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Availability and Use of Internet-based Library Services among Lecturers in Selected Polytechnics in Ogun State Nigeria

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ABSTRACT

The Internet has become a vital tool in teaching, research and learning process in Nigeria higher institutions and across the whole world. Research has indicated that most users tend to begin their information searches via the internet, using various search engine such as Google, Wikipedia etc. rather than using WebPAC or Card catalogue in the library. For such users, a visit to their library is unnecessary and a waste of precious time. This has led to a great challenge in the academic libraries. This study investigate the Availability and Use of Internet Base Library Services among Lecturers in Selected Polytechnic in Ogun State Nigeria. Descriptive research design was used in this study, with the use of a structured questionnaires. The population of the study comprises all lecturers from Federal Polytechnic, Ilaro, Moshood Abiola Polytechnic and Gateway Polytechnic in Ogun State. The population to be studied is 548, due to the large number of the sample size, stratified random sampling techniques will be used to select 155. The researcher employs the use of table, frequency distribution (bar and percentages) and simple percentage for data interpretation. The study revealed that Internet-based library services are available in the polytechnics and the most frequently highly used Internet-based library resources by the lecturers are for access to OPAC/WEBPAC, e-journals, e-mails and for access to online current awareness services in the library. Also the table revealed that polytechnic lecturer's in Ogun State do not use the internet-based resources provided to them in the library for instructional purposes and for online lectures with students.

Keywords: Internet-based Library Services, Nigerian Polytechnics, Lecturers, Availability and use.

INTRODUCTION

The Internet has become a vital tool in teaching, research and learning process in Nigeria higher institutions and across the whole world. It is assumed that lecturers in polytechnics solemnly rely on the use of Internet to access varieties of information resources available for their class teaching preparation, receives updates on current trend in their field of interest or professionalism and also communicate with their students to promote teaching and learning. The primary aim of academic

libraries is to provide access to information in various formats, which ranges from printed and non-printed sources, such as audio-visual materials, film, computerized/machine readable materials, web based resources and e-resources and many other. Inadequate provision or availability of this library resources may however have negative effects on the academic activities of lecturers and students learning outcome, which may lead to academic frustration (John, Eti, & Ukangwa, 2015).

As the pace of global change has increased, so has our need for learning. Consider the tremendous changes in both the amount and variety of information resources, as well as great change in technology that has affects our lives from education to communication and health. Higher education has an important role to play through its graduates who provide leadership roles in education as researchers, teachers, consultants and managers, that will create and apply new knowledge and innovations, and who should provide analytical perspectives on development problems and service to public and private sectors. The word Information and Communication Technology (ICT) is the technology used for handling information, including multi media and the internet, and devices such as video, cameras and mobile telephones. The present high expectation for effective information service delivery by well- informed users of University libraries across the globe has created a lot of pressures on the library personnel to as a matter of necessity be ICT literates (John, Izang & Akorede, 2015).

Research has indicated that most users tend to begin their information searches via the internet, using various search engine such as Google, Wikipedia etc. rather than using WebPAC or Card catalogue in the library. For such users, a visit to their library is unnecessary and a waste of precious time. This has led to a great challenge in the academic libraries It is in this vain that this study therefore seeks to investigate the Availability and Use of Internet Base Library Services among Lecturers in Selected Polytechnic in Ogun State, Nigeria

Research Questions

The following research questions will be answered in this study;

1. What types of internet-based resources are available to lecturer in the state under study?
2. What is the purpose of using internet based resources by the lecturer in the state under study?
3. What are the challenges faced in using the available internet based resources?

Significance of the study

The significance of this study is to make recommendations to other scholars who might want to pursue further the concerns or dimension that will be raised in this study. More so, it will sensitize the institution and problems experienced by the lecturer's using the internet based library services in getting their information resources from the internet, and recommending possible solutions to such problems. It will lead to the improvement of lecturer's use of the Internet based library services in retrieving information resources, which will lead to greater satisfaction and productivity.

REVIEW OF LITERATURE

Emergence of internet has propelled the ideal medium through which knowledge and information can be generated, processed, conserved and disseminated effectively and efficiently worldwide. The library as a growing organism according to the last laws of Ranganathan (1931) is still one of many institutions changing in the face of technological advances. With its wealth of data and information-sharing capabilities, web is a natural complement to traditional library services. The inherent character of the web offers many advantages and improvements for library services including the ability to hyperlink to other resources, use of a graphical interface, and access for remote users. Internet based Library services means that library users can obtain services whenever they need them and other databases are accessible twenty four hours per day from anywhere on campus.

Jagboro (2004) observed that internet appearance in higher education was used as a tool for researchers to communicate and share project data. In support of this Bavakutty, & Salih, (1999); Fasae & Aladeniyi (2010); Bolarinwa, Aladeniyi, Ayodele & Arikawe (2014) indicated that internet emerged as educational tool by being a good source of getting the right information and solution to problems in an Information Technological academic environment.

Akporido (2005), affirmed this statement by acknowledging that the effect of Internet pervades every aspect of human life. It was also discovered that students, research scholars and teachers use the internet for the purpose information/ materials for teaching and research was given the highest

priority as the reason for surfing the internet with an index of 3.88% by academic staff members. Ogunrewo and Odusina (2010) identified the use of Personal Computer as mostly used means through which the academic and faculty members in institutions of higher learning surf the net. It also revealed that internet had contributed immensely to high level of performance of academic and faculty members in most institutions of higher learning in Nigeria.

Services Rendered in the Library

The various service provided in the libraries are complimented by available facilities, some of which are technology driven. In modern library, technology application in the provision and performance of library services provided by libraries to patrons. The utilization of emerging technologies in recent times in libraries worldwide has proved beyond reasonable doubt, that a library, whatever its services can perform better when facilities are adequately provided to enhance access to the content of the library.

However, the services rendered in a library differ from are library to another, depending on the clientele, the parent body and type of library. Afolabi and Abidoeye, (2015) enumerated the following library services according to the international standard:

- Reference services
- Document delivery service
- Borrowing, renewing and reserving
- Computerized interactive search
- Technical services
- IT services
- E-library services
- Serials services
- Exhibition and displays
- User education
- Selective dissemination of information (SDI)
- Current awareness (CA)
- Referral service
- Reprographhic Service
- Counseling service
- Webliographic service

USE OF INTERNET BASED LIBRARY SERVICES

Internet is described as a worldwide network of computer and people. Built upon state of the art technology, the internet makes it possible for thousands of dissimilar physical networks that are not connected to one another and that use diverse hardware technologies to connect and operate as a single communication system. There are locations of various types of information on computer system linked to the internet. It is an important tool for global on line services. The following service can be provided by the library through the use of Internet;

Electronic Mail Service: Electronic mail popular known as e-mail is the most common used service on the internet. It facilitates online sending of inter-library loan request, reminders to patrons, selective dissemination of information, and users' education, creating awareness of new acquisition to patrons and exchange of data. It is a very popular, cost effective, inexpensive mode of communication for library users. User can create letters electronically and sends it over to the communication. E-mail is received within seconds. The important use of e-mail in the library environment is in document delivery. It operates in a real-time mode, whereby a librarian can respond instantly to the requests of patrons or users as fast as possible.

Access to E-journals and E-publications: Some of the current journals are very difficult to subscribe to or sometimes not available in the form of hardcopy. A number of publishers have agreed to offer their journals electronically to the libraries through INFLIBNET. The internet plays a crucial role in accessing most of these e-journals and other e-publications.

Document Delivery: It is very important facility of the internet, which has given new meaning to the Inter library loan (ILL) service. Availability of a document can be known by accessing OPACs or, the internet. It has facilitated the speedy delivery of full text articles on the Net at much cheaper rate.

Information Service: Information services like Current Awareness Service (CAS) and Selective Dissemination of Information (SDI) services are the most useful services of any good library. Internet is paying a very significant role in providing CAS/SDI services to its users. Application of internet has changed the way of providing these services. Libraries using internet can provide for better information services, much wider in scope at minimum cost and time (Waheed & Amjad, 2010).

Research Method

Descriptive research design was used in this study, with the use of a structured questionnaires. The population of the study comprises all lecturers from Federal Polytechnic, Ilaro, Moshood Abiola Polytechnic and Gateway Polytechnic in Ogun State. The population to be studied according to the Human Resources Department of the selected schools, reveals that Federal Polytechnic, Ilaro has about 200 Lecturers, Moshood Abiola Polytechnic has over 193 Lecturers and Gateway Polytechnic in Ogun State with 155 lecturers with a total of 548, due to the large number of the sample size, stratified random sampling techniques will be used to select 155 respondents to make up the sample size of the study. This research the researcher employs the use of table, frequency distribution (bar and percentages) and simple percentage for data interpretation, while statistical package for social science (SPSS) would be used to aid data analysis.

Analyzing of research findings

Internet- based Resources available to lecturers

| S/N | Internet Resources | Very frequently | Frequently | Occasionally | Rarely | Never |
|-----|--|-----------------|------------|--------------|-------------|------------|
| 1 | OPAC/WEBPAC | 80 (51.61) | 30 (19.35) | 12 (7.74) | 28 (18.06) | 5 (3.22) |
| 2 | E-Journal | 87 (56.13) | 34 (21.94) | 22 (14.19) | 6 (3.87) | 6 (3.87) |
| 3 | Interlibrary Loan | 10 (6.45) | 7 (4.52) | 03 (1.94) | 130 (83.87) | 05 (3.22) |
| 4 | Access to e-journals | 144 (92.90) | 3 (1.94) | 2 (1.29) | 3 (1.94) | 3 (1.94) |
| 5 | Access to e-database | 3 (1.94) | 4 (2.58) | 3 (1.94) | 144 (92.90) | 1 (0.65) |
| 6 | Teleconferencing | 16 (10.32) | 26 (16.71) | 28 (18.06) | 32 (20.65) | 53 (34.13) |
| 7 | E-Newspapers | 7 (4.52) | 22 (14.19) | 25 (16.13) | 31 (20.00) | 70 (45.16) |
| 8 | E-mail | 120 (77.42) | 11 (7.0) | 10 (6.45) | 4 (2.58) | 5 (3.22) |
| 9 | Search Engine e.g. Google.com | 63 (40.65) | 22 (14.19) | 23 (14.84) | 22 (14.19) | 25 (16.13) |
| 10 | Online Current Awareness Services | 112 (72.26) | 18 (11.61) | 15 (9.68) | 8 (5.16) | 2 (1.29) |

The above table indicated that over 50% of the respondents use very frequently Internet-based library resources for access to OPAC/WEBPAC, e-journals, e-mails and for access to online current awareness services in the library. The result also revealed that some of the respondents have also indicated that over (80) do not use the Internet-based library resources for interlibrary loan and access to e-documents.

The table also shows that Internet-based resources are been used by the lecturers in the selected polytechnics, though some of them do not frequently use the available resources services provided by the institutions for teaching and learning.

Purpose of using the internet-based resources by lecturers.

| S/N | Purpose | Yes | No |
|------------|---|-------------|-------------|
| 1 | Class presentation | 130 (83.87) | 25 (16.13) |
| 2 | Research purposes | 92 (59.35) | 63 (40.65) |
| 3 | Instructional purposes | 22 (14.19) | 133 (85.81) |
| 4 | Educational communication through e-mail | 143 (92.26) | 12 (7.74) |
| 5 | Online lecture | 11 (7.10) | 144 (92.90) |
| 6 | Career development | 80 (51.61) | 75 (48.39) |
| 7 | Downloading of teaching resources online | 43 (27.74) | 112 (72.26) |
| 8 | Ease of access to recent information | 146 (94.19) | 09 (5.81) |

The above table revealed that over 80% of the respondents uses Internet-based Library services for class presentations, research purposes, and educational communication purpose within and outside the school, for career development purposes and for access to recent online information for educational purposes, which have been made available by their libraries through Internet-based resource services.

Also the table revealed 14.19% of the respondents do not use the internet-based resources for instructional purposes and for online lectures with students. Less than 50% indicated that they download teaching resources online through the use of the Internet-based services provided to them by their Institution.

Challenges encountered during the use of internets based resources in the library

| SN | Problems | Number | Percentage |
|-----------|---|---------------|-------------------|
| 1. | Poor Internet connection | 140 | 71.79 |
| 2. | Inadequate computers at the Library | 122 | 62.56 |
| 3. | Lack of electricity | 103 | 52.82 |
| 4. | Library staff attitude towards users | 92 | 47.18 |
| 5. | Shrink bandwidth to download resources | 109 | 55.90 |
| 6. | Lack of computer skill and knowledge | 62 | 31.79 |
| 9. | Poor awareness | 85 | 43.59 |
| 10. | Strict administrative policies | 74 | 37.95 |

The above table revealed that 50% of the respondents from indicated that poor Internet connection within the library is a major challenge in the library (71.79), inadequate computers at the Library, poor electricity, shrink bandwidth to download resources are the major challenges been encountered at the polytechnics used in this study. However less than 50% of the respondents have also identified attitude of library staff, poor awareness of the Internet-based Library services and strict administrative policies towards the use of the available e resources as a factor militating against the smooth use of the services provided to the lecturers for academic purposes.

Conclusion

The study revealed that Internet-based library services are available in the polytechnics and the most frequently highly used Internet-based library resources by the lecturers are for access to OPAC/WEBPAC, e-journals, e-mails and for access to online current awareness services in the library.

The study also revealed that polytechnic lecturer's in Ogun State uses Internet-based Library services for class presentations, research purposes, and educational communication purpose within and outside the school, for career development purposes and for access to recent online information for educational purposes, which have been made available by their libraries through Internet-based resource services.

Also the table revealed that polytechnic lecturer's in Ogun State do not use the internet-based resources provided to them in the library for instructional purposes and for online lectures with students.

And finally that polytechnic lecturer's in Ogun State The above table revealed that poor Internet connection within the library is a major challenge in the library, inadequate computers at the Library, poor electricity, shrink bandwidth to download resources, attitude of library staff, poor awareness of the Internet-based Library services and strict administrative policies are the main factors militating against the smooth use of the services provided to the lecturers for academic purposes.

Recommendations

This paper therefore suggest and recommends the following; as a means of enhancing and facilitating maximum use of Internet-based library service among lecturers in Ogun State Polytechnics;

- Despite the challenges facing the availability and usability of Internet-based library service among lecturers in Ogun State Polytechnics, librarians and authorities in various institutions must find means of making the facilities and resources discussed in this paper available to their users.
- It may be noted that if the libraries are provided with the various Internet-based resource services by the various authorizes with adequate funds cum power supply; lecturers and non-academic staff of the polytechnics will utilize the resources efficiently for instructional purposes
- Staffs that are not competent in terms of customer relationships may be shown the way out if they refused to change for better.
- There must be adequate planning and survey by any library before the introduction of Internet-based resource services in order to forestall frequent change in the use of the hardware and software;

- Adequate funds should be provided by the government and all stakeholders in education sector. This is necessary to enable libraries acquire and procure all ICT equipment that can improve the quality of Internet-based resource services in the polytechnic libraries.
- There is need for complementary efforts by different stakeholders (librarians, governments etc) to support effective ICT revolution in Nigeria. Appropriate training should be given to librarians in order to improve the qualities of their services.
- The library should also have a section for “*lecturers only*” so as to encourage them to come and use the available Internet-based resource services with adequate privacy.

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