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DETERMINANT OF LIBRARY RESOURCE ACQUISITION AND SERVICE DELIVERY EFFECTIVENESS IN THE UNIVERSITY OF JOS

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Abstract

The study examined the methods used for acquisition of library resources and provision of library services based on gender. It also looked at the challenges and solutions for acquisition of library resources and provision of library services based on gender. The population of the study was the entire staff both teaching and non-teaching staff at the permanent site of the University of Jos based on gender. A sample of 109 staff was derived from the entire population using Slovin's methods of stratified sampling technique and used for the study. The data obtained was analyzed using descriptive statistics of frequency counts. The findings of the study showed that acquisition within 2021/2022-2022/2023, were 3,679 books consisting of 2,450 purchased books and 1210 gifted books, journals were 216 journals with140 purchased and 76 gifted. There were 109 teaching and non staff including 68 males and 41 females. The study recommended that more books should be purchased, staff support should be adequately provided as well as more materials and employment. Also, loan or borrowed books should be as required to ensure books are left as shield to users.

Keywords: Determinants of Library Resource, Resource Acquisition, Service Delivery Effectiveness.

Introduction

A library is a multifaceted services provider designed as a building or a room containing vast collections and provisions of various informational materials including books, slides, magnetic tapes, manuscripts, films, recorded music, and periodically relevant materials such as newspapers, magazines, handouts, seminar papers, and projects, amongst others which are all systematically organized and made accessible for usage or borrowing by the public. According to Ekwueme (2020), ―the continuing viability of reference librarians now depends on how reference librarians and users mutually adapt librarians and affirm a role as providers of assistance on accessing information and how to clarify in users' minds an awareness of their information needs‖. The changes in collections and accessible resources have altered the type and level of information service provided by most institutions. In the past, reference professionals provided accurate answers to users, but that goal has expanded to include facilitating the development of self-reliance through basic level user instruction, reflecting the evolving nature of libraries and information services in contemporary times. The place of reference library is moving and changing from the traditional reference desk to every workstation that now has access to reference tools called web-based technology that allows end users to access information directly**.** Much of this information, some are restricted to be used only in the library, is now often available from remote locations in twenty-four hours a day. Interactions with information professionals have expanded from traditional face-to-face encounters at the reference desk to electronic mail, information literacy education, and Web-based instruction. A modern reading room in the State library, which may vary widely in size, may be organized for use and maintained by a public body such as a government; an institution such as a school or museum; a corporation; or a private individual for rendering of Library services.

Statistics in a recent period according to Ayoung, Baada, & Baayel, (2020) provided that over 25 million of both physical and nonphysical, public and private as well social, and electronic library that provides accessibility for various facilities to the general information, knowledge, studying, reference and research have been hindered by the challenges of Poor funding, Poor reading culture in Nigeria, Lack of adequate training, funding libraries, inadequate and outdated stock, bad location of insecurity of library materials, lack of adequate and qualified staff, lack of staff motivation and good attention of remuneration, lack of Library legislation and attitude from the government, in-appropriate policies, lack of sufficient professionals, inadequate facilities and services and lack of awareness and proper understanding of the concept of public library services which led to non-use of the available services by potential users amongst others problems of acquisition include inadequate funding, economic dislocations, dearth of current books, due process, lack of current acquisition tools. The library will often be productive if those aspects of our challenges is handled appropriately but without response to the effects any failure to make these a priority would continue to be a factor that will be affected at the service provision and resources acquisition in university of Jos.

Ditto & Festo (2024) contributed that Library service provisions is place set apart to contain books, periodicals, and other material for reading, viewing, listening, study, or reference, as a room, set of rooms, or building that provides reading materials for convenient use; Such a service requires many qualities, personal and professional: a detailed knowledge of books, periodicals, and all other forms of record; an ability circulation of reading materials; service to help provide users with library is a collection of materials, books or media that are accessible for use and not just for display purposes. (Salman, Mugwisi, and Mostert, 2017). A library services provides physical (hard copies) or digital access (soft copies) materials, and may be a physical location or a virtual space, or both. A library services collection can include printed materials and other physical resources in many formats such as DVD, CD and cassette as well as access to information, music or other content held on bibliographic databases.

In addition to providing materials, libraries also provide the services of librarians who are trained and experts at finding, selecting, circulating and organizing information and at interpreting information needs, navigating and analyzing very large this ease for group study and collaboration, and may provide public facilities for access to their electronic resources; for instance: computers and access to the Internet. The library services offered vary depending on its type: users of a public library have different needs from those of a special library or academic library, for example. Libraries may also be community hubs, where programs are delivered and people engage in lifelong learning. Modern libraries extend their services beyond the physical walls of a building by providing material accessible by electronic means, including from home via the Internet. The services the library offers are variously described as library services, information services, or the combination "library and information services", although different institutions and sources define such terminology differently used even refer to library Resources, library holdings intended for public use and the tools required making the resources usable by the public. Library resources are materials held in a library for use by library patrons. They cater to informational, academic or even entertainment needs of library users. They are usually categorized into books, journals, manuscripts, magazines, etc. They can also be paper-based or in digital formats (in which case they will be referred to as e-library resources). All necessary resources are subjects for acquisition the make available as need on circulation benefits to the users.

Library acquisitions of resources are the department of a library responsible for the selection and purchase of materials or resources. The department may select vendors, negotiate consortium pricing, arrange for standing orders, and select individual titles or resources. The

selections of materials are done according to the collection development policy of the library. It involves pre-order bibliographic searching of the library catalog to avoid duplication of materials. The selected materials are acquired by ordering them for purchase, exchange, or gift. This is followed by receiving the materials, checking their quality, processing invoices, making payment to vendors or individuals, and maintaining the necessary records related to acquisitions. An acquisition is the first function of Library Technical Services (other two functions being cataloging and collections management). An acquisition is also used to refer to the functional department (Acquisitions Department) responsible for all aspects of obtaining materials for libraries. Historically the acquisitions decisions were done by the chief librarian and the actual ordering done by the clerical staff and this is still true for small libraries. Now for large libraries with big collections as well as sufficient budgets, acquisitions functions are performed by a separate unit known as acquisitions unit or acquisitions department. All the relevant and related materials acquired to provide the necessary services to the users in the library in recent finding has been observed to have an effect from a different perspective, one might argue that actually making books physically available is public library services have declined dramatically over the past years as a result of adverse effects of economic, educational and political situations in Nigeria. Poor quality of service delivery has equally led to poor perception and patronage of public libraries by the citizenry. Agodi, Eberechukwu, Obasi, & Ozoemelam (2016), in their study of strategies for enhancing provision of public library services, pointed out the following strategies for enhancing service delivery amongst gender in public libraries collaboration. Book Acquisition Methods (BAM) is a crucial aspect of library management that involves acquiring and managing books and other materials. There are several methods libraries use to acquire books, including purchase, donation, exchange, interlibrary loan, and online ordering. These methods have advantages and disadvantages, in which the library must carefully consider when selecting any acquisition method.

Gender is a state of being male or female typically used with reference to social and cultural differences rather than biological ones. According to Mokhlis cited in Simisaye, Awodoyin and Osisanwo (2018) defined gender as a term that is often used when differentiating male creatures from female biologically. Gender is an attribute that a given society considered it‘s appropriate for men and women (World Health Organisation, 2002). It is expected that both males and females should have equal opportunity in life endeavours which is referred to as gender equity/equality. Gender equality means that male and female have equal power and equal opportunities for financial independence, access to resources, decision-making, education, effect change and personal development. In library and information services perspective, gender equality can be defined as a phenomenon where male and female have equal opportunities and rights to provide and access library and information services for educational development. Gender balance is the state of having the same or a sufficient number of women and men at all levels within the organization to ensure equal representation and participation in all areas of activity and interest. Gender equality means that the different behaviour, aspirations and needs of women and men are considered, valued and favoured equally. It does not mean that women and men have to become the same, but that their rights, responsibilities and opportunities will not depend on whether they are born male or female. Gender equity means fairness of treatment for women and men, according to their respective needs. This may include equal treatment or treatment that is different but which is considered equivalent in terms of rights, benefits, obligations and opportunities (International Labour Organisation, 2010). Similarly, gender equality is the state or condition that affords women and men equal enjoyment of human rights, socially valued goods, opportunities and resources, allowing both sexes the same opportunities and potential to contribute to, and benefit from, all spheres of society educational, economic, political, social, and cultural (Joseph, 2018).

Material and Method

The study covered all staff and non-staff who work within the permanent site library university of Jos. This is selected based on the unit in respective sectional resources provided by the Liberian and the selection included male and female‘s staff and non- staff of the library. The design adopted for this study was descriptive survey research design. Descriptive research design is a type of research design that enable the use of representative sample to collect data and same data of which the results was used for generalised on the entire population under investigation. Population targeted for this study was overall 150 staffs and non-staff users of librarian resources based on gender of the permanent site library of University of Jos. This consisted of male and female staffs and Non staffs that made up of the total population collected. The sample for the study included 109 staff and non-staff base on gender of the staffs of permanent site of the Library University of Jos. The sample size drive based on the Slovin's formula: r =N/1+N e2
= 150/ (1+150*0.05 2)
,= 150/ (1+ 150* 0.025)
=150/ ,(1+0.375)
=150/(1.375)
109.09
S=109

Stratified sampling technique was used this is adequate for sampling methods that used for collection of the data for using Slovin concept and drown representative sample from the selected population of all library staffs from both male and female, non and academic staffs that served in the organization. A report sheet provided records of the documents of staff gender, readers attended and loan schedule of collection and acquisition schedule, methods of the permanent site library university of Jos this was used for the study. The choice of Purposive technique is adequate for the study that include male and female staff. Document sources were used for collection of data from the university of Jos permanent site library.

The instrument used for data collection was developed to answer the research questions on the determinants of library resources acquisition and service delivery effectiveness in the University of Jos. It focused on how is the university of Jos library resource acquisition, service delivery, gender equity as well as challenges and solutions to library resource acquisition and service delivery. Descriptive statistics was used in analysing the research question raised for this study. The following research questions were raised for the study:

1. How is library acquisition of resources in University of Jos?
2. How is Library provision of services in University of Jos?
3. What is the response of users of library resources and services provisions in the University of Jos?
4. What are the challenges of the acquisition library resources and solutions provisions of library services University of Jos?

Results

This result was organized, presented and interpreted based on the research questions at the materials and methods was raised on the determinants of library resources acquisition and services delivery effectiveness in the University of Jos. The finding on research answered question one on how is acquisition of library resources was achieved in university of Jos indicated that between the years 2021/2022 and 2022/2023, the library had a collection of 105,730, and within this period 3,670 documents was added including gifts and purchases of

books. There was a total purchase of 2,450 books bought from dealers, while 1,210 books were a gift of books. The collection of journals had an addition of 216 journals including 76 gifts provided by various clients to the library while 140 were purchased to meet the needs of the library demands. The foregoing showed that determinants of library resource acquisition and services delivery in the University of Jos depended on the methods the library of Jos used to acquire resources for library.

In service aspects the teaching staff and non-teaching staff who were helpful to support library users of the library in permanent site university of Jos in provisions services, there were 109 staff who assisted users of library in in accessing of resources. The library officials offer basic services required by users amongst and the staff included 20 academic staff that evolved 13 male staff and 7 females that impacts knowledge, awareness and teachers of library principles, 21 staff, including 16 male staff and 5 female staff that handled official position to ensure proper management and maintenance of library to standard and ensure other responsibilities involved. Non-teaching staff were 46, consisting 21 males and 25 females that were attached to assist the official staff in handling other sectional responsibilities like cataloguing, bibliography and 22 library users which included 18 males and 4 females who at regular time assisted themselves and others out of which some are students of the library organization learning the practical principles. This chain ensures effectiveness of provisions of library services that enhanced performance of the organization.

In response to the gender answered shows that on what are the responses of gender users of library resources and services provisions in university of Jos. This revealed that based on the session, level of education and library users, shown that 6382 undergraduate level students responded to studying and using library resources of all kinds of collection and their personal collections and also, amongst the students at this level shows that in 2021/2023 male teacher is 660 and female is 2002 that used the library services and in 2022/2023 indicated that male teacher is 1200 and female is 3220 that responded to usage of services provisions. This foregoing research finds that female students attended library studying than male students. At masters' level revealed that between 2022-2023, 3,824 students studying at the library that includes 924 male and 2900 female students of postgraduate studied at the library services. The foregoing show that female students at the postgraduate responded to using of library than male students. At the Philosophy levels, indicated that between 2022/2923, 500 students of both genders used library for studying, this including 130 male and 420 PhD students responded to library usage. The number is dropping as the level increases and still indicated that female teacher responded to the used of library than male. At the staffing, 150 staffs used library resources as was revealed that, in 2022-2023, 82 males responded to the used of library resources while 68 female staff used library. The foregoing research shows that in undergraduate, postgraduate that female use library more than male but in relation with staffs indicated that male use library services more than female.

The library gave out loans of collections to users based on gender, staffs and inter-library institution, Loan is a borrowed methods of collections of library resources at any of the library available resources to be used immediately, after or later either within or outside the location of borrowee. Based on this, the indicated that from 2021-2023 students and staffs who used library resources at regularly loans demands shows that 112 male students at all levels education and staffs borrowed books that enable them studying and returns later or after thereof at due time of usage and 149 female students at all levels and include staffs borrowed books that enable them returns later. The foregoing research shows that the high interest of female user on particular of loan library resources for studying and draft assignment than male user.

In response to have answered for the raising question that state that what is the challenges of acquisition of the library resources and provisions of library services University

of Jos; This revealed that the determination factors affecting library acquisition of resources and provisions of library services is indicated in the process of readers attended to studying at the library acquisition of resources but the related collection wasn't available, yet to supply or loan or borrowed books hasn't or have been refunded back to the other library resources owned. In table three shows that, 11,686 library's users from 2021-2023, that included 6,382 undergraduate, 3,824 masters _level, 550 PhD students to use library resources at regularly intervals, the library collection cannot satisfy the users demand simply reason is that supplies of collections, loan, gifts, and outdated resources are not achieved. In table 5 shows that 256 books included 75 undergraduate, 25 masters, 6 PhD and 150 staff are on loan of some collections while others users that applies to use is not available and yet to be refunded by users that was based on demand. The foregoing research shows that unavailable of library resources on loan or out of stocks for not acquired amongst others users is a factor that affects acquisition of resources and provisions for library services in university of Jos.

Finding the remedy for solutions of the challenges on acquisition library resources and provisions of library services University of Jos. In considering the analysis from the responses revealed the strength and weakness of action on the raised questions. In question four indicated that the library faces the challenges on staff that resources are on loan to some users of collections while others users that applies to use immediately is not available and yet to be refunded by users that borrowed these same collections that is now on demand. To these foregoing challenges indicated the need for library official to loan collection only if the collections are more than the numbers demanded on loan without allowing books or collection empty. The sample size shows that the population of library staffs to handle provisions of services are not much this indicated that some library users‘ services their self which at times may result in misplace of collections at the shelf this suffer catalogue application. The foregoing studying on the staff, shows that the university of Jos should employ more capable hands to enhance performance. In acquisition the interest rate of the deller is high and the needs for supplying complete of the appropriate books demands due to higher price fixed on collections might be adjusted. This foregoing research shows that the acquisition department should make a Mandatory and targeted budget that contains all the necessary collection at once so that library enjoy flexibility of services provisions. In aspects of gender, the result shows that female responded to library users than male users. The foregoing research shows that female that user library resources are higher than men, this patronage of female to library speaks of seriousness, conveniences and good performance academically. Therefore, library acquisition should plan ahead and negotiate with dealers at due courses, staffs of the library should be added, amongst others.

Conclusion

The documents for 2021-2023 academic session showed that the methods of purchases and gifts collection were commendable though not adequate. The records of the readers‘ assisting library users based on gender showed that there were more males than females. The total purchases added on the collections were bought from dealers, while some were gifts. The same applied to the collection of journals. In terms of provisions of library services based on gender, in 2021/2022 more females than males used the library services. Also, in 2022/2023 more females than males engaged in the usage of services provisions.

Recommendations

1. The University of Jos management status should imbibe a proactive acquisition policy and the purchase of relevant books and journals in appreciable quantity and quality for the library.
2. The University management in conjunction with the Federal Ministry of Education should provide an improved and comprehensive user education programme for staff and new students as well as members of staff of the university library.
3. The University management should give priority to the purchase of journals (local and international)
4. The University must promptly inform users of the presence of these journals.
5. Loan or borrowed books should be as required to ensure books are left as shield to users.

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