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IBADAN UNIVERSITY LIBRARY

E-LIBRARY RELEVANCE AND ADEQUACY AS PREDICTORS OF E-LIBRARY USAGE AMONG UNDERGRADUATE STUDENTS IN TAI SOLARIN UNIVERSITY OF EDUCATION, OGUN STATE, NIGERIA

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Abstract

Evaluating e-library services is usually based on users' feedback, precision rate, the proportion of the retrieved documents that are relevant to the query. This is precisely what this paper is focused on. The data for this study were collected with the use of questionnaire. The copies of the questionnaire were administered to solicit the response of the undergraduate students on their satisfaction with TASUED e-library and how adequate and relevant the undergraduate students found the e-library resources at TASUED. It was discovered that the undergraduate students are satisfied with the overall performance of the electronic library, most especially in terms of value of service, access to information, response time, ease of use and quantity of collections.

Introduction

Tai Solarin University of Education (TASUED) electronic library came into existence in the year 2007. The facilities of the electronic library are available for staff and students as well as researchers. The library provides a unique set of online database collections that combine more than 20,000 authorised books and other documents from over 150 leading academic, trade, and professional publishers. The electronic library contains innovative reference tools and a rich collection that includes books, journals, magazines, maps, and other publications. One can browse, view, search, copy, and print documents from the e-library at any time.

The collections cover academic disciplines including business and economics, computers, technology and engineering, humanities, life and physical science, and social and behavioral sciences. The strength of the electronic library is based on two key factors: accumulated expertise and continuing research. This enables the e-library to deliver virtual e-content products and services that help clients mitigate and manage their information needs. The electronic library was aimed at helping in increasing the quality of research and development through the acquisition and the utilization of the highest quality of specialized electronic information as well as the design of custom-made training seminars to ensure that library staff and users are able to fully utilize and benefit from the advanced information platforms.

Purpose of Study

This study intends to investigate the perception of undergraduate students about e-library, adequacy of e-library in meeting the information needs of the students as well as the satisfaction level of the undergraduate students with e-library performance in TASUED.

This study intends to answer the following research questions:

1. To what extent are undergraduate students at TASUED satisfied with the use of the electronic library?
2. To what extent does the electronic library meet the needs of undergraduate students in TASUED?
3. To what extent is TASUED e-library relevant to academic and research work of undergraduate students?

Research Hypotheses

H₀₁: There is no significant relationship between users' satisfaction and e-library usage by undergraduate students in TAI Solarin University of Education

H₀₂: There is no significant relationship between adequacy of TASUED e-library in meeting the needs of users and e-library usage by undergraduate students.

Research Methodology

The sample population for this study consists of 701 undergraduate students randomly selected from the total population (14,020) of the undergraduate students at TASUED. These respondents were targeted as they come to make use of the electronic library facility. The data for this study were collected with the use of questionnaire. The copies of the questionnaire were administered to solicit the response of the undergraduate students on their satisfaction with TASUED e-library and how adequate and relevant the undergraduate students found the e-library resources at TASUED.

Literature Review

The advent of information and communications technology has accelerated availability and usage of electronic resources in the modern time. This global development has posed challenges to libraries and information institutions in their attempt to meet information needs of users in the digital era. Libraries are now investing heavily on electronic resources especially academic libraries where users are exposed to various electronic resource outlets via internet. This development is noticeable in the developed nations of the world as African countries and other developing nations are still struggling to bridge the digital divide that is preventing them from the full benefits of electronic era. However, different efforts have been made to launch African Universities into the digital society with different initiatives by both National and International bodies toward providing the required networked infrastructure that would enable them have access to free or heavily discounted Journals and databases through programmes like AGORA, eIFL, HINARI and PERI (Rosenberg, 2005).

Aina (2004) defined electronic library as a library that consists of materials and services in electronic formats rather than the print format. Electronic library is also seen as those electronic information resources and services that user's access electronically via a computing network from inside the library or remote to the library. Electronic library resources are invaluable research tools which complement print-based resources in any traditional library; they provide access to information that might be restricted to the user because of geographical location or finances (Sabouri, 2010). The emergence of electronic resources has cut the barrier to valuable information resources which until now were difficult to access especially by scholars in the developing nations of the world. Salaam (2008) attributed the popularity of electronic resources to flexibility in searching than their paper-based counterpart, and that they can be accessed remotely at anytime. Tenopir (2003) in a major survey analyzed the findings of over 200 studies on the use of electronic resources in libraries that were published between 1995 and 2003. The results revealed that, electronic resources have been rapidly adopted in academic spheres; however behavior varies according to the discipline.

According to Bar-Ilan, Peritz, and Wolman (2003) the most active users of electronic journals are the younger generation. This generation consists mainly of students in tertiary institutions and younger academic staff that has the necessary skills and knowledge of the use of electronic-based resources. The electronic library is a learning tool that differs from other tools used in education because users require skills and knowledge in its use. According to Kuiper, Volman and Terwel (2008) electronic library has certain characteristics, such as its size, topicality, and accessibility as well as the use of hypertext and non-textual elements, that are complicated for users and require specific skills. In the use of electronic library, many people show instances of adequate searching, reading and evaluating behavior which they alternated with inadequate use of electronic library, for example by formulating proper search terms for one assignment but failing to do so for another.

Marchiovini and Komolodi (1998) concluded that users of electronic library use both single and multiple search terms, depending on the type and complexity of the assignment and used scanning techniques when reading digitized texts, as well as close reading.

Moreover, adequate use of electronic library by users affects its performance. According to Nicholas and Debowski (2001) inflexibility, that is not being able to alternate electronic library search strategies, appears to affect users' adequacy negatively. Also, impulsiveness seems to be related to inadequate use of search strategies and may be contrasted with the patience required when using the electronic library. The general tendency of users is primarily to focus on finding the exact right answer instead of looking for bits and pieces of information from which they could compose the answer themselves also contributed to inadequate utilization of electronic library. A more general characteristic of adequate electronic library search strategy use is the reflection of users search process.

However, in order to satisfy the diverse information needs and interests of the academic community, the e-library collection must be adequate in terms of quantity, quality and currency. The collection should also be accessible to the academic community. The provision of quality information will invariably have positive impact on the learning environment and specifically on the undergraduate students. On the contrary, if the quality of information provided leaves much to be desired, the result would be worse. The up-to-dateness of contents in courses, the continuous academic growth and competence of faculty members and the quality of learning environment depend on how effective the academic library is in identifying and connecting information on current developments in various subject fields with the concerned academic community. In other words, academic institutions are not likely to grow more than the library that provides for them. The library is the reflection of the intellectual vibrancy of an academic institution.

On the adequacy of e-library resources and services, Aguolu and Aguolu (2002) showed that it is the size of a collection, combined with its quality that ensures its adequacy. Thus, adequacy of any collection has both qualitative and quantitative dimensions. The extent to which e-library resources and services satisfy the needs of users will determine how effective and efficient a particular e-library is. For an e-library to be worth its salt, the resources and services it renders must strive to meet and satisfy the needs of its users. However, user's perception, which describes the way a user forms impression of and makes inferences about e-library resources, services and personnel in term of how far they meet their expectation, should be used to measure e-library performance.

Findings

Six hundred and eighteen (618) copies of the seven hundred and one (701) copies of questionnaire administered were returned with useful responses, making a response rate of 88.2%.

Research question 1: To what extent are undergraduate students' at TASUED satisfied with the use of the e-library?

Table 1: Undergraduate students' satisfaction level with TASUED e-library services

Satisfaction Parameter	Frequency/Percentage		
	Satisfied	Not Satisfied	No response
Value of services	651 (92.9%)	34 (4.8%)	16 (2.3%)
Access to information	648 (92.5%)	36 (5.2%)	16 (2.3%)
Response time	580 (82.7%)	72 (10.3%)	49 (7.0%)
Ease of use	624 (89.0%)	54 (7.7%)	16 (2.3%)
Quality of collection	648 (92.5%)	37 (5.3%)	16 (2.3%)
Finding what I want	626 (89.3%)	42 (6.0%)	33 (4.7%)

Table 1 presented the undergraduate students opinion on the extent of satisfaction with the e-library services. It revealed that majority of the students are satisfied with the services of the e-

library in terms of value of services (651 or 92.9%), access to information (648 or 92.5%), response time (580 or 82.7%), ease of use (624 or 89.0%), quality of collection 648 or 92.5%), and finding what I want 626 or 89.3%). It suffices to say that the undergraduate students are satisfied with the overall performance and service delivery of TASUED e-library.

Research question 2: To what extent does the electronic library meet the needs of Undergraduate students?

Table 2: Respondents opinion on adequacy of TASUED Electronic Library for academic and research activities

Academic and Research Activities	Frequency/Percentage			
	Adequate	Inadequate	I can't say	No response
Journal Search	418 (59.7%)	151 (21.5%)	92 (13.1%)	40 (5.7%)
Research topic search	426 (60.8%)	147 (20.9%)	72 (10.2%)	57 (8.1%)
Textbooks search	442 (63.1%)	184 (26.2%)	55 (7.8%)	20 (2.9%)
Scholarship search	292 (41.6%)	222 (31.7%)	108 (15.4%)	79 (11.3%)
Electronic theses search	246 (35.1%)	233 (33.3%)	108 (15.4%)	116 (16.5%)
Articles search	417 (59.5%)	144 (20.6%)	84 (12.0%)	55 (7.9%)

Table 2 presented information on the adequacy of electronic library for carrying out academic and research activities and it revealed that the larger proportion of the undergraduate students attested that the e-library is adequate for textbook search (442 or 63.1%), research topic search (426 or 60.8%), journal search (418 or 59.7%), and scholarship search (292 or 41.6%). This implies that the students confirmed the adequacy of the TASUED e-library in carrying out academic and research activities.

Research question 3: To what extent is TASUED e-library relevant in the academic and research work of undergraduate students?

Table 3: Respondents opinion on the relevance of e-library for academic and research activities

Academic and Research activities	Frequency/Percentage		
	Very much	Fairly much	Not at all
Journal search	308 (43.9%)	324 (46.2%)	7 (1.0%)
Research topic search	320 (44.5%)	252 (36.7%)	132 (18.8%)
Search for textbooks	327 (46.6%)	310 (44.2%)	64 (9.2%)
Scholarship search	163 (23.3%)	255 (36.4%)	282 (40.2%)
Electronic theses search	103 (14.7%)	343 (49.0%)	254 (36.3%)
Articles search	318 (45.3%)	297 (39.5%)	107 (15.2%)

Table 3 revealed that majority of the undergraduate students rely very much and considered the e-library as very relevant for textbooks search (327 or 46.6%), articles search (318 or 45.3%) and research topic search (320 or 44.5%) only while affirming also the This implies that the undergraduate students of TASUED e-library found the e-library resources very relevant for textbooks search, articles search and research topic search.

Research Hypothesis 1: There is no significant relationship between satisfaction with e-library and e-library usage among the undergraduate students in TASUED

Table 4: Regression analysis showing relationship between users' satisfaction and e-library usage

Model	Sum of Squares	Df	Mean square	(F) Value	R ²	Prob.
Regression	44.645	2	22.323	20.775	0.063	0.000
Residual	660.824	615	1.075			
Total	705.469	617				

Table 4 presents the regression analysis of the contribution of the undergraduate students satisfaction (independent variable) to the e-library usage (dependent variable) of the respective factors. The result revealed that the regression model for the two variables is significant, that is there is a significant relationship between the undergraduate students' satisfaction with e-library and e-library usage by the (F=value 20.775, Prob. 0.000, < 0.05). Therefore the null hypothesis was rejected.

Research Hypothesis 2: There is no significant relationship between adequacy of e-library and e-library usage among undergraduate students

Table 5: Regression analysis showing relationship between adequacy of e-library and e-library usage among undergraduate students

Model	Sum of Squares	Df	Mean square	(F) Value	R ²	Prob.
Regression	15.611	2	7.806	40.604	0.117	0.000
Residual	118.227	615	0.192			
Total	133.838	617				

Table 5 presented the regression analysis of the contribution of the adequacy of e-library resources (independent variable) to e-library usage (dependent variable). The result revealed that the regression model for the two variables is significant, that is there is a significant relationship between adequacy of e-library and e-library usage with significant effect (F=value 40.604, Prob. 0.000, < 0.05). Therefore, the null hypothesis was expected.

Discussion of findings

The study has investigated the satisfaction and adequacy levels of e-library resources in meeting the needs of the undergraduate students in TASUED, Ogun state. The findings of the study revealed that the undergraduate students are satisfied with overall performance of the electronic library, most especially in terms of value of served, access to information, response time, ease of use and quantity of collection. On the relevance of e-library resources towards meeting the academic and research needs of the undergraduate students, the findings of the study showed that the e-library resources were relevant to the academic and research needs of the undergraduate students in TASUED. This may be due to the fact that text books and articles are very much relevant to the academic and research activities of the students. Also, the adequacy of the e-library to the academic activities of the undergraduate students was confirmed by the findings from the study. Thus, the e-library of TASUED is considered adequate for academic and research activities of undergraduate students at TASUED University.

Finally, the study revealed a significant relationship between satisfaction of students with e-library and the use of e-library by the undergraduate students and also between adequacy of e-library in meeting the information, academic, and research needs of undergraduate students and utilization of e-library by undergraduate students in Tai Solarin University, Nigeria.

Conclusion

This study evaluated the satisfaction of the undergraduate students with e-library usage; adequacy of e-library resources in meeting the needs of the students; and relevance of e-library resources for the academic and research activities of the undergraduate students in TASUED. The adequacy and relevance of TASUED electronic library to the needs of the students had been established even though the users do not make regular use of this facility.

The study ascertained the satisfaction of users with the performance of the e-library in terms of value of services, response time and quality of collection. Electronic library has been found to be very adequate and relevant in the academic activities of students of TASUED University; hence adequate policy framework should be put in place to ensure adequate performance of the e-library.

Recommendations

The following recommendations were made:

1. There should be provision of more e-resources relevant to the needs of students, staff and researchers of TASUED electronic library
2. There should be adequate orientation on the content, adequacy and relevance of the e-library to the academic activities of students. This will ultimately encourage the regular use of undergraduate students of TASUED e-library. This could be achieved through continuous information literacy programme to be carried out by library staffs that are knowledgeable in the provision and management of e-resources.

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