UTILIZATION OF SOCIAL MEDIA SERVICES FOR CURRENT AWARENESS PROVISON TO REGISTERED USERS OF FEDERAL UNIVERSITY LIBRARY, LAFAI

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UTILIZATION OF SOCIAL MEDIA SERVICES FOR CURRENT AWARENESS PROVIDION TO REGISTERED USERS OF FEDERAL UNIVERSITY LIBRARY, LAFIA

By

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ABSTRACT

This study was carried out to investigate the acceptance and use of SMS for Current awareness Services provision in Federal University Library, Lafia, Nasarawa State. To achieve the objectives of the study, four research questions were raised and answered in the study to include; What services are provided by the Federal University Library, Lafia, Nasarawa State?, What forms of Current Awareness services are used in the library?, What are the challenges of providing current awareness services in Federal University Library, Lafia, Nasarawa State?, In what ways could SMS be used in providing current awareness services in Federal University Library, Lafia, Nasarawa State?, Literatures were reviewed under the following subheadings: Services of Academic Libraries, Current Awareness services in Libraries, types of SMS use in the library. Survey Research Method was adopted for the study and 200 respondents were sampled for the study. Questionnaire was used to collect data for the study. It was discovered that services in the library are not adequate as users are virtually left to fend for themselves in the library. The study also revealed that the major forms of CAS offered by FUL Lafia are Notice boards and the Library Website. Many users of the Library do not visit the Library Website.
In-house trainings be regular in aspects of the utilization of ICTs to Library routines, to be organized by the ICT Section of the Library. Research should be encouraged in the aspect of utilization of ICTs in the Library.

**Keywords:** social media services, Current awareness Services, ICT, Information Technology,

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**Introduction**

The advent of the computer as a product of information technology has made it easy to automate library operations, thereby facilitating students and staff in Nigerian universities in searching information and carrying out research in their respective fields. The application of information technology has made the library a new information services unit, providing electronic acquisition, electronic cataloguing, electronic Online Public Access Catalogue (OPAC), and serials control, electronic interlibrary loan, and electronic circulation functions (Agbola 2001).

As the need for academic libraries to support remote learning continues to expand, users rely on libraries to help sift through sometimes overwhelming amounts of information, but may at times need alternatives to traditional library instruction and reference services. Libraries have responded to this reality by publishing electronic research guides and tutorials while integrating help content and virtual reference services into their Websites. Complementary components of these efforts are Web-based Current Awareness Services (CAS), designed to help time-constrained users keep abreast of the latest developments, issues, and activities related to selected topics in their academic fields.

The main purpose of current awareness services is to inform patrons about new acquisition in the library. Display boards and selective lists are used to circulate information to patrons. Current awareness services (CAS) is used to alert scholars, researchers, readers and health care practitioners to recent publications in their field of specialization. Current awareness is synonymous to selective dissemination of information (SDI). It is usually available in special libraries serving companies, organizations and institutions in which access to current information is essential. Kemp (2009) defined Current Awareness Services as “a system or publication for reviewing newly available documents, selecting items relevant to the needs of an individual or group, and recording them so that notifications may be sent to those...to whose needs they are related”. Fourie (2009) on the other hand defined CAS as “Selection of one or more systems that provide notification of the existence of new entities added to the system’s database or of which the system took note (e.g., documents, Websites, events such as conferences, discussion groups, editions of newsletters). Current awareness services automatically notify users or allow users to check periodically for updates”.

The International Encyclopedia of Information and Library Science defines a current awareness service as one "notifying current documents to users of libraries and information services" (Current awareness 2003). Strauss, Strieby and Brown (2004) offer a more detailed definition: "a system for reviewing publications immediately upon receipt, selecting information pertinent to the program of the organization served, and noting individual items to be brought to the attention...of those persons to whose work they are related." Put another way, "the scientist
has… a 'standing order' for all new information" (Menzel 2004). Current Awareness service may be concisely defined as any online or print resource that provides regular updates to users on current literature in a research field of interest. The emphasis is on currency. Such resources or services may include paper or online bulletins, journal tables of contents, RSS feeds from web sites and online databases, e-mail alerts, citation indexes, saved database searches, online peer networks (for example, ProQuest's Community of Science), and blogs. Many of these services overlap. For example, journal tables of contents and saved searches are commonly available as e-mail alert. Communication makes the world habitable. Consciously involves sharing ideas, feelings, thoughts, and many other things that humans share. Ojomo (2004) defined communication as the process of sharing ideas, feelings, thoughts and messages with others. Rothwell (2001) sees communication as a transactional process of sharing meaning with others. Kemoni (2004) citing Ojiambo avers that communication involves the giving and receiving of information, signals or messages by talk, gestures and writing. Odini (2009) identifies communication as one of the core competencies that all information professionals should possess. For CAS to be effective, libraries must adopt the use of Short Message Services.

SMS stands for Short Message Service. It is a technology that enables the sending and receiving of messages between mobile phones. SMS first appeared in Europe in 1992. Communication via SMS is increasing day by day and extensively making use for send messages for personal, business and other informative purposes. A lot of innovative applications are now built on top of the SMS technology and more are being developed. Libraries in developed countries have begun using SMS to interact with members and utilize to sending alerts and notifications. Sending and receiving messages to individuals and groups are the main advantages of SMS. Often mobile phone carried by the owner most of the time, whenever SMS is received, it will be notified immediately irrespective of the time and location.

SMS technology is now being used by many libraries to deliver their services more effectively and efficiently. SMS could be used to provide quick, easy access to library services. SMS text messages can be sent to the customers (users of a library) in order to remind them of the overdue books and when it is due. In case they need to renew it, they can send a message for getting it reissued rather than going to the library and renew the books. The users can also be informed of the hold items which are ready to be collected from the library through SMS. They can check the loans and also know of the availability of any particular book by sending SMS.

The SMS facility can be used as a medium for the communication of reference queries in libraries. It is a form of virtual reference service. The text messaging technology can be used for referral services, to guide the users to the source of information. This is also an effective way of receiving technical support from the library staff such as a problem in accessing databases. For announcing an event taking place in the library, SMS facilities can be made use of. This helps to reach out to the users to make them aware of such local functions, which otherwise has to be sent via email. SMS technology is a readily accessible alternative to emails and the time lag due to delay in checking mails can be eliminated. According to Gibbons (2007) by making use of the SMS technology, readers can subscribe to receive library notices via email, library newsletters and can also subscribe to online databases. Libraries can broadcast through text messages to groups of clients for promoting services such as new databases, extended library opening hours, or a new series of hands-on workshops.
Statement of the problem

Modern university education now depends on a robust programme of automated information services to support and facilitate teaching, learning, research and management. This scenario of accelerated technological change poses new challenges and opportunities for universities, and Nigerian universities must re-position themselves quickly and continuously to exploit information technologies to efficiently meet their teaching, learning and research mission. Nigerian universities are already grappling with the problems of achieving this requirement, albeit in an environment of very stringent resources constraints.

Current awareness has always been an essential service offered by libraries. As the variety and volume of online content continues to grow, the problem of ‘harnessing’ this content into a manageable form for both end users and librarians has also grown, and the need for focused, selective and personalized current awareness services has become even more imperative. Current Awareness Services in Federal University Library, Lafia takes the form of Posters, Banners and Notice boards. These methods of providing current awareness services are deficient in the sense that they are not personalized services. The users have to go to the Library to know the new resources and with the shift of users to the Internet, the problem is further compounded. Could the use of e-mail alerts alleviate this problem? Perhaps the adoption of Short Message Services (SMS) will help personalize the current awareness services of Federal University Library Lafia. It is against this background that the research has decided to carry out this study.

Objectives of the study
The followings are the objectives of this study:
1. To identify the types of socio-media services provided by Federal University Library, Lafia.
2. To identify the forms of current awareness socio-media services used by the library.
3. To identify the challenges of providing current awareness socio-media services in the library.
4. To determine the ways socio-media could be used in providing current awareness services.

Research Questions
The following research questions are raised for this study:
1. What are the types of socio-media services provided by the Federal University Library, Lafia?
2. What forms of current awareness socio-media services used by the library?
3. What are the challenges of providing current awareness socio-media services in the Library?
4. In what ways could socio media be used in providing current awareness services in the Library?

The Technology Acceptance Model (TAM), introduced by Davis (2009), is an adaptation of social psychology theory of reasoned action, specifically tailored for modeling user acceptance of information systems. The TAM considers perceived usefulness and perceived ease
of use as major determinants of intention to use a technology. The former refers to the extent to which a person believes that using the system will enhance task performance, while the latter refers to the degree to which the user expects the target system to be free of effort. Across studies, perceived usefulness is highlighted as the most significant determinant of behavioral intention to the technology (Horst et. al. 2007; Venkatesh et. al. 2003). The TAM explains user behaviour across a broad range of end-user computing technologies (e.g., text editor, spreadsheet, e-mail) and user population (e.g., students, software professionals, physicians). The predictive power of TAM varies according to the cultural context. Its power of prediction is higher in the West (45–70%) than the East (10–35%). Perceived usefulness emerges as important across all the cultures studied, whereas subjective norm is more important for the East than the West (Rose and Straub 2008). Subjective norm has been of particular interest in Asian and African research, and cultural factors are highlighted to explain its relevance in determining behavioral intention to use computers (Mao and Palvia 2001).

**Technology Acceptance Model**


Davis (2009) extended the original TAM model and proposed TAM 2. David and Venkatesh explain perceived usefulness and usage intentions in terms of social influence process and cognitive instrumental processes. The social influence process highlights the impact of three inter-related social forces impinging on an individual facing the opportunity to adopt or reject a new system --- subjective norm, voluntariness and image. The cognitive instrumental process highlights the individual’s job relevance and output quality. Results demonstrability and perceived ease of use are other fundamental determiners of user acceptance.

Venkatesh et. al. (2003) formulated the Unified Theory of Acceptance and Use of Technology (UTAUT). UTAUT is based upon the conceptual and empirical similarities across different technology acceptance models. The theory states that user acceptance and usage of technology is explained by four factors --- performance expectancy, effort expectancy, social influence and facilitating conditions.

i. *Performance expectancy* is defined as the degree to which an individual believes that
using the system will help him or her to attain gains in job performance.

ii. **Effort expectancy** is defined as the degree of ease associated with the use of the system.

iii. **Social influence** is defined as the degree to which an individual perceives that important others believe he or she should use the new system.

iv. **Facilitating conditions** are defined as the degree to which an individual believes that an organizational and technical infrastructure exists to support use of the system.

v. **Behavioral intention** refers to the individual's decision regarding future system use.

vi. **Use behavior** refers to the actual usage of the system.

vii. Performance expectancy is the strongest predictor of intention and remains significant in both voluntary and mandatory settings, at all points of measurement. Effort expectancy is significant in both voluntary and mandatory usage contexts; but only during the initial stages of adoption. Social influence is significant in voluntary but not in mandatory context. Further, facilitating conditions have a direct influence on usage beyond that explained by behavioral intentions alone. Most of the research on UTAUT is carried on employees of organization and considers job aspects of each of the determinant.

**Services of Academic Libraries**

A well-established library is essential for any academic institution. As a focal point for teaching, learning, and research, it is expected to provide standard information resources. Today, academic libraries are struggling to keep their place as the major source of inquiry in the face of emerging digital technology. Digital technology has revolutionized not only the way information is packaged, processed, stored, and disseminated, but also how users seek and access information. Academic libraries no longer restrict themselves to print services such as collection development, cataloguing and classification, circulation and reference services, current awareness, selective dissemination and other bibliographic services, but have extended their efforts to interdisciplinary concepts and computer software and hardware and telecommunication engineering and technology. As observed by Campbell (2006), “numerous creative and useful services have evolved within academic libraries in the digital age: providing quality learning spaces, creating metadata, offering virtual reference services, teaching information literacy, choosing resources and managing resource licenses, collecting and digitizing archival materials, and maintaining digital repositories”. Federal University Library Lafia being an Academic Library has also put all the right technology in place to welcome this digital age, it has started converting most of its Catalogues into the digital form, it has also acquired the Virtua Library Software that it is using to convert its collections, it is in line with this development that the aforementioned study is deemed related to this study.

Libraries offer interlibrary loan (ILL) services to help users obtain information that are not available in their libraries. ILL is a long cooperative effort which involved borrowing and lending books, audiovisuals, journal issues to other libraries for use by library clientele. With the provision of ICT, ILL can now be done through electronic network. Networks are established as a means of sharing common resources, such as hardware, software, data etc. among several users. Libraries that exist within a distance of one kilometer or less can use local area network (LAN). Wide area network (WAN) can be used for libraries in a country or continent within
distances of one thousand kilometers. For example, the online computer library center (OCLC) facilitates interlibrary loans through a network of 38 000 libraries (Lett, 2003). In the past ILL could be done through Document Delivery which is a process of delivering journal articles or photocopies of other documents. But now the rapid growth of scanning and digitizing technologies provides new methods, retrieval and delivery of such journal articles and other documents to off-site users.

The provision of ICT in libraries has also affected other routine operations of LIS. The roles of technical services staff (which include processes for acquisition, cataloguing and classification, and development of collection) have expanded to include development and maintenance of databases. Public services libraries are expected to answer questions about downloading and manipulating files to assist users with software application. Abdulsalami and Dika (2017). The advent of electronic information services has created a new set of demands for information providers. These services include new reference models, new means for information delivery and demands for user and personnel education in the uses of the new resources and technologies. It has also prompted a re-examination of the rights and responsibilities of information providers, intermediaries and end users.

A number of services are now offered online that, heretofore, were provided in person or through other print means. Online includes electronic reference and electronic document delivery systems. Abdulsalami and Dika ((2017). These services have been expanded to include automated information delivery and built according to various interoperable standards. Electronic information services that have been created include interactive e-commerce and e-governance services as well as various organizational database management needs (including registrations, membership renewals) and other functions. The advent of electronic information services has also prompted new interest in artificial intelligence systems to facilitate the delivery of information services. These range from natural language processing (Jacquemin 2001) to the creation of content (Bringsjord and Ferrucci 2009).

**Current Awareness Services in Libraries**

The International Encyclopedia of Information and Library Science defines a current awareness service as one "notifying current documents to users of libraries and information services" (Current awareness 2003). Strauss, (2004) offer a more detailed definition: "a system for reviewing publications immediately upon receipt, selecting information pertinent to the program of the organization served and noting individual items to be brought to the attention...of those persons to whose work they are related." Put another way, "the scientist has… a 'standing order' for all new information" (Menzel 2004). Current Awareness service may be concisely defined as any online or print resource that provides regular updates to users on current literature in a research field of interest. The emphasis is on currency.

Such resources or services may include paper or online bulletins, journal tables of contents, RSS feeds from web sites and online databases, e-mail alerts, citation indexes, saved database searches, online peer networks (for example, ProQuest's Community of Science), and blogs. Many of these services overlap. For example, journal tables of contents and saved searches are commonly available as both e-mail alerts and RSS feeds. CA services are often
known by other names as well, including selective dissemination of information or SDI (Connor 2007; Hensley 2003). SDI has generally referred to CA services based on an individual researcher's personal research profile (Connor 2007) rather than widely disseminated to a general readership, although many definitions such as that offered by Luhn (2001) and Hensley (2003) can make SDI and CA seem almost synonymous.

Current awareness and information dissemination services have been around in some form for at least 80 years. Skolnik (2007) describes a current awareness bulletin that began in 1929 for chemists and researchers at the Hercules Corporation and was moved to a computer system in the 1960s. Such early CA services were usually librarian-generated bulletins distributed "in house" to researchers in corporate, university, or government research centers as a means for keeping up with the vastly expanding post-World War II research output (Kolder and Simpkins 2007; Menzel 2004).

Only in the current Internet era, however, with the advent of saved searches, e-mail alerts, and RSS feeds, have such CA services become relatively convenient for users to set up and maintain on their own. RSS feeds, also known as "Really Simple Syndication" (Wittenbrink 2005) and "Rich Site Summary" (King 2001), are XML files that enable users to track new updates to a web site without having to visit that web site over and over (Wittenbrink 2005). Once used primarily to gather news and updates from web sites for convenient access and reading, RSS is now widely used by scholarly publishers and database companies to syndicate database and tables-of-contents alerts.

Connor (2007) emphasized that "participation in the SDI system should make a minimum demand on the user's time and should be an uncomplicated procedure." It is worth asking if this is the case. There is some evidence that users may not be aware of tools such as RSS feeds (Grossnickle, et al. 2005). Blackburn and Walker (2008) note that the nature of RSS technology remains unclear and confusing for many users. The diversity of RSS icons and names, the perceived need to use special aggregator web sites (or "feed readers") and users' confusion on how to get started are major obstacles to widespread use by library patrons. Surveying staff users of a small health services library in Canada, Neilson (2008) found that workload often prevented the adopting or monitoring of RSS feeds, with some staff finding e-mail alerts more noticeable than RSS posts.

In the Fernandez (2002) study, a survey of 25 natural sciences researchers at York University in Ontario, Canada, the most popular or heavily used CA options were journal tables of contents, e-mail alerts, and e-mailing other researchers (Fernandez 2002). A larger study of academic researchers conducted by Niu, et al. (2010) that looked at various aspects of their information-seeking behavior found that 36% of respondents used some type of alert, the most popular in that survey being PubMed. That study, however, did not break down alert service use by type. Since the 2002 Fernandez study predated the rise of RSS feed use in databases and journal web sites, there is a real need for more current data on faculty use of CA services and what types they use (Sullivan 2004).

**SMS use in the Library**

SMS technology is now being used by many libraries to deliver their services more effectively and efficiently. SMS could be used to provide quick, easy access to library services.
SMS text messages can be sent to the customers (users of a library) in order to remind them of the overdue books and when it is due. In case they need to renew it, they can send a message for getting it reissued rather than going to the library and renew the books. The users can also be informed of the hold items which are ready to be collected from the library through SMS. They can check the loans and also know of the availability of any particular book by sending SMS.

There are not many libraries using text messaging for reference services, and consequently there isn't much literature on the topic. Giles and Grey-Smith (2005) concentrate on the subject and describe the process of implementing SMS reference service at the library at Curtin University of Technology. In her blog Librarian in Black, Sarah Houghton (2005) reports on the implementation and use of SMS at South Eastern Louisiana University. Houghton's (2005) opined Virtual Reference Desk Conference presentation points to text messaging as one alternative to traditional virtual reference products, whereas Fox (2006) addresses SMS in a presentation about mobile handheld devices and library and information services. Whelan (2006) mentions PC-to-mobile phone text messaging among emerging technologies librarians may want to consider for expanding their services across new communication platforms. Briggs (2007) describes how the University of Florida uses a cell phone text messaging service to distribute information and news updates campus wide; the system allows professors and students to use it for similar communications. Condon (2006) provides a different view and questions whether text messaging will really be a desirable and effective means of delivering library services.

According to Abdulsalami and Dika (2017) the SMS facility can be used as a medium for the communication of reference queries in libraries. It is a form of virtual reference service. The text messaging technology can be used for referral services, to guide the users to the source of information. This is also an effective way of receiving technical support from the library staff such as a problem in accessing databases. They further opined that SMS facilities could be used for announcing an event taking place in the library. This helps to reach out to the users to make them aware of such local functions, which otherwise has to be sent via email. SMS technology is a readily accessible alternative to emails and the time lag due to delay in checking mails can be eliminated. By making use of the SMS technology, readers can subscribe to receive library notices via email, library newsletters and can also subscribe to online databases. Libraries can broadcast text messages to groups of clients for promoting services such as new databases, extended library opening hours, or a new series of hands-on workshops.

Gile, Nicola and Sue (2005) postulated that SMS is a cost effective and efficient interactive communication system suitable for libraries other than email. The technology works well if it is used as an interactive two way system. To be more precise, mobile pervasive technology can be used by the libraries to serve their patrons as well as by the patrons to avail of the library services in a better way. In this way, the services offered by the libraries can become more customer-centric. One simple and popular service offered in every GSM mobile phone is SMS (Short text Message Service). SMS is raising the importance of instantaneous communication, reaching every mobile user with inexpensive cost. In fact, SMS can be packaged in bulk for sending to multiple users at one time. The bulk SMS system also gives a considerable discount and can be written-sent from a computer.
Bodic (2005) opined that with benefits of bulk SMS system, we can apply this system to enhance educational communication. In terms of education, the system can be applied to conduct a feedback system for a large class. Furthermore, it can be applied to send quizzes in forms of multiple choices, true/false, ranking and matching questions to multiple mobiles at one time. If the question needs more detail about a particular entity, SMS can be used to conduct the open-ended question which requires short answer or keyword answer.

Methodology

Survey method of research is adopted for this study. Survey research is a descriptive study which seeks or uses the sample data of an investigation to document, describe, and explain phenomenon being investigated. Since in this study no manipulation or experimental control was to be used, the Survey research method was deemed adequate for the study. The target population of this study comprises of the users of Federal University Library, Lafia. This includes undergraduate and postgraduate students, teaching and Administrative Staff of the Library. Systematic Random Sampling technique was adopted for this study. According to Patton (2000) a systematic random sample is obtained by selecting one unit on a random basis and choosing additional elementary units at evenly spaced intervals until the desired number of units is obtained. This technique was adopted to give each individual an equal opportunity of being a member of the sample. A sample of 200 respondents was chosen for the study. The researcher used questionnaire for collecting data for this study. Questionnaires were proportionately distributed to the selected respondents directly by the researcher in conjunction with a research assistant. The data collected for this study was analyzed using Mean, Simple percentages and frequency distributions.

Response Rate

Out of the 200 sets of questionnaires that were distributed to the respondents in Federal University Library, Lafia, 143 (71.5%) were duly filled and returned. The high response rate could be attributed to the relationship that was established between the researcher and the respondents during the administration and particularly due to the fact that the research assistant used for the study is a staff of the Library

Table 1; Information Services offered by FUL Library

<table>
<thead>
<tr>
<th>Services</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>40</td>
<td>27.97%</td>
</tr>
<tr>
<td>Circulation</td>
<td>50</td>
<td>34.97%</td>
</tr>
<tr>
<td>Current Awareness Services</td>
<td>38</td>
<td>26.57%</td>
</tr>
<tr>
<td>Internet Access/Online Services</td>
<td>13</td>
<td>9.09%</td>
</tr>
<tr>
<td>User Education Services</td>
<td>2</td>
<td>1.39%</td>
</tr>
<tr>
<td>Total</td>
<td>143</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 1 shows the services offered by Federal University Library Lafia. Majority of the respondents indicated that Circulation services 50(34.97%) are offered by the library, 40(27.97%) indicated that reference services are rendered by the library, 13(9.09%) attested to Internet Access/Online Services, 38(26.57%) of the respondents indicated that current
Awareness Services are offered in the Library, while 2(1.39%) indicated User Education Services are offered by the Library. This means users are virtually left to fend for themselves in the library.

**Table 2; Forms of Current Awareness Services offered in Federal University Library Lafia**

<table>
<thead>
<tr>
<th>Forms</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Journals Table of contents</td>
<td>10</td>
<td>6.99%</td>
</tr>
<tr>
<td>E-mail Alerts</td>
<td>9</td>
<td>6.29%</td>
</tr>
<tr>
<td>Wikis</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Websites</td>
<td>54</td>
<td>37.76%</td>
</tr>
<tr>
<td>Notice Boards</td>
<td>70</td>
<td>48.95%</td>
</tr>
<tr>
<td>RSS Feeds</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>143</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2 shows the various forms of Current Awareness Services offered by FUL Library. It could be seen from the table that 10(6.99%) of the respondents indicated Journals Table of Contents, 9(6.29%) of the respondents indicated E-mail Alerts, no respondent indicated Wikis, 54(37.76%) indicated the Library Website, 70(48.95%) of the respondents indicated Notice Boards while no respondents indicated RSS Feeds. This implies that the major forms of CAS offered by Federal University Library Lafia are Notice boards and the Library Website. While in developed countries E-mails are the top preferences for CAS provision as opined by Fernandez (2002) who postulated that the top two preferences of faculty members are e-mail alerts and journal tables of contents; in Nigeria the reverse is the case, libraries hardly use e-mail alerts for CAS.

**Table 3; Challenges of providing CAS in FUL Library**

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of Knowledge of ways of providing CAS</td>
<td>43</td>
<td>30.06%</td>
</tr>
<tr>
<td>Lack of Infrastructure</td>
<td>23</td>
<td>16.08%</td>
</tr>
<tr>
<td>Not comfortable with online tools</td>
<td>17</td>
<td>12.89%</td>
</tr>
<tr>
<td>New arrivals(acquisitions) not too regular because of budgetary allocations</td>
<td>50</td>
<td>34.97%</td>
</tr>
<tr>
<td>Conservative nature of some users</td>
<td>10</td>
<td>6.99%</td>
</tr>
<tr>
<td>Total</td>
<td>143</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 3 shows the challenges associated with the provision of Current Awareness Services in FUL Library. It could be seen that 43 (30.06%) of the respondents indicated Lack of the Knowledge of ways of providing CAS on the part of the staff of the library, 23(16.08%) indicated lack of the necessary infrastructure for providing CAS, 17(12.89%) indicated not comfortable with online tools for providing CAS, 50(35.97%) indicated that Acquisitions are not regular because of budgetary allocations while 10(6.99%) of the respondents indicated the conservative nature of some users. This implies that lack of the knowledge of ways of providing CAS and Budgetary allocations are the major challenges militating against the provision of CAS in FUL Library.
Table 4: Ways of Using E-mails in Libraries

<table>
<thead>
<tr>
<th>Ways of using SMS</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending SMS to users</td>
<td>75</td>
<td>52.45%</td>
</tr>
<tr>
<td>As a CAS Tool for asking for specific information</td>
<td>30</td>
<td>20.98%</td>
</tr>
<tr>
<td>Resources and services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As a feedback mechanism</td>
<td>17</td>
<td>11.89%</td>
</tr>
<tr>
<td>As a User Evaluation tool for acquisition of</td>
<td>21</td>
<td>14.69%</td>
</tr>
<tr>
<td>information Resources and Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>143</td>
<td>100</td>
</tr>
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</table>

Table 4 shows the ways e-mail could be used in the library. It could be seen that 75(52.45%) of the respondents indicated sending SMS to users, 30(20.98%) indicated SMS could be used as reference tool for asking for specific information Resources and Services, 17(11.89%) indicated SMS could be used as feedback mechanism, while 21(14.69%) of the respondents indicated they could be used as User evaluation tool for acquisition of information resources and services. This implies that SMS could be used as a communication tool to send messages to users and it also serves as a feedback mechanism.

Findings

The following are the findings of this study:

1. It was discovered that services in the library are not adequate as users are virtually left to fend for themselves in the library.

2. The study also revealed that the major forms of CAS offered by FUL Library are Notice boards and the Library Website, and not many of the users of the Library visit the Library Website.

3. It was discovered that lack of the knowledge of ways of providing CAS and Budgetary allocations are the major challenges militating against the provision of CAS in FUL Library.

4. The study also showed that SMS has numerous uses in the Library which could be used as a communication tool to send messages to users and it also serves as a feedback mechanism.

Conclusion

The University library is the heart of every learning activity within the University campuses. As a storehouse of knowledge, its impact on the learning process cannot be overemphasized. Current Awareness Service is one of such programmes that introduces and inculcate in the library users the basics of Information Resources and Services, and since there is this
competition between the libraries and the Internet service provider, this service is worthwhile in academic Libraries since it informs users of the availability of new resources and services which keep them abreast with new resources and services in their respective disciples. Services in FUL Library leaves a lot to be desired as users are virtually left to fend for themselves. More so the Library staff lack the knowledge of ways of providing CAS to their users. This boils down to the use of Notice boards and the Library Website that users are not aware of. Users will have to go to the library to see a list of new arrivals on the notice boards; this can be a deterrent to visiting the library since there is the Internet and Google to search for materials on the fly.

**Recommendations**

Based on the findings of this study, the following recommendations are proffered:

1. Workshops should be organized for Library Staff in Customer care department and it should be stressed that customers of the library should be attended to and be treated with respects.
2. In- house trainings should be regular in all aspects of the utilization of ICTs to Library routines; this could be organized by the ICT Section of the Library.
3. Research should be encouraged in the aspect of utilization of ICTs in the Library as most of the Academic staff of the Library were staff-in-training.
4. Mobile Telephone numbers should be added to the form that is filled by students and staff when they come to register in the library, this could form the basis for the start of applying studies like this to deliver personalized library services.
Reference


Waldvogel, joan (2001) Email and workplace communication: A literature review.
