission and vision. It will also improve as well as integrate outreach and extension services as a core function of the library especially to their neighbouring communities (as a means of corporate social responsibility). University administration and library innovation committee will also find the research useful as it will stand as a means of evaluating the library's programmes and activities to equally underscore other related services which may be integrated into the library's routine.

### ***Working Definitions***

These comprises of the key variables which has been identified from the study. These key terms are therefore discussed below:

#### ***Outreach Services:***

Outreach services (also referred to as extension services) involve series of programmes and activities designed to reach out to people and groups who have no immediate access to information and its resources in their locations (as well as other kinds of essential services – which include medical services, extension services, to mention only a few). These services are provided by the requisite suitably qualified personnel and professionals who have the training and skills needed to carry out the task. These services are also rendered with the use of necessary tools and technologies.

### ***Mobile Tools and Technologies:***

These include mobile and electronic devices such as phones. Information delivery in modern times involves the use of certain tools and technologies because information has taken new (digital) and sophisticated form. On the other hand, as a result of the nature of clients to be reached through these outreach services, special kinds of information and attendant resources are needed to relay these services, thus the need for mobile tools and technologies. Higgins (2013) underscores the essence of mobile tools and technologies and so noted that “when computers became increasingly commonplace (to the disadvantaged), access to information evolved from being restricted to physical space to being made available via remote access”. This implies that mobile tool and technologies provide variety of opportunities and open access for the library’s resources.

### ***Academic Library:***

Primarily, an academic library is designed to support the teaching, learning and research activities of the university (or other institutions of higher learning) in which it is attached. As a library serving the academia in a university or other higher institutions, it is expected to have all the required personnel, resources, services and programmes needed to meet its numerous objectives. This justifies the position of Yusuf & Iwu (n.d.) that “the academic library is the nerve centre or the hub around which scholarship revolves and an indispensable instrument for intellectual development” of a university. Without the academic library, the research and scholarship stance of a university may be adversely affected. Ekere (2015) have referred to the academic library as the heart of the university in which it is situated. The symbolism of heart has global definition.

### ***Prison Inmates***

These people are those who have been confined to prison environment as a result of crime or awaiting trial for an offence or crime committed. They form part of the group referred to as the disadvantaged groups. They are regarded as disadvantaged because they do not have prompt access to information and other information resources. The factors responsible for this alienation ranges from social, cultural, biological, institutional, gender, race, physiological and

environmental factors. Mayer (2003) noted that “people see themselves as disadvantaged when they are denied access to and use of the same tools found useful by the majority of the society”.

In the context of this research, the basic commodity being denied here is access to information and information resources. The prison inmates are those whose movement have been restricted and confined to prison as a result of conviction for a crime or judgment/sentence passed by courts and appellate courts. This category of people have been found unworthy to patrol the society and therefore as a result of their seclusion from the society, have been denied access to the basic and related information services needed by them. The justification for this denial of access to information ranges from the regulations and policies of prison authorities, and also the dangers of exposing the inmates to information which may either be harmful or portend security threats to the safety of prisons.

## **Research Design**

Research design is the planned order of strategies, activities and its components intended to work harmoniously together in order to execute the research. Punch (2011) defines research design as “all the issues involved in planning and executing a research project – from identifying the problem through reporting and publishing the results”. In other words, research design is a plan of action in which the researchers decide on how they will communicate the framework for the study. For this research therefore, the design includes research approach, research strategy, research location, target population, sample and sampling technique, data collection instruments and method of data analysis. This is intended to generate objective and qualitative results/findings at the end of the research.

## **Research Location**

The location/area covered by this study is Nsukka, Enugu State in South East geopolitical zone of Nigeria. It is a semi-literate, semi-urban densely populated town in which Nigeria’s first indigenous university (University of Nigeria, Nsukka) is situated. According to 2006 national census, Nsukka has a population of 309, 633 people in an area of 17.52 sq mi (45.38km<sup>2</sup>). Although situated near the university, the inhabitants are predominantly farmers and traders with the exception of university staff and students who have emigrated to this location basically for academic purposes. It is in this area that the Nsukka prison is located.

## ***Population of the Study***

The population of the study is in two folds. Firstly, the academic librarians and the lecturers in Nnamdi Azikiwe Library and Department of Library and Information Science of University of Nigeria, Nsukka; and secondly, sampled Nsukka Prison inmates. The first group (the librarians and the lecturers) forms part of the facilitators of the outreach services. This consists of twelve (12) librarians from the university library and eight (8) lecturers from the library school. These librarians are user services oriented found in the circulation research and innovation, extension services and Special IT project section of the library, while the lecturers (who basically provide information services such as literacy programmes, comic book projects, use of the library and study skills) are found in the library school – department of Library and Information Science. The prison inmates are 309 in number (although this number constantly varies as a result of either admittance of new inmates, acquittal or sentence of inmates). Out of this, 287 inmates are awaiting trial while 22 are convicted. From this total population, 55 prison inmates are registered in the library and thus the beneficiaries of the outreach services as well as the respondents.

## ***Instruments for Data Collection***

For data collection, a structured questionnaire and Focus Group Discussion were used.

## ***Method of Data Collection***

Data was collected by administering the questionnaire to the librarians and lecturers providing the outreach services. The researcher used observation checklist to determine the mobile tools and technologies used to offer the outreach services to the prison inmates, as well as the attendant resources as provided by the academic librarians through the outreach programme. This is structured in line with the research questions.

## **Findings:**

### ***Demographic Information of Lecturers and Library Staff***

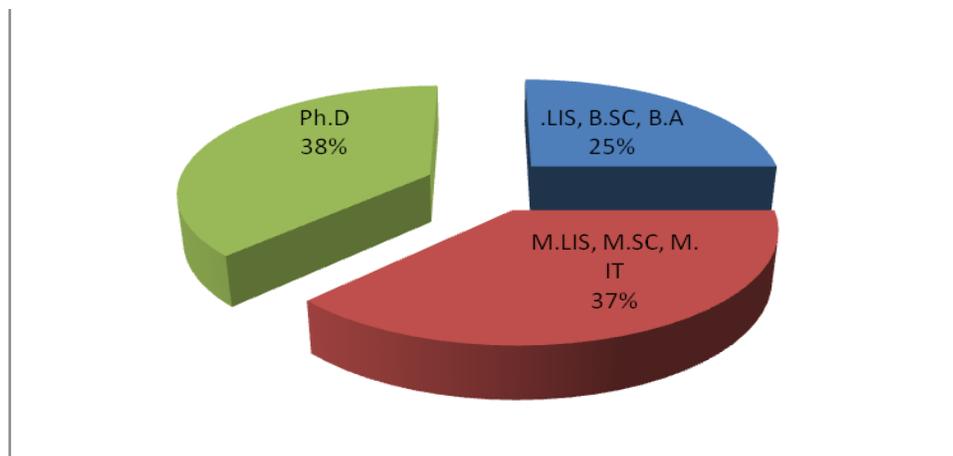
This section provides information on demographic information of the respondents (lecturers and library staff) used in the questionnaire. It has to do with the highest educational qualification of the lecturers and library staff who offer outreach services to the prison inmates.

### ***Percentage Distribution of Lecturers by Highest Educational Qualification***

<b>Educational Qualification</b>	<b>Frequency</b>	<b>Percentage</b>
<b>B.LIS, B.SC, B.A</b>	2	25.0%
<b>M.LIS, M.SC, M.IT</b>	3	37.5%
<b>Ph.D</b>	3	37.5%
<b>Total</b>	8	100.0%

**Table 1: Percentage Distribution of Lecturers by Highest Educational Qualification**

The table above shows that 2(25%) of the respondents highest educational qualification was Bachelors (B.LIS, B.SC, B.A) Degrees; 3(37.5%) of the respondents highest educational qualification was Masters (M.LIS, M.SC, M.IT) Degrees while 3(37.5%) of the respondents highest educational qualification was Doctoral (PhD) Degrees respectively in the field of Library and Information Science. This is represented in the pie chart below:



**Chart 1: Graphical Distribution of Lecturers by Highest Educational Qualification**

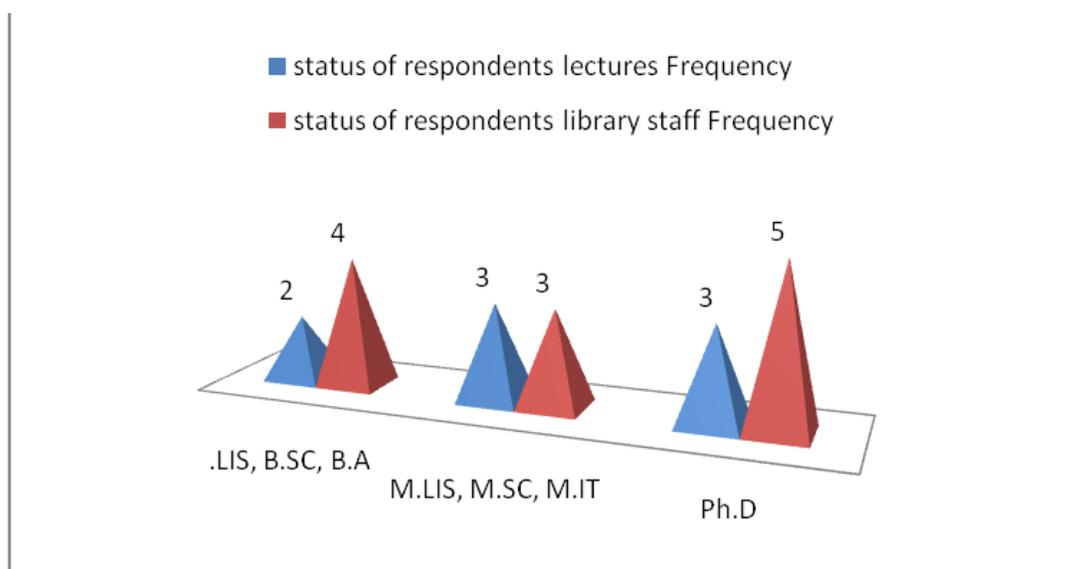
The chart is also representative of the discussion in Table 1 above.

### ***Percentage Distribution of Library Staff by Highest Educational Qualification***

<b>Educational Qualification</b>	<b>Frequency</b>	<b>Percentage</b>
<b>B.LIS, B.SC, B.A</b>	4	33.4
<b>M.LIS, M.SC, M.IT</b>	3	25.0
<b>Ph.D</b>	5	41.6
<b>Total</b>	12	100.0

**Table 2: Percentage Distribution of Library Staff by Highest Educational Qualification**

The table shows that 4(33.3%) of the respondents highest education qualification was Bachelors (B.LIS, B.SC, B.A) Degrees; 3(25.0%) of the respondents highest education qualification was Masters (M.LIS, M.SC, M.IT) Degrees and 5(41.6%) of the respondents highest education qualification was Doctoral (PhD) Degrees respectively in the field of Library and Information Science.



**Chart 2: Graphical Distribution of Lecturers and Library Staff by Highest Educational Qualification**

The chart above shows that out of the eight (8) lecturers involved in outreach services, two (2) had bachelors degree as their highest educational qualification, three (3) had masters degree as

their highest educational qualification while three (3) had doctoral degrees as highest educational qualification, all in the field of library and information science. On the other hand, the graph shows that out of the twelve library staff involved in the outreach service, four (4) had bachelors degree as their highest educational qualification, three (3) had masters degree as their highest education qualification while five (5) had doctoral degrees as their highest education qualification. This implies therefore that both the lecturers and the library staff involved in the outreach services are library and information science professionals with different levels of qualifications.

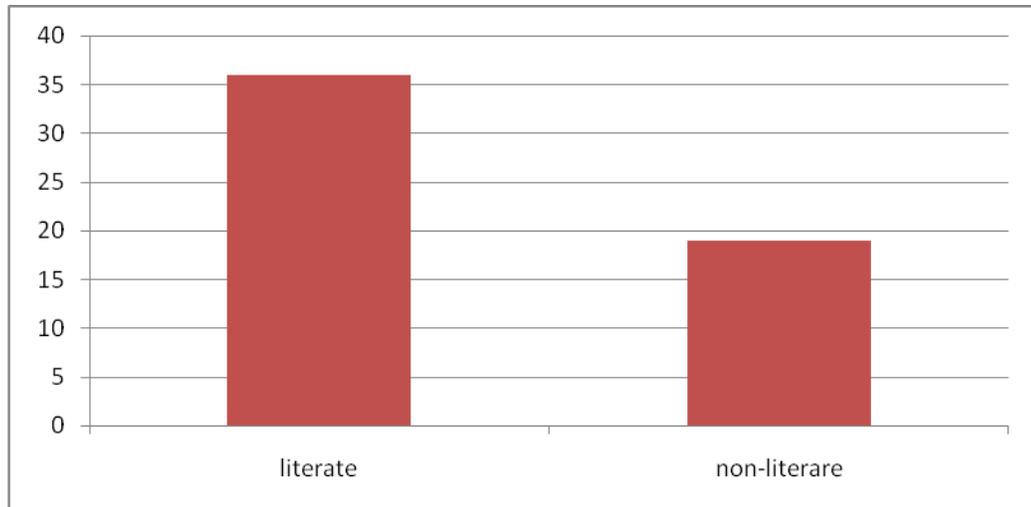
### ***Focus Group Discussion***

The focus group discussion is used to generate the responses of the prison inmates who are the targets of the outreach services as provided by the librarians and lecturers. The researcher was able to group the prison inmates into two – literate (those with formal education, and so were able to read and write), and the non-literate groups (consisting of the inmates who had no formal education and so were unable to read and/or write. This strategy is to ensure that their viewpoints are objectively generated without any bias.

### ***Demographic Information of Prison Inmates***

A total registered population of fifty-five (55) prison inmates were used in the focus group discussion. This is the total number of inmates who are registered to use the prison library. Out of this fifty-five (55) inmates, thirty-six (36) were literate while nineteen (19) were non-literate. The literate population implies that the inmates have acquired either basic primary, secondary or tertiary education and thus could be able to read to read and write, while the non-literate sampled population represents those inmates with no basic education, thus were not able to read and write, and thus lacks basic literacy skills.

As a result of this, the focus group discussion was split/partitioned into these major groups – the literate and non-literate groups. The purpose of the demarcation was because of the differences in responses (especially as observed in Focus Group Discussion Question 3 and 4)



**Chart 3: Graphical Representation of Prison Inmates by their Literacy Levels/Skills**

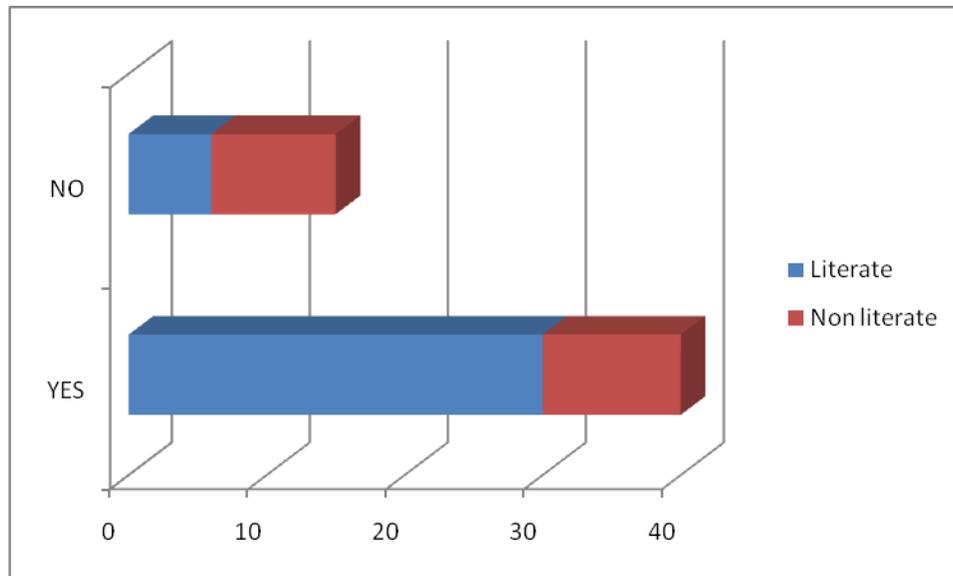
***Focus Group Discussion/Interview on Outreach Services Provided to Prison Inmates***

From the focus group discussion interview, the responses from the inmates (both literate and non-literate population) show that the following services were provided:

- i. Current awareness services (such as electioneering campaigns, information on health and nutrition, outbreak of diseases, social activities such as release of music album, sports, competition and entertainment).
- ii. Library services such as provision of books and reading resources
- iii. Counselling and advisory services (especially to emotionally and psychologically degraded inmates).
- iv. Workshops, seminars and symposia (such as comic book production projects, book processing, book pockets, etc)
- v. Referral services (especially when materials/resources could not be provided by the librarian).
- vi. Recreational services (such as games, puzzles and competitions).

### ***Focus Group Discussion/Interview on the Tools and Technologies used for Outreach services***

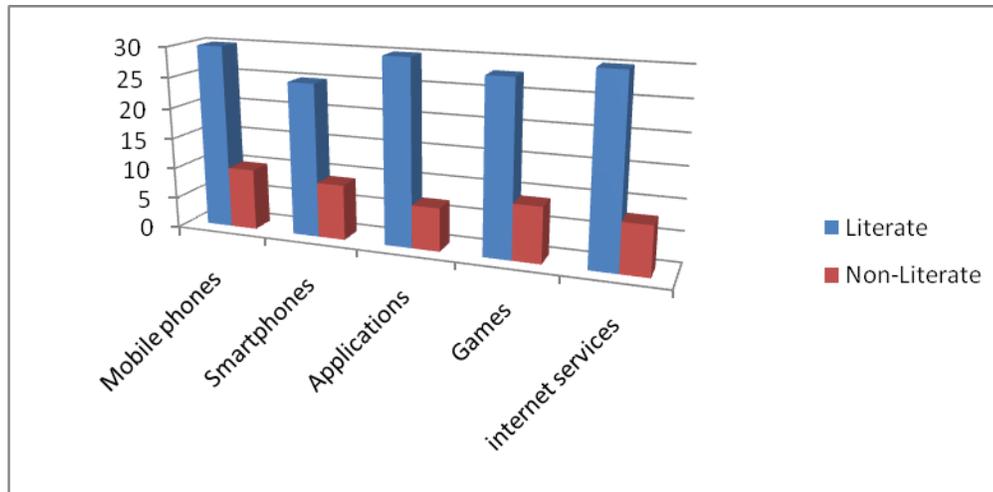
The Focus Group Discussion Question 2 generated the inmate's responses/perception on the provision of outreach services to them by means of mobile tools and technologies. The inmates were grouped according to the literate and the non-literate population and the following responses were generated as presented in the chart and discussion below:



**Chart 4: Graphical representation of inmate's responses on the provision of outreach services by means of mobile tools and technologies.**

This shows that out of the thirty-six (36) literate inmates, thirty supported the provision of outreach services by means of mobile tools and technologies while six (6) were negative. For the non-literate inmates, on the other hand, ten (10) supported the provision of the services with mobile tools and technologies while the remaining nine (9) were pessimistic.

However, on the corresponding question of the mobile tools and technologies which they would prefer for the delivery of the outreach services, the following responses were generated:



**Chart 5: Graphical representation of inmate’s views on their preferred tools and technologies.**

This shows that the literate and non-literate inmates who subscribed to the use of mobile tools and technologies equally recommended the use of only a few of the tools known to them. Thus, they agreed that mobile phones, smartphones, applications, games and internet services are of utmost importance in the provision of the outreach services to them. According to them, these are the mobile tools and technologies they are more conversant with.

***Focus Group Discussion/Interview on the benefits of outreach services to prison inmates.***

The findings on the benefits of outreach services from Focus Group Discussion Question 3 was categorized/split into literate and non-literate inmates as a result of the differences in their responses.

Thus the non-literate inmates identified the following as benefits of outreach services to them:

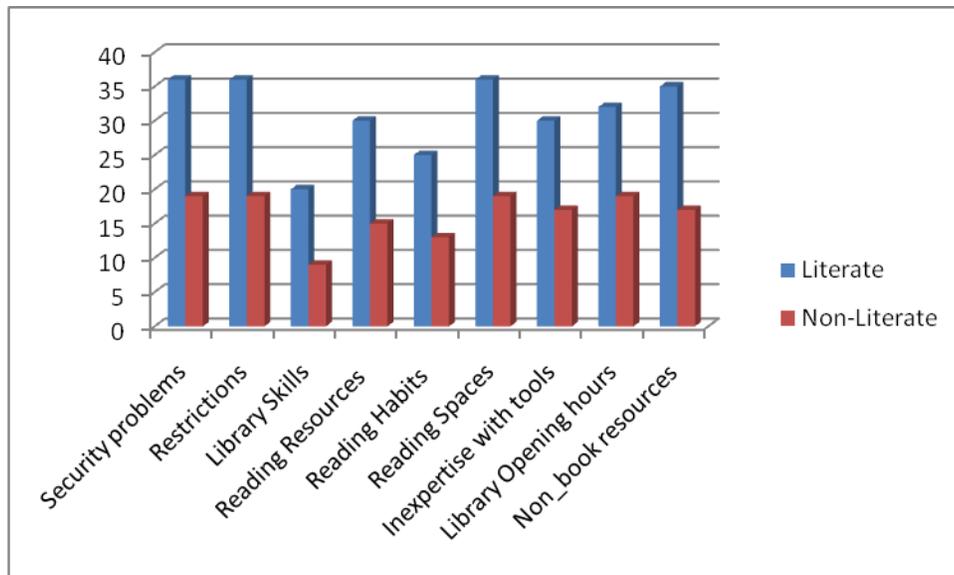
- i. Provision of basic education ( especially reading and writing) skills to them
- ii. Impartation of knowledge in different spheres of life (social, cultural, agricultural, medical, recreational, etc)
- iii. Current information on the happenings in the outside world
- iv. Creative and innovative skills especially in games, projects and recreation.
- v. Avenues for discussing their emotional and psychological disturbances

The literate inmates however identified the following as benefits of outreach services to them as provided by the academic library:

- i. Improved literacy (reading and writing) skills
- ii. Advancement in their levels of education
- iii. Increased creative and psychomotor skills
- iv. Improved communication skills
- v. Constant thirst for information especially fictional materials, documentaries, and cartoons
- vi. Insights and knowledge into specialized library services and programmes
- vii. Improved use of the library and study skills.

***Focus Group Discussion interview on the problems encountered in the provision of outreach services to prison inmates.***

The Focus Group Discussion Question 4 is used to generate the opinions of the inmates on the challenges they encounter in the course of provision of the outreach services. Both the literate and non-literate inmates highlighted similar challenges summarized graphically below:



**Chart 6: Problems encountered with the provision of outreach services to prison inmates**

This shows that the the security problems/issues prevalent with prisons also affect the provision of outreach services to the inmates. Other problems indicated by the inmates include inadequate tools and technologies, poor attitude towards the use of the library, infrequent delivery of

outreach services, inexpertise on the use of tools and technologies, inadequate opening hours for the use of the library, inadequate non-book resources (such as games, puzzles and other recreational tools), non-availability of prison librarians to provide library services, poor attitude of the prison authority towards the library (thus only donations and bequests are means of acquiring books for the prison library, and not purchases), unorganized prison library resources resulting in difficulties in the retrieval of resources, delinquent use of the library by the inmates, vandalism and mutilation of prison library resources, amongst others.

### ***Focus Group Discussion/Interview on Strategies for Enhancing Outreach Services to Prison Inmates.***

From Focus Group Discussion Question 5 which dwelt on the strategies for enhancing prison library outreach services, the responses synchronized with the problems listed in Focus Group Discussion Question 4, thus for each problem, a strategy was identified as follows:

- i. Non restriction on the use of the library by the inmates
- ii. Provision of adequate tools and technologies,
- iii. Reorientation on the attitude of inmates towards the use of the library,
- iv. Frequent delivery of outreach services by the academic library,
- v. Technical-know-how on the use of tools and technologies for the delivery of outreach services,
- vi. Adequate opening hours for the use of the library,
- vii. Provision of adequate non-book resources (such as games, puzzles and other recreational tools) for the prison library,
- viii. Availability of prison librarians to provide library services,
- ix. Acquisition of resources (books and non-books) for the prison library,
- x. Adoption of favourable policies for the development and in favour of the prison library.
- xi. Proper organization (cataloguing and classification) of prison library resources
- xii. Efficient use of prison library resources.

## Questionnaire

The questionnaire was used to obtain responses from the lecturers and the library staff involved in the provision of outreach services to the inmates. These two groups form a synergy in a collaborative way to offer specialized library and information services to the inmates. While the lecturers are basically concerned with the provision of literacy programmes and educational services (especially to the non-literate population of the inmates), the library staff are involved in the provision of library and information services especially the new trends and innovation (such as the introduction of mobile tools and technologies in outreach services).

### *Outreach services provided by the academic library to the prison inmates*

SN	Outreach Service	Status of Respondents				Overall		
		Lecturers		Lib. Staff		No	Yes	Decision
		No	Yes	No	Yes			
1.	Library and Information services	2(25.0%)	6(75.0%)	3(25.0%)	9(75.0%)	5(25.0%)	15(75.0%)	Provided
2.	Literacy/learning programmes	2(25.0%)	6(75.0%)	4(33.3%)	8(66.7%)	6(30.0%)	14(70.0%)	Provided
3.	Comic Book Project/Writing	1(12.5%)	7(87.5%)	3(25.0%)	9(75.0%)	4(20.0%)	16(80.0%)	Provided
4.	Reference Services	2(25.0%)	6(75.0%)	2(16.7%)	10(83.3%)	4(20.0%)	16(80.0%)	Provided
5.	Counselling services	3(37.5%)	5(62.5%)	3(25.0%)	9(75.0%)	6(30.0%)	14(70.0%)	Provided
6.	Circulation services	6(75.0%)	2(25.0%)	2(16.7%)	10(83.3%)	8(40.0%)	12(60.0%)	Provided
7.	ICT and internet services	5(62.5%)	3(37.5%)	9(75.0%)	3(25.0%)	14(70.0%)	6(30.0%)	Not Provided
8.	Collection Development and management services	1(12.5%)	7(87.5%)	0(0.0%)	12(100.0%)	1(5.0%)	19(95.0%)	Provided
9.	Inter-library cooperation/library networks	6(75.0%)	2(25.0%)	8(66.7%)	4(33.3%)	14(70.0%)	6(30.0%)	Not Provided
10.	Training and retraining of personnel and clients	7(87.5%)	1(12.5%)	2(16.7%)	10(83.3%)	9(45.0%)	11(55.0%)	Provided
11.	Library instruction and user education services	1(12.5%)	7(87.5%)	5(41.7%)	7(58.3%)	6(30.0%)	14(70.0%)	Provided
12.	Distance Learning Services	6(75.0%)	2(25.0%)	11(91.7%)	1(8.3%)	17(85.0%)	3(15.0%)	Not Provided
13.	Use of library and study skills	1(12.5%)	7(87.5%)	2(16.7%)	10(83.3%)	3(15.0%)	17(85.0%)	Provided

**Table 3: Percentage distribution of responses on outreach services provided to the prison inmates**

Using 50% acceptance level (as a benchmark for determining that a service is provided), the data presented in *Table 3* shows that, out of thirteen (13) listed outreach services in the table, an aggregate of ten (10) services were said to be provided for the prison inmates. These include

Library and Information services, Literacy/learning programmes, Comic Book Project/Writing, Reference Services, Counselling services, Circulation services, Collection Development and management services, Inter-library cooperation/library networks, Library instruction and user education services and Use of library and study skills. However, only three of the services were said not to be provided which includes ICT and internet services, inter-library cooperation/library networks and distance learning services.

This table answers the question posed by Research Question 1 which generated responses on the outreach services provided by the academic library by means of mobile tools and technologies. The research question has thirteen (13) options out of which ten (10) were said to be provided while three (3) were not provided.

### ***Mobile Tools and Technologies for Outreach Services to Prison Inmates***

S/N	Tools and Technologies	STATUS OF RESPONDENTS									Decision
		Lecturers			Lib. Staff			Overall			
		NA	ANF	AF	NA	ANF	AF	NA	ANF	AF	
1.	Mobile phones	0(0.0%)	8(100.0%)	0(0.0%)	0(0.0%)	6(50.0%)	6(50.0%)	0(0.0%)	14(70.0%)	6(30.0%)	ANF
2.	Smart phones/iPhone	1(12.5%)	6(75.0%)	1(12.5%)	1(8.3%)	8(66.7%)	3(25.0%)	2(10.0%)	14(70.0%)	4(20.0%)	ANF
3.	Tablets / iPads	2(25.0%)	5(62.5%)	1(12.5%)	0(0.0%)	9(75.0%)	3(25.0%)	2(10.0%)	14(70.0%)	4(20.0%)	ANF
4.	App Store (e.g. I Store, Play Store.)	1(12.5%)	4(50.0%)	3(37.5%)	0(0.0%)	10(83.3%)	2(16.7%)	1(5.0%)	14(70.0%)	5(25.0%)	ANF
5.	Laptop computers	0(0.0%)	0(0.0%)	8(100.0%)	8(66.7%)	3(25.0%)	1(8.3%)	8(40.0%)	3(15.0%)	9(45.0%)	AF
6.	Digital cameras	0(0.0%)	0(0.0%)	8(100.0%)	1(8.3%)	9(75.0%)	2(16.7%)	1(5.0%)	9(45.0%)	10(50.0%)	AF
7.	Standalone computers	0(0.0%)	0(0.0%)	8(100.0%)	1(8.3%)	2(16.7%)	9(75.0%)	1(5.0%)	2(10.0%)	17(85.0%)	AF
8.	Keyboards	0(0.0%)	0(0.0%)	8(100.0%)	2(16.7%)	1(8.3%)	9(75.0%)	2(10.0%)	1(5.0%)	17(85.0%)	AF
9.	Printers	0(0.0%)	0(0.0%)	8(100.0%)	2(16.7%)	3(25.0%)	7(58.3%)	2(10.0%)	3(15.0%)	15(75.0%)	AF
10.	Scanners	0(0.0%)	0(0.0%)	8(100.0%)	0(0.0%)	2(16.7%)	10(83.3%)	0(0.0%)	2(10.0%)	18(90.0%)	AF
11.	Storage devices (e.g External HD, USB drive, etc.)	0(0.0%)	0(0.0%)	8(100.0%)	0(0.0%)	4(33.3%)	8(66.7%)	0(0.0%)	4(20.0%)	16(80.0%)	AF
12.	Projectors	0(0.0%)	8(100.0%)	0(0.0%)	1(8.3%)	2(16.7%)	9(75.0%)	1(5.0%)	10(50.0%)	9(45.0%)	ANF
13.	GPS navigation devices	8(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	3(25.0%)	9(75.0%)	8(40.0%)	3(15.0%)	9(45.0%)	NA
14.	Search engines	0(0.0%)	0(0.0%)	8(100.0%)	0(0.0%)	3(25.0%)	9(75.0%)	0(0.0%)	3(15.0%)	17(85.0%)	AF
15.	Instant messaging (i.e	0(0.0%)	0(0.0%)	8(100.0%)	0(0.0%)	4(33.3%)	8(66.7%)	0(0.0%)	4(20.0%)	16(80.0%)	AF

	Whatsapp, WeChat, etc.)										
16	Local Area Networks	8(100.0%))	0(.0%)	0(.0%)	0(.0%)	2(16.7%)	10(83.3%)	8(40.0%)	2(10.0%)	10(50.0%)	AF
17.	Wireless networks	0(.0%)	0(.0%)	8(100.0%)	4(33.3%)	8(66.7%)	4(33.3%)	0(.0%)	8(40.0%)	12(60.0%)	AF

**Tables 4: Percentage distribution of mobile tools and technologies for outreach services to prison inmates.**

*Table 4* shows that out of the seventeen (17) mobile tools and technologies identified for the provision of outreach services, eleven (11) were Available and Functional (AF), five (5) were Available and Not Functional (ANF) while one option was Not Available (NA). The tools and technologies which were available and not functional include mobile phones, smart phones, tablets/iPads/iPods, as well as projectors. GPS navigation devices were however found unavailable, while the remaining was both available and functional.

This table was derived from *Research Question 2* which generated the responses of the lecturers and library staff on the mobile tools and technologies used for the provision of outreach services to the prison inmates. The responses showed that although there was an effort to provide outreach services to the inmates by means of mobile tools and technologies, full implementation has not yet been attained. Hence, the primary delivery tools (such as mobile phones and smart phones) were available but not functional.

**Mean Ratings of the Respondents (Lecturers and Library Staff) on Benefits of Outreach Services to Prison Inmates.**

	Benefits of Outreach Services	Status of Respondents				Overall			Decision
		Lecturers		Lib. Staff		Mean	SD	Rank	
		Mean	SD	Mean	SD				
1	It provides library and information services to the prison inmates	3.25	.46	3.17	.72	3.88	.35	1 <sup>st</sup>	ACEPPTED
2	It is a reliable source of information for the inmates	3.50	.53	2.75	.87	3.75	.35	2 <sup>nd</sup>	ACEPPTED
3	Literacy programmes are introduced in the prison through outreach services	3.50	.53	3.42	.67	3.63	.46	3 <sup>rd</sup>	ACEPPTED
4	It serves as an avenue for marketing the LIS profession	3.38	.52	2.92	1.16	3.63	.74	4 <sup>th</sup>	ACEPPTED
5	Outreach services provides a channel for marketing library services	3.53	.67	3.13	.43	3.53	.77	5 <sup>th</sup>	ACEPPTED
6	Outreach services provides distant learning opportunities to inmates	3.88	.35	3.25	.97	3.50	.74	6 <sup>th</sup>	ACEPPTED
7	It improves their access to non-book resources	3.88	.35	2.92	.79	3.50	.53	7 <sup>th</sup>	ACEPPTED
8	It offers biblio-therapeutic services to prison inmates	3.63	.74	3.17	.72	3.38	.53	8 <sup>th</sup>	ACEPPTED
9	It improves the literacy levels of prison inmates	3.63	.74	3.08	.67	3.25	.52	9 <sup>th</sup>	ACEPPTED
10	It improves ICT competencies of prison inmates	3.75	.46	3.08	.79	2.88	.46	10 <sup>th</sup>	ACEPPTED
	Cluster mean	3.25	.46	3.17	.72	3.88	.31		ACEPPTED

**Table 5: Mean Ratings of the Respondents (Lecturers and Library Staff) on Benefits of Outreach Services to Prison Inmates**

The data presented in *Table 5* showed that, the mean ratings of the respondents on the ten (10) identified items on benefits of outreach services had mean values ranging from 2.88 to 3.88. Using the criterion mean of 2.50, the table indicates all the factors listed in the table were above the cut-off point of 2.50 on a 4-point rating scale, this shows that the respondents agreed that these outreach services were beneficial to prison inmates . The standard deviation values for these ten factors ranged from 0.35 to .77 which implied that the respondents were not far from one another in their responses, and thus all accepted the options provided.

This table was used to generate responses from the lecturers and library staff on the benefits of outreach services to prison inmates by means of mobile tools and technologies. Both the lecturers and library staff who provide these services agreed that the ten options provided in the questionnaire forms part of the benefits derivable from the provision of outreach services to prison inmates.

***Mean ratings of the Respondents (Lecturers and Library Staff) on Problems of Outreach Services to Prison Inmates.***

S/N	Problems of Outreach Services	Status of Respondents				Overall		Rank	Decision
		Lecturers		Lib. Staff		Mean	SD		
		Mean	SD	Mean	SD				
1.	Proximity and distance barriers	3.75	.46	3.08	.67	3.35	.67	1 <sup>st</sup>	ACEPPTED
2.	Unfavourable restrictive prison policies	3.75	.46	2.92	.79	3.25	.79	2 <sup>nd</sup>	ACEPPTED
3.	Incessant and erratic electric power supply	3.38	1.19	3.08	1.00	3.20	1.06	3 <sup>rd</sup>	ACEPPTED
4.	High cost of tools and technologies	3.75	.46	2.83	.83	3.20	.83	4 <sup>th</sup>	ACEPPTED
5.	ICT non-compliant staff/librarians	3.50	.93	2.91	.70	3.16	.83	5 <sup>th</sup>	ACEPPTED
6.	Low literacy levels of prison inmates	3.38	1.06	3.00	.85	3.15	.93	6 <sup>th</sup>	ACEPPTED
7.	Administrative restraints/reluctance in the adoption of outreach services by the institution	2.88	.99	3.25	.62	3.10	.79	7 <sup>th</sup>	ACEPPTED
8.	Inaccessible roads delivery mechanisms	3.13	1.25	3.08	.79	3.10	.97	8 <sup>th</sup>	ACEPPTED
9.	Inadequate resources and tools for outreach services	3.25	1.39	3.00	.85	3.10	1.07	9 <sup>th</sup>	ACEPPTED
10.	Vandalism of outreach tools	3.50	.76	2.75	.75	3.05	.83	10 <sup>th</sup>	ACEPPTED
11.	Inadequate library space/accommodation for the users	3.00	1.41	3.00	.85	3.00	1.08	11 <sup>th</sup>	ACEPPTED
12.	Unfavourable institutional policies for library outreach services	3.13	1.13	2.75	.75	2.90	.91	12 <sup>th</sup>	ACEPPTED
13.	Inexperienced library personnel/staff	3.75	.46	2.17	.72	2.80	1.01	13 <sup>TH</sup>	ACEPPTED
	Cluster Mean	3.39	.43	2.91	.56	3.10	.50		ACEPPTED

**Table 6: Mean ratings of the respondents (Lecturers and Library Staff) on Problems of Outreach Services to Prison Inmates.**

The data presented in **Table 6** revealed that, the mean ratings of the responses of the respondents on the thirteen (13) identified items of problems of outreach services had mean values ranging from 2.80 to 3.35. Using the criterion mean of 2.50, the table indicates that all the factors listed in the

table were above the cut-off point of 2.50 on a 4-point rating scale. This shows that the respondents agreed that these items were problems of outreach services to prison libraries. The standard deviation values for these thirteen factors ranged from 0.79 to 1.08 which implied that the respondents were not far from one another in their responses, and thus the decision is accepted.

This table presented the responses generated from the lecturers and librarians involved in the provision of the outreach services on the problems encountered in the provision of outreach services to prison inmates by means of mobile tools and technologies. From both the lecturers and library staff responses, it was discovered that the thirteen (13) identified problems were accepted as hindrances encountered in the provision of outreach service to prison inmates by means of mobile tools and technologies.

## Mean Ratings of Respondents (Lecturers and Library Staff) on Strategies for Enhancing Outreach Services.

SN	Strategies For Enhancing Outreach Services	Status of Respondents				Overall		Rank	Decision
		Lecturers		Lib Staff		Mean	SD		
		SA	D	D					
1.	Provision of resources for the outreach services	3.75	.46	3.50	.52	3.60	.50	1 <sup>st</sup>	ACEPPTED
2.	Favourable institutional policies for library outreach services	3.50	.76	3.42	.51	3.45	.60	2 <sup>nd</sup>	ACEPPTED
3.	Institutional/administrative approval and support for outreach services	3.50	.93	3.25	.75	3.35	.81	3 <sup>rd</sup>	ACEPPTED
4.	Recruitment and use of experienced library personnel/staff	3.63	.74	3.17	.83	3.35	.81	4 <sup>th</sup>	ACEPPTED
5.	Favourable and library friendly prison policies	3.75	.46	3.08	.90	3.35	.81	5 <sup>th</sup>	ACEPPTED
6.	Delinquent prison inmates and vandalism of outreach tools	3.75	.46	3.00	.95	3.30	.86	6 <sup>th</sup>	ACEPPTED
7.	Provision of fund for the acquisition of the tools and technologies	3.75	.46	2.92	.79	3.25	.79	7 <sup>th</sup>	ACEPPTED
8.	Provision of mobile library services	3.75	.46	2.92	.90	3.25	.85	8 <sup>th</sup>	ACEPPTED
9.	Improvement of literacy levels of prison inmates through trainings	3.63	.74	3.00	.85	3.25	.85	9 <sup>th</sup>	ACEPPTED
10	Provision of adequate electric/power supply	3.75	.46	2.83	.72	3.20	.77	10 <sup>th</sup>	ACEPPTED
11	Provision of adequate library space/accommodation for the users/inmates	3.75	.46	2.67	.89	3.10	.91	11 <sup>th</sup>	ACEPPTED
12	Training and retraining of library personnel/staff	3.75	.46	2.58	.79	3.05	.89	12 <sup>th</sup>	ACEPPTED
	Cluster Mean	3.69	.47	3.03	.55	3.29	.45		ACEPPTED

**Table 7: Mean ratings of respondents (Lecturers and Library Staff) on Strategies for Enhancing Outreach Services**

The data presented in *Table 7* revealed that, the mean ratings of the responses of the respondents on the twelve (12) identified items of strategies for enhancing outreach services had mean values ranging from 3.05 to 3.60. Using the criterion mean of 2.50, the table indicates all the factors listed in the table were above the cut-off point of 2.50 on a 4-point rating scale, this shows that the respondents agreed that these items were strategies for enhancing outreach services. The standard deviation values for these twelve (12) factors ranged from 0.50 to .95 which implied that the respondents were not far from one another in their responses and therefore accepted.

This table generated the responses of the lecturers and library staff on the strategies for

enhancing outreach services to prison inmates by means of mobile tools and technologies. The twelve (12) suggested strategies were endorsed by both the lecturers and library staff involved in the provision of the outreach service, as sustainable strategies of enhancing outreach services to prison inmates by means of mobile tools and technologies.

### ***Summary of Major Findings***

1. Outreach services are provided to the prison inmates by the academic library.
2. Mobile tools and technologies are being introduced to the delivery of outreach services in the prison library.
3. There are modertaions on the use of mobile devices to provide outreach services to the inmates, thus the inmates could only use the devices in the prison library with close supervision from prison wardens and librarians.
4. The prison inmates support the delivery of outreach services to them by means of mobile tools and technologies.
5. Outreach services has benefited and improved the academic, emotionsl and psychological frameworks of the inmates.
6. The prsion authority/administration permits the academic librarian's provision of outreach services to the prison inmates.
7. Inadequate fund, personnel and mobile tools forms the major part of the problems in the delivery of outreach servises to the inmates.
8. Outreach services may be enhanced through the use of the right tools and with the inmates right orientations of the prison library.

## ***Recommendations***

In order to enhance the delivery/provision of outreach services to prison inmates by means of mobile tools and technologies, the following recommendations are made by the researcher –

1. Librarians, especially the academic (and public library) should be encouraged to undertake outreach services to different kinds of disadvantaged groups apart from the prison inmates
2. There should be provision of resources (book and non-book resources) in order to ensure that the prison inmates have enough resources to learn and familiarize with
3. The prison authorities should also consider policies that will be compliant with the global best practices emphasizing on equal and equitable information provision for all.
4. The academic library should consider the integration of other literacy programs such as workshops, seminars, symposia and conferences in order to engage the inmates in a more practical paradigm.
5. The prison inmates should also be trained and re-trained on the best use of the library and library skills, especially in order to avert their delinquent use of the library.
6. The academic librarian (through the lecturers and the library staff) should be trained on the improved use of mobile devices in order to meet the growing technological information needs of the inmates
7. The university administration through the library should make policies that will favour the prison inmates and other disadvantaged groups especially in the provision of outreach services.
8. Distance Learning and other basic and higher education programs should be integrated in the outreach program in order to improve on their literacy skills.

9. There should be provision of adequate library space, which will also correspond with the registration slots to inmates in order not to deny any willing inmate access to the library and information resources.
10. There should also be provision of fund and scholarship, especially for the education of the inmates who have the capacity of enrolling in basic or advanced studies.

## ***Conclusion***

This study investigated the role of academic library in providing outreach services to prison inmates by means of mobile tools and technologies in Nsukka prison library. The research adopted qualitative inquiry approach for the processes and procedures of the research. It was guided by five objectives which includes – the outreach services provided by the academic library to the prison inmates by means of mobile tools and technologies, the mobile tools and technologies used for the provision of outreach services to the prison inmates by means of mobile tools and technologies, the benefits of outreach services as provided by prison inmates by means of mobile tools and technologies, problems encountered in the provision of outreach services to prison inmates by means of mobile tools and technologies and strategies for enhancing the provision of outreach services to prison inmates by means of mobile tools and technologies.

Data obtained from the questionnaire was analysed using mean and percentages while the one obtained from focus group discussion was analysed in prose narrative. Among other things, the findings revealed that outreach services are provided to the prison inmates by the academic library. Other findings from the research reveal that mobile tools and technologies are being introduced to the delivery of outreach services in the prison library, the prison inmates support the delivery of outreach services to them by means of mobile tools and technologies, the prison authority/administration permits the academic librarian's provision of outreach services to the prison inmates, inadequate fund, personnel and mobile tools forms the major part of the problems in the delivery of outreach services to the inmates, outreach services may be enhanced through the use of the right tools and with the inmates right orientations of the prison library, among others.

Based on the findings, it was recommended among other things that there should be provision of adequate book and non-book resources for the delivery of outreach services, there should be integration of outreach services with other educational programmes, there should be training and retraining of both the prison inmates and the academic library on the use of mobile devices and emphasis on the delinquent library users. More importantly, there should be provision of library to accommodate resources – tool, technologies, personnel, as well as all interested inmates.

## REFERENCES

- Basler, K. (2005). Information use in rural development. *New Review of Information Behavioral Resources*.4 (4): 129-136.
- Boyce, I., & Boyce, R. (1995). Library Outreach Programs in Rural Areas, *44*(1), 112–128.
- Brach, C (2012). *Mobile Devices and Libraries*. Tanzania, ASEE San Antonio.
- Case, B. (2009). *Empowering the disadvantaged Groups and Individuals*. Port-Harcourt, Eugene Press.
- Casey, G. M (1974). Services to the Disadvantaged. *Library Trends*.
- Dennis, D (2012). *Metrics for Academic Library Engagement*. Enugu, Praise House Publishers.
- Ekere, F. (2015). The place of academic libraries in Nigerian University Education : contributing to the “ Education for All ” initiative ., *5*(10), 432–438.
- Ekoka, I.I. (2010). Personal variables affecting the adoption of Agricultural Innovations by Nigeria Farmers. *South Africa Journal of Agricultural extension*.
- Eze, J & Uzoigwe, U (2013). The place of academic libraries in Nigerian University Education: contributing to the ‘Education for All’ initiative. *International Journal of Library and Information Science*, *5*(10), pp. 432-438.
- Griffitte J. B, Smith M. S (1994). Information policy: the information super-highway and the National Information Infrastructure (NII). *Journal of Academic Libraries*, *2*(1).
- Higgins, S. (2013). Access to Digital Libraries for Disadvantaged Users. Library Philosophy and Practice, (*e-journal*). Paper 916. <http://digitalcommons.unl.edu/libphilprac/916>.
- Hines, S. S. (2015). Connecting Individuals With Social Services : The Library ’ s Role, 1–9.
- Huber, et al., eds (2011). Information Delivery to the Disadvantaged. *AJALIS*.

- Idiegbeyan-Ose, J and Akpoghome, V (2009). Information as an effective tool in rural development. *International Journal of Library and Information Science*. Vol. 1(3): 022-028 August, 2009. Available online <http://www.academicjournals.org/>
- Iwe, J.I. (2003), Libraries and Information in Sustainable Rural Development in Nigeria. *Information Development* 19(3), 169-177.
- Jesudason, K. (1993). Library and information Services to Students with Disabilities, Learning Difficulties and Disadvantages. *Journal of Library and Information Science*, 2(10), 32-48.
- Johnsrund, P. (2014). What Makes an Outreach Librarian an Outreach Librarian ?, (July), 2013–2014, Public Relations.
- Kerlinger, M (2002). *Research Methods in Education and the Social Sciences*. Lagos, African-Fep Publishers.
- Kodikara, R. C. (2013). Beyond The Walls : Outreach Initiatives In Library . *Sri Lankan Journal of Librarianship and Information Management*. 5(2).University Of Moratuwa, 5(December), 10–22.
- Kroski, E. (n.d.). On the Move with the Mobile Web : Libraries and Mobile Technologies On the Move with the Mobile Web : Libraries and Mobile Technologies.
- Lippincott, J. K., Executive, A., & Information, N. (n.d.). Mobile Technologies, Mobile Users: Implications for Academic Libraries.
- Mayer, S. E. (2003). What is a “ Disadvantaged Group ?” By What is a “ Disadvantaged Group ?,” (November), 1–7.
- Nworgu, B.G. (2015). *Education Research: Basic issues and methodology*. Enugu, Wisdom Publishers.
- Omagbemi, C & Odunekwu, A (2008). An appraisal of library services provision to prison inmates in Nigeria. *Information, Society and Justice*; 1(2), 245-254.
- Ozioko, R. E. (2012). *Library and information Services to disadvantaged selected communities in Nsukka Local Government Area*. Nsukka, University of Nigeria Press.
- Ozioko, E. (2015). Library Services to the Disadvantaged. *Nigerian Libraries*, 22(6), 67-89
- Panella, N. M. (2009). *Library Services to People with Special Needs Section - Glossary of Terms and Definitions*.
- Philips, L.O (2011). Information needs and outreach services for the disadvantaged in South East Nigeria. *Paper presented at the annual Conference of the NLA Enugu State Chapter*. 3<sup>rd</sup> November.

Sharon, M. (n.d.). An Introduction To Mobile Technologies and Services.

Yemisi, T., Opeyemi, D., & Racheal, O. (2012). Information Provision to the Disadvantaged : A Proposal for Extension of Library and Information Services, *12*(1).

Yusuf, F., & Iwu, J. (n.d.). Use of Academic Library : A Case Study of Covenant University , Nigeria, (2007), 1–12.