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## ANALYSIS OF AVAILABILITY AND USERS' SATISFACTION OF THE INFORMATION RESOURCES AND SERVICES IN LAW LIBRARY BY LAW STUDENTS: A CASE STUDY OF UNIVERSITY OF JOS LAW LIBRARY, PLATEAU STATE, NIGERIA.

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ANALYSIS OF AVAILABILITY AND USERS' SATISFACTION OF THE  
INFORMATION RESOURCES AND SERVICES IN LAW LIBRARY BY LAW  
STUDENTS: A CASE STUDY OF UNIVERSITY OF JOS LAW LIBRARY, PLATEAU  
STATE, NIGERIA.

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## ABSTRACT

*The Research was conducted on the Availability and Users' satisfaction of the Information Resources and services in Law Library by Law students: a case study of University of Jos Law Library, Plateau State, Nigeria. Four (4) objectives were formulated to guide the study which are: to determine the extent of use of the information resources in University of Jos Law Library; to determine whether the information resources available in University of Jos Law Library are relevant and up-to-date; and to determine the level of user satisfaction in the utilization of legal materials and user services in University of Jos Law Library. Survey research design was used for this study; the population of the study was 150 registered users of the University of Jos Law Library. Simple random sampling was used by the researcher to select 30 registered Law Library users out of 150 that was used as a sample for the study. The questionnaire was used as the instrument for data collection. Data were analyzed using frequency count and percentage tables. The study revealed that the extent of use of information resources was to a large extent by patrons in University of Jos Law Library. The study further revealed that some information resources in University of Jos Law Library are relevant while others are not. The relevant information resources available in University of Jos Law Library include books, reference resources, journals, government publications, manuscripts, computer resources. But microfilms, tapes (audio/video), periodicals and magazines were not relevant in University of Jos Law Library. These were few among other findings. In accordance with the findings, the researcher made some recommendations for the Library management which was about the need for ensuring that Legal Materials that are neither available relevant nor up-to-date, should be made available and up-to-date for all users.*

**Keywords:** Information Resources, Library, Legal Materials, Users, University of Jos Law Library

## INTRODUCTION

The word library was defined by different scholars depending on the framework of their perception. The Encyclopedia of Library and Information Science (2003), defined library as an organization or a system designed to preserve and facilitate the use of graphic records. According to the Compton Encyclopedia (2004), and New standard encyclopedia (2005), Library is defined as a pivot of socio - economic and political development. The power of the library lies in its resources and physical parameters of its environment. The library is part of an organized institution of learning that is intimately linked to its environment. It is the only institution that shares, contributes and functions as a developmental process and artifacts and historical documents (Achebe, 2008).

In stressing the role of the libraries in educational development, Achebe (2008), further explained that both students and lecturers benefits significantly from all types of libraries because these encourages and foster free choice of reading and research materials, they provide linkage opportunities between scholars and their cultural environment, enhance readership and economic development in a country, foster knowledge creation and knowledge society and also provide positive changes in student's academic life.

The significance of libraries in the advancement of human societies cannot be over emphasized. Libraries evolved from the need to collect writings for preservation so that they can be passed from one generation to another (Alhassan & Abdulsalam, 2013). According to Aina (2004), libraries are institutions responsible for the collection, processing and storage of recorded knowledge for the purpose of reading, studying and consultation.

According to Achebe (2008), special library have similar features with research libraries, these two are often mistaken for one another and are used interchangeably. However, special libraries usually contain materials for a narrow field of knowledge but their collections are built in - depth, covering details of the materials of specific discipline content.

Special libraries are designed to serve the needs of “special” clientele such as scientists, technologists, planners, industrialists, economists, statisticians, lawyers, doctors, engineers and so on, and its collection is limited to special subject (single/cluster of specific subject) through special services. This explains why the University of Jos Law Library was considered a special library because they acquire, process and organize materials that are linked to the disciplines of Law and they serve specifically Law Students, Lawyers, Judges, Lecturers in their field and other users. Due to the specialized nature of special libraries, their materials are specifically selected in a way it suits the information needs of its patrons. Thus, materials in special libraries includes, books, journals, abstracts, indexes, technical/specialized reports and series, state of the art research paper (article), proceedings, images, patents, standard, chart, graph, archives, government publications, records, projects, annual reports, and pamphlets, etc, on a special subject which are available in print, digital (online) and non - print form (multimedia). They are referred to as "Virtual Spring of Knowledge" as the collection is dynamic with changing circumstances (Sangam, 2001).

User services in libraries are effective services rendered to library users which include instruction on how to access and use library materials, reference services to provide quick and in - depth answers to user's questions and materials delivery services that provide patrons with access to their information needs. Library services are activities that libraries and their personnel rendered in an effort to meet the information needs of their clientele.

Ekere (2006), viewed library services as the professional guidelines and assistance offered to users. According to the researcher, these services vary in accordance with the category of both the library and the users. Therefore, library services includes, reference services, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), circulation of library resources, indexing and abstracting, CD -ROM database search,

translation, microfilming, binding, as well as digital age internet based and business bureau services such as e- mail, world wide web, photocopying and so on.

Reference services are personal assistance eagerly given to library users in pursuit of information by a librarian in charge of the reference section. Libraries are only willing to give help to individual readers; they consider the assistance as important aspect of their responsibility to users and justification for their training (Gash, 2000). The provision of reference services in libraries or information centers therefore, should be regarded as organized as a serious aspect of library services which seek to satisfy the hungers of users for information.

A library that is not being used is as good as dead as it cannot justify its existence. Therefore, the Law students and other users of the Law Library use various library resources and services for various reasons. For instance, Adeniran (2013) examined the use of information resources by Law students at the Redeemer's University, Mowe, Osun State, Nigeria. The study revealed that, the respondents used the Law Library resources for research, assignments and current awareness. Also, the extent of use of information resources in Law Libraries has tremendous impacts on the academic performance of Law students at Redeemer's University. However, there is need for them to acquire more skills to maximize the use of these resources.

Onuoha & Subair (2013), also accessed the extent of use among users in Law Libraries, and the researchers found out that most respondents used the library on a daily basis for the purpose of using and borrowing library materials, internet facility, photocopying and current awareness services. The study concludes by noting that the university library is responsible for meeting the information needs of its community and as such recommended that university libraries should endeavour to provide relevant and up-to-date information resources to attract and retain users. Although the internet may not be the primary purpose for

using the library, there is however need for Law Libraries to maintain internet facilities considering its worth in information provision.

User satisfaction is a concept that includes how good users feels after visiting and utilizing the Law Library resources and their likeness to return back to the library when next information is needed by them. Mohammed (2006) sees user satisfaction in the utilization of legal materials as the extent to which a library's user information needs are fulfilled with the available services and resources. User services are the effective library services rendered to users in order to meet their information needs. Library services are the activities that libraries and their personnel render to meet the information needs of their users. Such services are the core and traditional library services (Popoola & Haliso, 2009).

Morgan (1995) advised that, it is vital that the views of the services used are sought to help inform the debate about the library's performance. Satisfactory services cannot be provided unless the views of Law Library users are considered. Also, Morris & Barron (1998) asserted that user's view about the services they used should be sought regularly and systematically to inform decision makers about what services should be provided. The Law Library should only provide the resources that its users need, but must also ensure effective use of the resources by its clientele/community. Adeleke (2005) confirmed this and posited that, for the Law Library to perform its role adequately, its legal resources must be effectively utilized. Thus, access to relevant information resources is very necessary. In view of effective utilization of legal information resources and services in Law Libraries, Parvathamma & Reddy (2009), advocated that the library needs to take proactive approach in motivating users to use their legal materials collections, provide access to the internet and also offer community - based services including literacy programmes. Perceived ease of use may be the occurring factor influencing whether or not a particular information services of that Law Library is used.

According to Kotso (2007), the need for standard collection for the Law Libraries in terms of quality and quantity cannot be over emphasized, saying that they must have the depth of the subject of Law as well as the disciplinary diversities. A Law Library that tends to be relevant in any academic institution must ensure that its collection is adequate. The researcher further mentioned some of the basic reference titles that a Law Library is expected to have in its collection, such as complete sets of the up-to-date Law of the Federation and Law of the States, Law Reports of the Supreme Court, Court of Appeal, Federal High Courts and the State High Courts, Law Reports of at least Common Wealth countries, secondary works that are needed to support the teaching of the subjects offered especially the core subjects, precedent books of foreign countries such as Britain, America and some Asian countries, Legal Dictionaries, and other dictionaries, thesaurus, legal bibliographies and both legal and general encyclopedias.

Tuyo (2007), also opined, the relevance and updatedness of Law Library resources are necessary if the objectives of the library are to be met. The age of books in a collection used for teaching and learning is a useful parameter to access the quality of the collection.

Lumande & Ojedoku (2005) stated that the effectiveness of a collection depends on the extent to which a library collection can facilitate research activities and how much students can rely on it for projects and assignments. Building a balanced collection in any Law Library can be very effective through the introduction of collection development policy. Olanlokun & Adekanye (2005) submitted that collection development policy is an important aspect of library service that can promote libraries. The researcher further explained that the university libraries need to rise up to their responsibilities by providing materials capable of supporting teaching, learning and research, and also for community services. No library that is serious about maintaining a balanced stock can afford not to have a collection development



policy which contains a list of guidelines to what is suitable for requisition in a particular library.

The crucial part played by relevancy, updatedness and users' satisfaction in higher education Library has made University of Jos Law Library to follow suit. The researchers deemed it fit to outline the background of the University of Jos and by extension, University of Jos Law Library. The University of Jos is one of the universities in Nigeria. The nucleus of the University of Jos Library was established in February, 1972 when this institution remained the Jos Campus of the University of Ibadan. It is located along Murtala Mohammed way on the temporary site of the University Township Campus. The library has undergone significant extension to both its building and stock. Today, it has the Medical Science collection and Bindery Section. The Medical Library has seating accommodation for 1,650 readers and a few reading stations reserved for staff and postgraduate students.

In December 1976, a branch library which has also undergone some extensions was opened at the Bauchi Road Campus of the University, some kilometers away from the township campus. It has now become the Main Library housing the administration, support services, Documents Section and serving the Faculties of Natural, Pharmaceutical and Environmental Sciences. It has seating accommodation for 733 readers and some reserved reading areas for staff, postgraduates and handicapped readers. According to Know your Library booklet, the Law Library has been moved to the Faculty of Law, and has seating accommodation for 123 readers. In 1985, construction of the Central University Library building at the permanent site of the university was completed. However, due to general space problem in the University, the building now houses Faculties of Art and Social Sciences. The first floor housing Arts, Social Sciences and Education libraries has seating accommodation for 486 readers. The total stocks in these libraries are 169, 404 volumes of books, 25, 824 bound journals and 20, 263 materials in documents section.

The Law Library is an extension of the University of Jos Main Campus Library. It is a special library which is mainly established to serve Law students, lawyers, judges, lecturers in their field and other users and their materials are specifically selected based on their field. The Law Library has two reading sections; the first section accommodates the book shelves, journal stands, and the photocopying unit, while the second section accommodates only chairs and tables mainly for reading and research purposes. It also has the circulation unit, the Law Librarian's office, porters' desk and the legal research laboratory. The types of materials that are used in Law Library, University of Jos includes: Nigerian Law Reviews, Nigerian Weekly Reports, Law of the Federation of Nigeria, Newspapers, Journals, patents, Law books in different areas, Statutes/Acts, Law students projects/thesis, Encyclopedia, etc. So also, their online resources include Hein online foreign, Law Pavilion Local and Legal Pecilia local.

### **STATEMENT OF THE PROBLEMS**

In a typical Nigerian library, the availability of information resources influences utilization by users. However, the first call of library functionality demands that the right materials and resources are acquired and users have access to adequate information resources in order to meet their needs. But in a situation where the right materials are not acquired and the ones available are not effectively utilized, it becomes a problem thereby affecting the objectives of the library.

Acquiring law materials and resources are usually very expensive and problematic when compared to other library resources and this is because of the nature of their resources. In a close discussion with the Law Librarian, she was able to outline some of the challenges faced in the Law Library in terms of acquisition and utilization. Thus, such challenges includes, insufficient funds, constant rising cost of Law materials, resources needed by users are not available, no CCTV, poor bibliographic control, no standard acquisition policy. This

study therefore seeks to analyze the availability and utilization of library materials/information resources and services to users in University of Jos Law Library. The items for investigation are: to determine the extent of use of the information resources in Law Library by law students and other users, to determine whether the information resources available in University of Jos Law Library are relevant and up-to-date, to determine the level of user satisfaction in the utilization of legal materials and users services in University of Jos Law Library.

### **PURPOSE OF THE STUDY/OBJECTIVES**

The study seeks to:

1. Determine the Extent of use of the Information Resources in Law Library by Law students and other users.
2. Determine whether the Information Resources Available in University of Jos Law Library are relevant.
3. Determine whether the Information Resources Available in University of Jos Law Library are up-to-date.
4. Determine the Level of Users' Satisfaction in the Utilization of Legal Materials and user services in University of Jos Law Library.

### **RESEARCH QUESTIONS**

The following research questions will guide the study:

1. To what extent do Law students and other users use the Information Resources in Law Library, University of Jos?
2. How relevant are the information resources available in Law Library University of Jos?
3. How up-to-date are the information resources available in Law Library University of Jos?

4. What is the Level of Users' Satisfaction in the utilization of Legal Materials and user services in University of Jos Law Library?

### **METHOD AND PROCEDURE**

The design adopted for this research is survey. This is because the research focuses mainly on people and their opinions, attitudes, motivations and behavior. This was in line with the assertion of Kerlinger & Lee (2000) who opined that survey research focuses mainly on people and their opinions, attitudes, motivations and behaviors.

The population of this study includes all the Law students who are registered Library users with the total population of 150. Twenty percent (20%) of the population were used as sample. This was based on the recommendation of Uzoagulu, (1998) as cited by Ezeh (2005) that for a population of many hundreds, a sample of 20% should be used.

**Table 1: Population and Sample**

<b>S/No.</b>	<b>Item</b>	<b>Population</b>	<b>Sample (20%)</b>
1.	Registered Library users (Law Students)	150	30

A sample is a smaller group or sub-group obtained from the accessible population (Mugenda & Mugenda, 1999). This subgroup is carefully selected so as to be representative of the whole population with the relevant characteristics. Each member or case in the sample is referred to as subject, respondent or interviewees.

### **DATA PRESENTATION, RESULTS AND ANALYSIS**

All the data presented below were gotten from the Survey (field work) carried out by the researchers in the year 2019.

#### **Response Rate**

The response rate of 97% was recorded for this Study. Out of the 30 Questionnaires administered, 29 were filled, returned and found usable.

**Table 2: Response rate**

<b>Number of Questionnaire Administered</b>	<b>Number of Questionnaires Retrieved</b>	<b>Percentage Retrieval</b>
30	29	97%

**Source:** Field Survey, 2019.

Table 2 above shows the response rate of the study. Out of the 30 Questionnaires administered, 29 representing 97% were filled, returned and found usable. Hence, a response rate of 97% was recorded for this research.

### **Respondent's General Background Information**

**Table 3: Gender of the Respondents**

<b>S/N</b>	<b>Items</b>	<b>Frequency</b>	<b>Percentages</b>
1.	Male	10	34.5
2.	Female	19	65.5
<b>Total</b>		<b>29</b>	<b>100</b>

**Source:** Field Survey, 2019.

Table 3 above shows the Gender of the respondents, 10 (34.5%) of the respondents are male, and 19 (65.5%) are female.

**Table 4: Level of Study of the Respondents**

<b>S/N</b>	<b>Items</b>	<b>Frequency</b>	<b>Percentages</b>
1.	100 level	1	3.5
2.	200 level	8	27.6
3.	300 level	3	10.3
4.	400 level	12	41.4
5.	500 level	5	17.2
<b>Total</b>		<b>29</b>	<b>100</b>

**Source:** Field Survey, 2019.

Table 4 above shows the level of study of the respondents, 1 (3.5%) of the respondents is in 100 level, 8 (27.6%) of the respondents are in 200 level, 3 (10.3%) of the respondents are in

300 level, 12 (41.4%) of the respondents are in 400 level, and 5 (17.2) of the respondents are in 500 level.

**Table 5: Age of the Respondents**

S/N	Items	Frequency	Percentages
1.	Below 20 years	3	10.3
2.	20 - 24 years	11	37.9
3.	25 - 30 years	10	34.5
4.	30 - 40 years	3	10.3
5.	41 - 50 years	2	6.9
6.	50 years and above	0	0.0
<b>Total</b>		<b>29</b>	<b>100.0</b>

*Source: Field Survey, 2019.*

Table 5 above shows the Age of the respondents, 3 (10.3%) of the respondents are below 20 years, 11 (37.9%) of the respondents are between the ages of 20 - 24 years, 10 (34.5%) are between the ages of 25 - 30 years, 3 (10.3%) are between the ages of 30 - 40 years, 2 (6.9%) are between the ages of 41 -50 years and none of the respondents were aged 50 years and above.

**Table 6: Respondent's Marital Status**

S/N	Items	Frequency	Percentages
1.	Single	26	89.7
2.	Married	3	10.3
3.	Divorced	0	0.0
4.	Widowed	0	0.0
<b>Total</b>		<b>29</b>	<b>100.0</b>

*Source: Field Survey, 2019.*

Table 6 above shows the Marital Status of the respondents, 26 (89.7%) of the respondents are single, 3 (10.3%) of the respondents are married; none of the respondents were divorced or widowed.

**Table 7: Respondent's Mode of Study**

S/N	Items	Frequency	Percentages
1.	Full time	25	86.2
2.	Part time	2	6.9
3.	No Response	2	6.9
	<b>Total</b>	<b>29</b>	<b>100</b>

**Source: Field Survey, 2019.**

Table 7 above shows the Respondent's Mode of Study, 25 (86.2%) of the respondents are full time students, while 2 (6.9%) of them are part time students, and 2 (6.9%) of the respondents did not indicate their mode of study.

**Table 8: Respondent's Mode of Entry**

S/N	Items	Frequency	Percentages
1.	UTME	16	55.2
2.	Direct Entry	10	34.5
3.	Transfer	0	0.0
4.	No Response	3	10.3
	<b>Total</b>	<b>29</b>	<b>100</b>

**Source: Field Survey, 2019.**

Table 8 above shows the Respondent's Mode of Entry, 16 (55.2%) of the respondent's, mode of entry were through UTME, 10 (34.5%) of the respondent's mode of entry were through Direct Entry, none of the respondents were transferred students, and 3 (10.3%) of the respondents did not indicate their mode of entry.

## RESEARCH QUESTIONS

**Research Question 1:** What is the Extent of use of the following Legal Information Resources in University of Jos Law Library?

**Table 9: Extent of Use of Information Resources in Law Library.**

To what extent do you use the following Legal Information Resources in Law Library?

S/No	Resources	Large Extent		Moderate Extent		Low Extent		Never		Total	%
		Freq	%	Freq	%	Freq	%	Freq	%		
1	Law Reference Resources	13	44.8	11	37.9	3	10.4	0	0.0	29	100.0
2	Law Textbooks	16	55.2	7	24.1	2	6.9	0	0.0	29	100.0
3	Journals	8	27.6	14	43.3	4	13.8	0	0.0	29	100.0
4	Newspapers/Magazines	8	27.6	10	34.5	6	20.7	2	6.9	29	100.0
5	Special Collection/Government Publications	5	17.2	6	20.7	13	44.8	2	6.9	29	100.0
6	Online Resources	5	17.2	13	44.8	8	27.6	0	0.0	29	100.0
7	Audiovisual Materials	1	3.5	5	17.2	11	37.9	9	31.0	29	100.0

Source: Field Survey, 2019.

Table 9 above shows the extent of use of information resources in Law Library. 13 (44.8%) of the respondents indicated that they used Law Reference Resources to a Large Extent, 11 (37.9%) indicated Moderate Extent, 3 (10.4%) indicated Low Extent, and none of them indicated Never. On Law Textbooks, 16 (55.2%) of the respondents indicated that they used Law textbooks to a Large Extent, 7 (24.1%) indicated Moderate Extent, 2 (6.9%) indicated Low Extent and none of them indicated Never. Similarly, 8 (27.6%) of the respondents indicated that Journals are used to a Large Extent, 14 (43.3%) indicated Moderate Extent, 4 (13.8%) indicated Low Extent, and none of them indicated Never.

Also, 8 (27.6%) of the respondents indicated that Newspapers/Magazines are used to a Large Extent, 10 (34.5%) indicated Moderate Extent, 6 (20.7%) indicated Low Extent, and 2 (6.9%) indicated Never. On Special Collection/Government Publications, 5 (17.2%) of the respondents indicated that Special collection/government publications are used to a Large



Extent, 6 (20.7%) indicated Moderate Extent, 13 (44.8%) indicated Low Extent, and 2 (6.9%) indicated Never. Similarly, 5 (17.2%) of the respondents indicated that Online resources are used to a Large Extent, 13 (44.8%) indicated Moderate Extent, 8 (27.6%) indicated Low Extent, and none of them indicated Never. 1 (3.5%) of the respondents indicated that Audiovisual materials are used to a Large Extent, 5 (17.2%) indicated Moderate Extent, 11 (37.9%) indicated Low Extent, and 9 (31.0%) indicated Never.

The responses show that law reference resources, law textbooks, journals, newspapers/magazines, and online resource are used to a large extent in University of Jos Law Library. But the special collection/government publications and audiovisual materials were used to a low extent.

**Research Question 2:** How relevant are the information resources available in University of Jos Law Library?

**Table 10: Relevance of Information Resources in University of Jos Law Library.**

S/No	Resources	Very Relevant		Moderately Relevant		Partially Relevant		Not Relevant		Total	%
		Freq	%	Freq	%	Freq	%	Freq	%		
1	Books	21	72.4	7	24.1	1	3.5	0	0.0	29	100.0
2	Reference Materials	20	68.9	8	27.6	1	3.5	0	0.0	29	100.0
3	Journals	17	58.6	9	31.0	3	10.3	1	3.5	29	100.0
4	Government Publications	11	37.9	8	27.6	10	34.5	1	3.5	29	100.0
5	Manuscripts	6	20.7	9	31.0	11	37.9	2	6.9	29	100.0
6	Microfilms	4	13.8	8	27.6	7	24.1	8	27.6	29	100.0
7	Computer Resources	16	55.2	11	37.9	4	13.8	0	0.0	29	100.0
8	Tapes (audios and videos)	5	17.2	6	20.7	7	24.1	7	24.1	29	100.0
9	Periodicals	10	34.5	7	24.1	8	27.6	3	10.3	29	100.0
10	Magazines	11	37.9	8	27.6	6	20.7	4	13.8	29	100.0

*Source: Field Survey, 2019.*

Table 10 above shows the relevance of information resources available in University of Jos Law Library. 21 (72.4%) of the respondents indicated that Books are Very Relevant, 7

(24.1%) indicated Moderately Relevant, 1 (3.5%) indicated Partially Relevant and none of them indicated Not Relevant.

The most relevant Information Resources in University of Jos Law Library include Books as indicated by 21 (72.4%). This was followed by Reference Materials [20 (68.9%)], Journals [17 (58.6%)], Computer Resources [16 (55.2)] respectively, among others

The responses show that, Books, reference materials, journals, government publications, manuscripts, and computer resources are the relevant information resources available in University of Jos Law Library. But microfilms, tapes (audio/video), periodicals and magazines were available but not relevant in University of Jos Law Library.

**Research Question 3:** How updated are the information resources available in University of Jos Law Library?

**Table 11: Updatedness of Information Resources available in University of Jos Law Library**

S/No	Resources	Very Updated		Moderately Updated		Partially Updated		Not Updated		Total %	
		Freq	%	Freq	%	Freq	%	Freq	%		
1	Books	8	27.6	10	34.5	9	31.0	2	6.9	<b>29</b>	<b>100.0</b>
2	Reference Resources	7	24.1	10	34.5	9	31.0	3	10.3	<b>29</b>	<b>100.0</b>
3	Journals	10	34.5	9	31.0	5	17.2	5	17.2	<b>29</b>	<b>100.0</b>
4	Government publications	2	6.9	13	44.8	8	27.6	7	24.1	<b>29</b>	<b>100.0</b>
5	Manuscripts	5	17.2	5	17.2	12	41.4	7	24.1	<b>29</b>	<b>100.0</b>
6	Microfilms	1	3.5	6	20.7	12	41.4	10	34.5	<b>29</b>	<b>100.0</b>
7	Computer Resources	4	13.8	11	37.9	11	37.9	3	10.3	<b>29</b>	<b>100.0</b>
8	Tapes (audio/video)	1	3.5	7	24.1	9	31.0	12	41.4	<b>29</b>	<b>100.0</b>
9	Periodicals	4	13.8	13	44.8	6	20.7	6	20.7	<b>29</b>	<b>100.0</b>
10	Magazines	2	6.9	15	51.7	6	20.7	6	20.7	<b>29</b>	<b>100.0</b>

*Source: Field Survey, 2019.*

Table 11 above shows the updatedness of information resources available in University of Jos Law Library. 8 (27.6%) of the respondents indicated that Books are Very Updated, 10 (34.5%) indicated Moderately Updated, 9 (31.0%) indicated Partially Updated, and 2 (6.9%) and 3 (10.3%) indicated Not Updated. 10 (34.5%) of the respondents indicated that Journals are Very Updated, 9 (31.0%) indicated Moderately Updated, 5 (17.2%) indicated Partially Updated, and 5 (17.2%) indicated Not Updated. 2 (6.9%) of the respondents indicated that Government publications are Very Updated, 13 (44.8%) indicated Moderately Updated, 8 (27.6%) indicated Partially Updated, and 7 (24.1%) indicated Not Updated. 5 (17.2%) of the respondents indicated that Manuscripts are Very Updated, 5 (17.2%) indicated Moderately Updated, 12 (41.4%) indicated Partially Updated, and 7 (24.1%) indicated Not Updated. 1 (3.5%) of the respondents indicated that Microfilms are Very Updated, 6 (20.7%) indicated Moderately Updated, 12 (41.4%) indicated Partially Updated, and 10 (34.5%) indicated Not Updated. 4 (13.8%) of the respondents indicated that Computer resources are Very Updated, 11 (37.9%) indicated Moderately Updated, 11 (37.9%) indicated Partially Updated, and 3 (10.3%) indicated Not Updated. 1 (3.5%) of the respondents indicated that Tape (audio/video) are Very Updated, 7 (24.1%) indicated Moderately Updated, 9 (31.0%) indicated Partially Updated, and 12 (41.4%) indicated Not Updated. 4 (13.8%) of the respondents indicated that Periodicals are Very Updated, 13 (44.8%) indicated Moderately Updated, 6 (20.7%) indicated Partially Updated, and 6 (20.7%) indicated Not Updated. 2 (6.9%) of the respondents indicated that Magazines are Very Updated, 15 (51.7%) indicated Moderately Updated, 6 (20.7%) indicated Partially Updated, and 6 (20.7%) indicated Not Updated.

The responses indicated that, few information resources are updated in University of Jos Law Library. The updated information resources include books, reference resources, and computer resources. While journals, government publications, manuscripts, microfilms, tapes (audio/video), periodicals, and magazines were not updated in University of Jos Law Library.

**Research Question 4:** To what extent are users satisfied with the Legal materials and services in University of Jos Law Library?

**Table 12: User Satisfaction with the Legal Materials and Services in University of Jos Law Library.**

S/N	Legal Materials and Services	Highly Satisfied		Moderately Satisfied		Partially Satisfied		Not Satisfied		Total %	
		Freq.	%	Freq.	%	Freq.	%	Freq.	%		
1	Books	10	34.5	14	48.3	6	20.7	0	0.0	<b>29</b>	<b>100.0</b>

2	Journals	8	27.6	14	48.3	6	20.7	0	0.0	<b>29</b>	<b>100.0</b>
3	Online database	12	41.4	9	31.0	5	17.2	3	10.5	<b>29</b>	<b>100.0</b>
4	Special Collection/ Government publications	2	6.9	8	27.6	17	58.6	2	6.9	<b>29</b>	<b>100.0</b>
5	Magazines/Newspapers	6	20.7	10	34.5	11	37.9	2	6.9	<b>29</b>	<b>100.0</b>
6	Audiovisuals	3	10.3	7	24.1	9	31.0	10	34.5	<b>29</b>	<b>100.0</b>
7	Encyclopedias	7	24.1	11	47.9	11	37.9	0	0.0	<b>29</b>	<b>100.0</b>
8	Electronic online resources	13	44.8	8	27.6	8	27.6	1	3.5	<b>29</b>	<b>100.0</b>
9	Current Awareness Services	5	17.2	16	55.2	7	24.1	1	3.5	<b>29</b>	<b>100.0</b>
10	Selective Dissemination of Information	5	17.2	11	37.9	10	34.5	2	6.9	<b>29</b>	<b>100.0</b>
11	Reference	9	31.0	13	44.8	5	17.2	2	6.9	<b>29</b>	<b>100.0</b>
12	Organization/Arrangement of Library Services	12	41.4	6	20.7	9	31.0	2	6.9	<b>29</b>	<b>100.0</b>
13	User Education	6	20.7	11	37.9	12	41.4	0	0.0	<b>29</b>	<b>100.0</b>
14	Lending Services	9	31.0	7	24.1	9	31.0	4	13.8	<b>29</b>	<b>100.0</b>
15	Interlibrary Loan Services	4	13.8	10	34.5	10	34.5	5	17.2	<b>29</b>	<b>100.0</b>
16	Cataloguing and Classification	9	31.0	6	20.7	8	27.6	6	20.7	<b>29</b>	<b>100.0</b>

**Source: Field Survey, 2019.**

Table 12 above shows users satisfaction with the Legal Materials and services in university of Jos Law Library, 10 (34.5%) of the respondents indicated that they are Highly Satisfied with Books, 14 (48.3%) indicated Moderately Satisfied, 6 (20.7%) indicated Partially Satisfied, and none of them indicated Not Satisfied. 8 (27.6%) of the respondents indicated that they are Highly Satisfied with Journals, 14 (48.3%) indicated Moderately Satisfied, 6 (20.7%) indicated Partially Satisfied, and none of them indicated Not Satisfied. 12 (41.4%) of the respondents indicated that they are Highly Satisfied with Online databases, 9 (31.0%) indicated Moderately Satisfied, 5 (17.2%) indicated Partially Satisfied, and 3 (10.3%) indicated Not Satisfied. 2 (6.9%) of the respondents indicated that they are Highly Satisfied with Special collection/government publications, 8 (27.6%) indicated Moderately Satisfied, 17 (58.6%) indicated Partially Satisfied, and 2 (6.9%) indicated Not Satisfied. 6 (20.7%) of the respondents indicated that they are Highly Satisfied with Magazines/newspapers, 10 (34.5%) indicated Moderately Satisfied, 11 (37.9%) indicated Partially Satisfied, and 2 (6.9%) indicated Not Satisfied. 3 (10.3%) of the respondents indicated that they are Highly Satisfied with Audiovisuals, 7 (24.1%) indicated Moderately Satisfied, 9 (31.0%) indicated Partially Satisfied, and 10 (34.5%) indicated Not Satisfied. 7 (24.1%) of the respondents indicated that they are Highly Satisfied with Encyclopedia, 11

(37.9%) indicated Moderately Satisfied, 11 (37.9%) indicated Partially Satisfied, and none of them indicated Not Satisfied. 13 (44.8%) of the respondents indicated that they are Highly Satisfied with Electronic online resources, 8 (27.6%) indicated Moderately Satisfied, 8 (27.6%) indicated Partially Satisfied, and 1 (3.5%) indicated Not Satisfied. 5 (17.2%) of the respondents indicated that they are Highly Satisfied with Current awareness services, 16 (55.2%) indicated Moderately Satisfied, 7 (24.1%) indicated Partially Satisfied, and 1 (3.5%) indicated Not Satisfied. 5 (17.2%) of the respondents indicated that they are Highly Satisfied with Selective Dissemination of Information, 11 (37.9%) indicate Moderately Satisfied, 10 (34.5%) indicated Partially Satisfied, and 2 (6.9%) indicated Not Satisfied. 9 (31.0%) of the respondents indicated that they are Highly Satisfied with Reference, 13 (44.8%) indicated Moderately Satisfied, 5 (17.2%) indicated Partially Satisfied, 2 (6.9%) indicated Not Satisfied. 12 (41.4%) of the respondents indicated that they are Highly Satisfied with Organization and arrangement of library services, 6 (20.7%) indicated Moderately Satisfied, 9 (31.0%) indicated Partially Satisfied, and 2 (6.9%) indicated Not Satisfied. 6 (20.7%) of the respondents indicated that they are Highly Satisfied with User education, 11 (37.9%) indicated Moderately Satisfied, 12 (41.4%) indicated Partially Satisfied, and none of them indicated Not Satisfied. 9 (31.0%) of the respondents indicated that they are Highly Satisfied with Lending services, 7 (24.1%) indicated Moderately Satisfied, 9 (31.0%) indicated Partially Satisfied, and 4 (13.8%) indicated Not Satisfied. 4 (13.8%) of the respondents indicated that they are Highly Satisfied with Interlibrary loan services, 10 (34.5%) indicated Moderately Satisfied, 10 (34.5%) indicated Partially Satisfied, and 5 (17.2%) indicated Not Satisfied. 9 (31.0%) of the respondents indicated that they are Highly Satisfied with Cataloguing and classification, 6 (20.7%) indicated Moderately Satisfied, 8 (27.6%) indicated Partially Satisfied, and 6 (20.7%) indicated Not Satisfied.

The responses shows that users are satisfied with the library materials and services in University of Jos Law Library, and such materials and services includes, Books, Journals, Special collection/government publications, Magazines/newspapers, Encyclopedia, Electronic online resources, Current awareness services, Selective dissemination of information, reference, Organization and arrangement of library services, and User education. But users were not satisfied with online databases, audiovisual materials, lending services, interlibrary loan services and cataloguing and classification.

## Summary of the Findings

Below is the Summary of the Findings.

1. Some information resources in University of Jos Law Library which includes, law reference resources, law textbooks, journals, newspapers/magazines, and electronic online resources are used to a large extent in University of Jos Law Library. But audiovisual materials and special collection/government publications were used to a low extent.
2. Some information resources in University of Jos Law Library are relevant while others are not. The relevant information resources available in University of Jos Law Library include books, reference resources, journals, government publications, manuscripts, computer resources. But microfilms, tapes (audio/video), periodicals and magazines were not relevant in University of Jos Law Library.
3. University of Jos Law Library has some information resources that are up-to-date and satisfied the information needs of its patrons. Those up-to-date information resources include books, reference resources, and computer resources. But journals, government publications, manuscripts, microfilms, periodicals and magazines were not updated in University of Jos Law Library.
4. Library users are satisfied with some of the library materials and services available in University of Jos Law Library. These materials and services includes, books, journals, special collection/government publications, magazines/newspapers encyclopedia, electronic online resources, current awareness services, selective dissemination of information, reference, organization/arrangement of library services, and user education, but were not satisfied with online databases, audiovisual materials, lending services, interlibrary loan services, and cataloguing and classification.

## **Discussion**

The Research was conducted on the Analysis of Availability and Users' satisfaction of the Information Resources and services in Law Library by Law students: a case study of University of Jos Law Library, Plateau State, Nigeria. Four (4) objectives were formulated to guide the study which are: to determine the extent of use of the information resources in University of Jos Law Library by Law students; to determine whether the information resources available in University of Jos Law Library are relevant and up-to-date; and to determine the level of user satisfaction in the utilization of legal materials and user services in University of Jos Law Library.

The study revealed that the extent of use of information resources was to a large extent by patrons in University of Jos Law Library. This was in agreement with Adeniran (2013), who stated that, Law Library users used the information resources available in Law Library for research purposes, assignments, and current awareness. It was also in agreement with Onuoha & Subair (2013) who also added that most users in Law Libraries used the library resources on a daily basis for the purpose of using and borrowing library materials, Internet facility, photocopying and current awareness services. Examples of such information resources include, law reference resources, law textbooks, journals, newspapers/magazines, and online resources but special collection/government publications, and audiovisual materials were used to a low extent.

The study also revealed that, some of the information resources available in University of Jos Law Library are relevant to library users. Such information resources includes, books, reference materials, journals, government publications, and computer resources, but microfilms, tapes (audio and video), periodicals and magazines were not found relevant by Law Library users. This was in agreement with the National Universities

Commission (N.U.C, 1989), which set a uniform standards for all Law Libraries both in terms of staffing and holdings. This is to ensure that all Law Libraries have relevant, current and adequate law books and periodicals required for them to library pass accreditation.

The study further revealed that the University of Jos Law Library has few up-to-date information resources that satisfied the information needs of its patrons when sourced for. This was in agreement with Ukpannah & Afolabi (2011), who stated that the ability of the Law Library to meet the diverse information needs of its clientele depends on among other things, the availability of an array of documentary and non- books materials. The researchers further explained that, the collection of Law Library resources should involved the discovery of weak areas of the resources that needs to be empowered, as well as the strong areas that needs to be evaluated with a view of reaffirming their relevance and updatedness in satisfying users demands. It was also in agreement with Kotso (2007) who asserted that a Law Library that tends to be relevant in any academic institution must ensure that their collections are adequate. The researcher added that, some of the basic reference titles that a Law Library is expected to have in its collection as complete sets of the up-to-date Law of the Federation and law of the States, law reports of the Supreme Court, Court of Appeal, Federal High Court and the State High Court, Law report of at least common wealth countries and the rest. It was also in agreement with Tuyo, (2007) who asserted that the relevance and updatedness of Law Library resources are necessary if the objectives of the library are to be met. The researcher further added that the age of books in a collection used for teaching and learning is a useful parameter to access the quality of the collection.

The research also revealed that, Law Library users are satisfied with some of the materials and services in university of Jos Law Library. The materials and services includes, books, journals, encyclopedia, electronic online resources, newspapers and magazines,



current awareness services, selective dissemination of information, reference services, and user education, but were not satisfied with online databases, audiovisuals, lending services, interlibrary loan services, and cataloguing and classification. This was in agreement with Parvathamma & Reddy (2009), who stated that the law library needs to take proactive approach in motivating users to use their legal materials collections, provide access to internet and also offer community-based services including literacy programs. The researchers also added that, perceived ease of use may be the occurring factor influencing whether or not a particular material of the law library is used. It was also in agreement with Goham & Saikia (2013) who also asserted that users of the law library borrowed books, consult journals, and read newspapers, engaged in user education, and lending services in order to meet their information needs and also to be satisfied with the library materials and services.

## **CONCLUSION**

From the findings on the availability and users' satisfaction of the Information Resources and services in Law Library by Law students: a case study of University of Jos Law Library, Plateau State, Nigeria and based on the data collected and analyzed, it was concluded that there is a large extent of information resources use by patrons in University of Jos Law Library. The resources includes, law reference resources, law textbooks, journals, newspapers/magazines, special collection/government publications, electronic online resources, and audiovisual materials. The information resources available in University of Jos Law Library are relevant to library users, such information resources includes books, reference resources, journals, government publications, manuscripts, microfilms, computer resources, tape (audio/video), periodicals and magazines.

It should also be noted that for any library to be relevant to its community where it exists, its resources must be relevant and up-to-date. Users/patrons could be discouraged if the resources of any Law Library do not contain relevant legal materials which is the very purpose of its existence, hence with relevant and updated materials and users services, users

satisfaction will be very high and the essence of the establishment of the Law Libraries will never be defeated.

## **RECOMMENDATIONS**

Based on the findings, the researcher recommends that the following measures and actions be taken by stakeholders in order to actualize effective acquisition and utilization of library materials and services in Law Libraries:

1. The library community should try as much as possible to make special collection/government publications and audiovisuals materials readily available to Law Library users for effective use, as it was indicated that they were used to a low extent.
2. The Law Library acquisition committee should try as much as possible to acquire relevant, up-to-date, and very current microfilms, tapes (audio and video), periodicals, magazines, journals, government publications, and manuscripts as indicated by some of the respondents that they were not relevant and were not updated in University of Jos Law Library, in order to capture the interest of users in using the Law Library resources and for the library to meet its mandates.
3. Law Libraries, especially in University of Jos should diversify the range of their services. These information professionals must strive to take their emphasis beyond the traditional or conventional librarianship. For instance, more emphasis should be placed on electronic services, as internet search and electronic reference services. These services should be complimented by table of content services and preparation of reading list. This will add more value to their services and improve the satisfaction derived by law students and other users of the Law Library.

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