

CHARACTERISTICS OF LIBRARY USERS AND EFFECTIVENESS OF LIBRARIES IN MEETING THEIR INFORMATION NEEDS IN SPECIAL LIBRARIES

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Abstract

The study investigated the characteristics of special libraries in meeting their information needs in selected institution in Ibadan, Oyo state, Nigeria. It was conducted ex post facto using the descriptive survey research design. The purposive sampling techniques were adopted for the selection of two libraries in the state. These are Institute of Agricultural Research and Training (IAR&T) and Institute of French Research in Africa. One hundred and fifty questionnaires were administered to users using the availability sampling techniques. Frequency and percentages were the main statistics used for the analysis of the data. The study established that effectiveness of library services constitutes an important aspect of librarianship and the library staff performed their duties effectively.

Introduction

The pattern of library development in African and elsewhere showed a progression from bread libraries indispensable for the proper exercise of the functions of state and for the work of industry, trade and professional classes through libraries of institution of higher learning to finally public libraries, is in away, a reflection of the colonial interest and priorities (Aina, 2004).

Library is a collection or group of collections of books and/or other materials organized and maintained for use (reading, consultation, study, research, etc). organized to facilitate access by a

specific clientele, are staffed by librarians and other personnel trained to provide services to meet user needs.

A library can be special if it only serves a particular group of users such as lawyers, doctors, nurses. etc. Special libraries are libraries established to meet the highly specialized requirements of professional or business groups. A library is special depending on whether it covers a specialized collection, a special subject, or a particular group of users or even the type of parent organization.

Information is considered as an important commodity because of the role it plays in the development of individuals, organizations, institutions and the nation as a whole. Since after World War II, there have been an ever increasing number of people doing researches and who are producing more research results for publication. As a result of this, a lot of information has been and is being generated. The growth of information has been a phenomenon and is referred to as 'information explosion'. To aid research and development activities, this information must be well organized. The problem now is not lack of information but lack of the capacity and capability to control information.

Special libraries are therefore established in government and private institutions to help manage information resources for the benefits of workers and the institutions.

The special library concept apart from reflecting the organization has a fundamental aim of serving the information needs of its clientele. Thus, it is different from any other type of library in that, the clientele it serves is literally incapable of doing its work without the use of information resources. Due to its nature, it is difficult to define special library, though few definitions are offered in the literature. A UNESCO publication defined special libraries as:

libraries primarily designed to serve a limited number of experts, scientists, research workers, etc, and not coming within any of the categories of national libraries, university libraries and school libraries their holdings in general relate to some particular subject, e.g. agriculture, medicine, law, history, economics, etc. These libraries may be attached to various bodies such as parliament, or a government department, a scientific or other research institution, a learned

society, professional association, museum, industrial association, chamber of commerce, etc.

This definition clearly shows the various types of special libraries. In discussing the value of special libraries, Handy sees the special library as "the power to furnish required and necessary information where it will do the most good at the right time, and in the right shape, with minimum expenditure of time and energy on the part of those whose business it is to use the information furnished.

Here, Handy clearly acknowledged the special nature of the job of special librarian as that of exploiter of information. This shows that the main job of special librarian is information service rather than document or data delivery.

The development of special libraries in Nigeria has been uneven. The date of establishment of the older ones cannot be accurately determined. According to Ajibero, the first special library in Nigeria was the Law Library, Federal Ministry of Justice, Lagos which was established in 1900. Since then, a lot of development has taken place in the number and size of special libraries in Nigeria.

Oguara listed 56 special libraries with the dates of their establishment, where such dates could be determined. This is quite comprehensive, though it is now out of date. Furthermore, Oguara indicated the rate of growth from 1900 to 1975 as follows: Between 1900 and 1950, 11 libraries were established; 1950-1959, 19; 1960-75, 32. Since then, special libraries have expanded greatly both in terms of numbers, resources and personnel.

The environment in which the special library exists is one of emerging technologies, evolving user expectations, diminishing budgets, ever-changing cultural climates and competing organizational opportunities that this environment presents. The special librarian is often surrounded by legacy collections, systems and processes that absorb resources and energy and blur the role that he/she has within the organization.

Consequently, measurements are primarily related to usage rather than business impact, and rarely reflect the contribution that the information professional is making to the organization. Often, it is the performance of the legacy systems and processes that are measured

and evaluated, rather than those that support current business processes.

Effective research libraries provide ICTs that aid timely delivery of information in response to researchers' needs. ICTs are combined with standardized information delivery techniques. Librarians in administrative and management positions coordinate these things to provide an effective system.

Nwalo (1997) advises that library effectiveness be measured in terms of the satisfaction expressed by library users.

The effectiveness of library resources and services can be measured in various ways. Ifidon (1977) cited by Ezeala (2009) observes that library evaluation can use both qualitative and quantitative techniques. Irrespective of whether the evaluation is quantitative or qualitative, parameters are set to be judged by users, who are in the best position to evaluate the effectiveness of the library.

Conclusively, there is an urgent need for individuals at all levels, particularly scientists, research workers, business executives, government officials, etc. To have well organized information that will make them function effectively in their work. The library and documentation centre is a sub- unit of IFRA. Its main goal is to enhance scientific research by providing researchers with supporting documentation within the framework of the social sciences and humanities. To achieve this goal, the library's policy involves:

- acquiring, organizing and maintaining relevant literature; about three thousand books and twenty journals are acquired on Africa. Magazines are bounded yearly.
- disseminating information to collaborators and researchers through the newsletter and other current awareness services;
- developing the computerized database to support the library's needs.
- ten years archives of press cuttings are available for consultation from five Nigerian newspapers: The Punch, The Daily Time, The Post Express, The New Nigeria, The Guardian and Nigerian Tribune.

These cuttings are classified according to an in-house classification scheme formulated by the foundation Nationale des Sciences Politiques (FNSP) and modified by IFRA-Nairobi and IFRA-Ibadan to suit its

purpose. All IFRA collaborators and staff of the institute of African Studies, University of Ibadan are entitled to use the library. Similar privileges are granted to research staff of other institutions of higher learning, as well as bonfire post-graduate students.

The Institute of Agricultural Research and Training (IAR&T) Obafemi Awolowo University is a national multi-commodity institute for research, services and training for agricultural development in Nigeria. The pioneer School of Agriculture in Nigeria was established on Moor Plantation in 1921 while the School of Agriculture, Akure took off in 1957.

The establishment of the College of Animal Health and Production Technology, Ibadan followed in 1964. He three colleges and the research division of the Western Region ministry of agriculture and Natural resources become the institute of Agricultural Research and Training, Ibadan in 1969 following a charter signed by the Vice-Chancellor of the University of Ife (now Obafemi Awolowo University) and the Governor of the former Western Region of Nigeria. IAR \$ T serves the needs of the Nigerian farmers in general and farmers in south-western Nigeria in particular within the context of its integrated agricultural resources development and training strategy. The institute has 560 staff members. These include twelve professors, forty senior scientists with PhD degree, eight junior scientist with masters degree in sciences, Technical, administrative and supporting staff. The library and documentation unit complements the research efforts of the institute by providing the relevant literature and information needs of the scientists, lecturers and students.

The library has over thirty thousand volumes excluding those in the library of School of Agriculture in Akure.

The library consists of two sections:

- the upper floor area
- the ground floor area.

The upper floor area is open only to members of the teaching staff, research fellows and others that may be allowed from time to time by the librarian. It contains the serials section where back runs of learned journals, publications of international organizations and Nigerian government publications are shelved. Eight carrels for private study are provided in the serials section.

While in the ground floor area are shelved books on open access which cover all the subjects taught in the two Schools of Agriculture and Animal Health respectively. Most of the course requirements of students will be met from there.

Statement of the Problem

Special library is by policy charged with the responsibility of providing adequate information resources to the library users. Most library users lack the skill of searching for library resources. However, anecdotal observations revealed that most librarians, particularly in Nigeria, fail to appreciate the essence of meeting users' information needs.

Consequently, library users show dissatisfaction and complain of poor library services delivery by the librarian. It was this undesirable situation that necessitated this study. The study investigated the characteristics of library users and effectiveness of libraries in meeting their information needs in selected special libraries in Ibadan, Oyo State, Nigeria.

Objectives of the Study

- 1 To find out the satisfaction of users towards the library in getting the information needs.
- 2 To investigate the services of the special libraries.
- 3 To assess the means of delivering library services in special libraries.
- 4 To find out the problems hindering effectiveness of special library services.

Research Questions

1. Are the library users satisfied with the services of special libraries?
2. What are the library services available in special libraries?
3. What are the means of delivering the library services?
4. What are the problems hindering effectiveness of special library services?

Significance of the Study

This study is significant in a number of ways, such include the following:

- It establish the extent to which librarians in special libraries were effective in providing information needs to the users.
- It will reveal the extent to which library users are satisfied with the information provided.
- The study is important as it will reveal the level of users' awareness of availability of library services. This will enable library management to put in appropriate measures to ameliorate the problem.

Scope of the Study

This section takes a bi-lateral view of the scope of this study by defining the scope in terms of content and geographical area covered. The content scope of the study is limited to the characteristics of library users and their effectiveness, which constitute a key area of librarianship.

The geographical scope of the study is Oyo State of Nigeria. The study is limited to selected libraries because of their unique characteristics.

Definition of Terms

The following key words are used operationally:

Library is a collection of printed and non-printed information materials, acquired, organized and dissemination of information to the users.

Special Library: special libraries as those libraries catering for the specialized interests of a group of people of common affiliation, in business or profession.

Information need is a gap in a person's knowledge that, when experienced at the conscious level as a question, gives rise to a search for an answer.

Literature Review

This chapter is a review of literature on the problem of the investigation. The pool of literature on the characteristics of library users and effectiveness of libraries in meeting their information needs

has been considered relevant. The review will attempt to examine studies related to the following:

The Concept of Library

Reitz (2004) opined library as a collection or group of collections of books and/or other materials organized and maintained for use (reading, consultation, study, research etc) institutional libraries organized to facilitate access by a specific clientele, are staffed by librarians and other personnel trained to provide services to meet users needs.

Libraries can be categorized according to the community interest for which they are established. Nwalo (2000). categorized library into six types of libraries that performed various functions in the society. They are Academic library, Special library, National library, Public library, Private library and school library. Academic library is that an integral part of a college, university, or other institution of post-secondary education, administered to meet the information and research needs of its students, faculty, and staff (Reitz, 2004). Aina (2004) also viewed that, today, there are hundreds of different types of libraries in various parts of Africa with the objective of providing information to users of various categories. Libraries are broadly categorized into different types based on the service provided and the target audience they serve. But for the purpose of this study, we shall dwell on special libraries.

The major objectives of a special libraries are to provide resources, facilities and services to greater extent, both now and in the future, for the actualization of the organizational goals and objectives. Libraries all over the world have passed through series of historical developments. In the course of these developmental process, different types of libraries have emerged including special libraries. Nigeria passed through series of geographical and political changes which culminated in thirty-six (36) state structure in 1996. These series of political changes had some effects on the development of libraries in Nigeria. The wind of change, which determines society's development, was also witnessed by Nigerian special libraries.

Special Libraries – A global Overview

The special library environment is a unique one, with emerging technologies and evolving user expectations, combining with diminishing budgets, constantly challenging the special librarian to do more with less. (Henczel, 2007).

The special library is a local centre of information within an organisation that makes all kinds of knowledge and information readily available to its users. It makes effort to build upon the solid foundation of past tradition, and try to adapt to the changing needs of today while anticipating changes in the future. A special library is a term for a library that is neither an academic nor a school library, nor a public library. Special libraries may include law libraries, news libraries, government libraries, corporate libraries, museum libraries, and medical libraries. Special libraries are also sometimes known as "information centers".

Dirisu(2002) viewed special libraries to means all libraries that are privately owed and that have in its collection, special materials, such as the Zik library. The word special is also used to designate certain types of agencies called information centres.

However, the special libraries association has provided a comprehensive definition of special library as a library or information centre maintained by an individual corporation, association, government agency or any other group. It could also be defined as a specialized or departmental collection within a library for the organization of information and primarily offering services to a specialized clientele through the use of varied media and methods (special library association, 1985).

Special libraries often have a more specific clientele than libraries in traditional educational or public settings, and deal with only a specialized or particular type of information. They are developed to support the mission of their sponsoring organization and their collections and services are more targeted and specific to the needs of their clientele.

Special libraries cater to specific professional or academic groups whose information needs are defined by a particular subject or activity. Special libraries, sometimes referred to as information centres, are located in a multitude of settings, including international organizations, advocacy organizations, government agencies, professional associations,

large corporations, medical *and/or health* institutions, law firms, not-for-profit organizations, research centres, and college campuses.

Edoka (2000) defined special libraries to belong to particular establishments such as government ministries, research institutions, banks and professional bodies. Each special library is maintained by its parent body and it provides information resources and services which are of direct relevance to the interests and activities of that body. Special libraries go all out to provide every information they can muster to further the activities of their parent organizations.

Reitz (2004) opined special libraries as library established and funded by a commercial firm, private association, government agency, non-profit organization, or special interest group to meet the information needs of its employees, members, or staff in accordance with the organization's mission and goals. The scope of the collection is usually limited to the interests of its host organization.

Onatola (2004) viewed special libraries as those libraries catering for the specialized interests of a group of people of common affiliation, in business or profession. They include libraries of some government parastatals and ministries, research institutes, non-governmental organization and some professional bodies, etc.

Aina (2004) viewed special libraries as libraries established to meet the highly specialized requirements of professional or business groups. A library is special depending on whether it covers a specialized collection, a special subject, or a particular group of users or even the type of parent organization. He furthered that a library that collects only films, museum objects or maps can be categorized as a special library because of its specialized collection. A library can be special if it only serves a particular group of users such as lawyers, doctors, nurses, etc. Cloonan (2003) described a special library as a term for a library that is neither an academic or school library, or a public library. Special libraries may include law libraries, news libraries, corporate libraries, museum libraries, and medical libraries.

Special libraries are also sometimes known as "information centers". He pointed out that special libraries often have a more specific clientele than libraries in traditional educational or public settings, and deal with only a specialized or particular type of information. Scammell, A.(1997) reported about the special libraries in Romania. His Words: Special libraries like those that operate in the

Anglo-Saxon world are non-existent in Romania. Few institutions maintain collections that would equate the concept of a corporate library in the west. These are primarily research institutions that concentrate their holdings on particular field of scientific research.

In general, these libraries are affiliated with and funded by the parent institution whose employees and students they serve. The higher education system in Romania also comprises specialized schools (called institute, faculty, or academy) that operate as independent entities, overseen and funded by the ministry of education and research. Each has subject-specific libraries. The Romanian Academy (established in 1879) oversees 47 research institutes in various fields such as history, ethnography, linguistics, and social sciences. Each institute is served by a library with a well- defined profile according to the research area it supports. The main branch in Bucharest, the library of the Romanian Academy, hosts the largest and most valuable collection in the country.

Functions of Special Library

Special Library provides a range of services, both within the library and in the community, to satisfy their user's needs. The library should facilitate access to its service for all, including those who have difficulty in retrieving information materials. The following services, which should be easily accessible to the user in a variety of formats and media, should be provided:

- Information service using print and electronic media;
- Loan of books and other media, provision of books and other non-print materials for use in the library ;
- Current awareness services; and
- User education.

Special library should aim to be an active participant in library networks, which will give the user access to a wide range of organizational information needs. Service provision should not only be confined to the library building but also be taken directly to the researchers and users where access to the library is not possible. Physical accessibility is one of the major instruments to a successful delivery of public library services. Accessibility to library information materials should be structured in a way that maximizes convenience to users and potential users.

Identifying User Expectations

Kiritharan (2003) identified three different types of special libraries users: internal publics, external publics and intermediate publics. When trying to identify users, expectations, even though all three types of users are important, it is not so difficult with internal or immediate users as they are mostly within arms' reach or have a clear and established relationship with the organization. But identifying the expectations of the external public is more difficult and more challenging for library information specialist. He furthered that there are a number of different methods that can be used to collect data on user's dissatisfaction. They are categorized into three basic groups namely: regular user communication channels, occasional user research and other user-related information. It is usually the responsibility of the library information specialist to collect information about external users' expectations and pass it on to the appropriate authority. He also pointed out that, when gathering information from the users, it is important that the users should not simply be viewed as the target of a databank material, to be forgotten once the solution has been made; long term user satisfaction should be the priority. Clearly, this satisfaction can only come with a quality information product and services. User's complaints should never be ignored. Losing user complaints means losing valuable information and creating obstacles for improvement. Users should be treated with respect, and product and services should be provided on quality.

Meeting Users Expectations

Tenopir (2006) critically analyzed the nature of most library user's expectations. According to him, despite enhancements, the bridge to any information will never be quite good enough for the amount of traffic that it will generate. Users' expectations grow faster than any library can meet them, and the more services the library provides for people, the more new things they will expect. Behaviours do change over time and after familiarization, but often just for more and better uses of the same material and system. As users get accustomed to links to full text; they want links to related materials or databases. If doctors can get drug dosage information on their PDAs, they want diagnostic information. Add that to their need for current awareness and reading on the run and you have a natural new chance (that is really based on

old patterns) for adoption of new delivery mechanisms and new products based around mobile technology. New behaviours are as a result of becoming familiar and comfortable with sources, technologies, and possibilities. That means digital product has never finished, either in content, interface, or search engine.

Tenopir (2006) also observed that one solution does not fit all, and the allowable time between enhancement is growing shorter as people's attention span and patience shortens and as expectation heightens. The information service provider needs something new often because we are building expectations and at the same time we are meeting them. Link to some data sets or video clips and users will wonder why links are not available in all contents. Provide some full text and users will want to know where the rest of it is. Convert back files to 1950 and user will wonder why 1949 isn't there. According to him, no matter what you do, it will never be enough in today's climate of change and high expectations. Looking just at traditional measure, such as per cent of people who are using a feature or relative amount of use does not help, however. Even though a majority will rarely or even never use a video link, for example, they expect it to be there. Users expect to be able to interact with information in a multitude of ways depending on the information needs and mood at the time. There is only one area where expectation has gotten less the expectation to pay for information has gone down.

Characteristics of Special Libraries

Special libraries are distinguished from other libraries by their emphasis on the information function. While the mission and goal of other types of libraries may encompass use for education, recreation or scholarly research as well as information purposes, and while some special libraries do have these missions, the mission of the majority of special libraries is a single one: to provide focused, working information to a specialized clientele on an on-going basis to further the mission and goals of its parent company or organization (Christianson, King and Ahrensfield, 1991).

There are some distinguishing characteristics of these special libraries. For instance, the users of these libraries are limited in term of interest and work. Again, since the objectives of the libraries are specific rather than general, the collections of books, periodicals and

other materials is relatively narrow in scope, with emphasis on a single specific subject area or group of related subjects which meet the requirements of the parent bodies. Another factor that distinguishes special library from other libraries usually is specialist in their interests and skills. There is therefore highly specialized form of the material assembled and made available for all, as in the case of audio-visual libraries with libraries such as map libraries and picture libraries (Dirisu, 2002).

Edoka(2000) viewed the specialized character of the demands of special libraries, considerable specialized training is required of staff. He furthered that an ideal staff will possess a professional qualification in the field relevant to the organization's activity, as well as appropriate qualification in library and information science. The specific functions of special libraries are to provide comprehensive and balanced information resources relevant to the activities of its parent organization; to produce and disseminate current awareness services based on the profiles of individual users; to provide required information quickly and precisely; and to conduct retrospective literature search for users as appropriate. Special libraries, perhaps more than any other type of libraries, are increasingly applying the computer to the work of information storage and retrieval.

Effectiveness of Special Libraries in Nigeria

According to Drake as an economic resource, information "must be effectively managed just as financial, physical, and human resources are managed to enhance productivity and achieve corporate objectives and goals.

Ezeala (2009) cited Fabunmi (2004) in view of library effectiveness as including information customized to meet individual needs, stating that effective library systems are timely in delivery, meet their specific needs, are easy to understand/use, and are delivered by courteous and knowledgeable staff.

Effective research libraries provide ICTs that aid timely delivery of information in response to researchers' needs. ICTs are combined with standardized information delivery techniques. Librarians in administrative and management positions coordinate these things to provide an effective system. Nwalo (1997) cited by Ezeala (2009) opined the satisfaction expressed by library users.

The effectiveness of library resources and services can be measured in various way. Nwalo (1997) citing Eve (1978) states that libraries are judged by set objectives and application of set standards to measure the quality of operations. Ezeala (2009) also cited Ifidon (1977) opined that library evaluation can use both qualitative and quantitative techniques. Irrespective of whether the evaluation is quantitative or qualitative, parameters are set to be judged by users, who are in the best position to evaluate the effectiveness of the library.

Hencze (2007) valued effectiveness of library as a strategic process and system and measure them in such a way that reflects their organisational impact. To ensure that the information services provided are supporting and contributing to the achievement of business objectives, it is critical to understand how well they meet the business needs of those who use them, and to identify which needs are not being met by the services provided.

Blixrud (2002) viewed an increasing percentage of library budgets as being directed to the purchase of electronic resources. ARL had begun collecting data on electronic resources in 1992/93. Many libraries were able to supply some cost data at that time, but after several initial attempts, they were unable to count consistently the resources purchased or the use made of those resources. The data for costs showed that from 1992-93 to 2000-01, the percentage of acquisitions dollars that ARL member libraries directed to electronic resources rose from 3.6% to 16.25%, nearly five times as much. The 106 ARL libraries reporting cost figures in 2001 spent almost \$132 million on electronic resources out of their material expenditure budget and the figures would be far higher if the expenses for infrastructure and personnel could be factored into the totals. Since it is an area in which large amounts of dollars were being spent, the need for consistent and reliable data was clear.

There are several factors that drive the need for the collection of statistics for electronic resources. In the area of funding, libraries need data to provide information that justifies expenditures and makes the case for continued support for digital collections. The data should show that users want and use the electronic information and services being provided. Reliable data can enable a library to compete for campus or institutional

resources. Also, the data are necessary to provide evidence that additional support for technology and infrastructure is needed. Internally, data are needed to better manage internal processes by measuring and tracking changes in those processes, by seeing to justify allocation and prioritization decisions, and to enable assessment activities. Libraries also want data to use for comparative and benchmarking purposes. The volatile a environment of electronic resources and the collaborative methods by which much of the information is purchased encourages libraries to learn about how their peers are managing electronic resources. And finally, the need for data is particularly acute when working with the vendors who supply the electronic resources and services. Libraries need accurate reporting of use, the ability to compare overlapping coverage, and the ability to pressure vendors to price according to actual need and use.

Research Design and Methodology

This study adopted the survey research design. This is chosen because it was the most appropriate method that would provide the accurate data considering the population size for this study, and would also permit the generalization of findings. In this regard, questionnaires are designed and used as survey instruments.

The population for this study is the librarians and users of special libraries in Ibadan. The two special libraries are Institute of Agricultural Research and Training library and Institute of French Research for Africa (IFRA) library, Ibadan; they are carefully selected for the purpose of this study. These two special libraries are chosen for the purpose of this study because they are among the earliest and the oldest special libraries in Ibadan in particular, and in south western part of Nigeria in general. The population sample is made up of two (2) librarians and one hundred and fifty users in the two selected special libraries.

Result, Data Analysis and Interpretation

The results are discussed under the research questions which guided the study.

Research question 1: Are the library users satisfied with the service of special libraries?

Table 1

Level of satisfaction	Frequency	Percentage (%)
Highly satisfied	109	72.7%
Not satisfied	41	27.3%
Total	150	100%

The analysis revealed the satisfaction level of the library users with the services of special libraries. 109 (72.7%) of the library users indicated that the library had been able to satisfied their information needs while 41 (27.3%) of the users indicated that the library had not satisfied their information need. Table1 revealed a higher level of number of response (72.7%) from the users, than number response. It was clear that the libraries, due to their good services and adequate holding, were able to satisfied the information need of the users. A related study by Nwalo (2000) revealed that the primary purposes of the libraries were to provide resources and services in a variety of media to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

Research question 2: What are the library services available in these libraries?

Majority of the respondents confirmed the availability of the following library services: book loan, CD-ROM search and Internet services, the availability of SDI, in their libraries. Table 2, implies that all these services were commonly available in the two institutions.

Table 2

Library services	IFRA	IAR&T
Book loan	X	X
CD-ROM	X	X
Interlibrary loan	X	X
Current awareness	X	X
E-library, e-journal and books	X	X
Internet services	X	X
Online public access catalogue (OPAC)	X	X

Referral services	X	X
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Research question 3: What are the frequency use of the Library Materials by library users?

Majority of the respondents from IAR&T library (74.5%) visit the library to make use of library materials for class assignments while (63%) of the respondents from IFRA library claimed that they visit the library to consult materials for research and to read for general knowledge acquisition. This implied that students from IFRA library make use of library facilities more than students from IAR&T. The use of library by IAR&T students for class assignments alone may be due to their ignorance about other facilities which they can enjoy from the library. It can also be deduced that students from IFRA library were more informed about library facilities and services than their counterparts from IAR&T Library.

Research question 4: What are the means of delivery of these library services in special libraries?

Respondents from IAR&T enjoyed manual means of information services delivery (89.5%), while respondents from IFRA attested that they preferred manual (48%) and electronic (52%) means of information services delivery. This implied that the majority of the students from both institutions enjoyed manual means of information services delivery.

Research question 5: What are the problems hindering effectiveness of special library service?

Majority of respondents from IAR&T identified lack of easy accessibility to information source (62%), lack of current information (41.6%), lack of ready availability of information (30%), lack of timely information delivery (46%) and lack of adequate funding as major problems hindering effectiveness of library services in a special library. This implied that lack of ready availability of information, lack of easy accessibility to information and lack of timely information are major problems hindering effectiveness of special library services in the two libraries.

Conclusion

The study established effectiveness of library services as a strategies and activities impact positively on library users. Librarian has impacted positively on the users' perspectives on the professional operations of special libraries. The librarian has contributed greatly to library services delivery of special libraries. Lack of ready availability of information, easy accessibility to information and timely information were major problems hindering effectiveness of special libraries, adequate information availability, accessibility, as well as timely provision of libraries to improve on their services.

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