

ATTITUDES OF UNDERGRADUATE STUDENTS OF KEBBI STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY ALIERO TOWARDS ELECTRONIC SERVICES IN CENTRAL LIBRARY

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Abstract

This study assessed undergraduate student's attitude towards electronic service in kebbi state university of science and technology, Aliero central library. To be able to achieve this objective, three (3) research question were formulated which center on the electronic services offered by the university central library, students awareness of the electronic services, level of students patronage of electronic services, student's attitude towards electronic services, challenges facing the electronic services. Relevant literature were discussed. A survey research design was adopted for the study. Data was collected through questionnaire and observation. A sample of 113 was used for analysis which was taken from the population of 1119 undergraduated library users of the university. Finding revealed that the students were aware of the availability of the e-services in the library, the findings shows that respondents have positive attitudes towards electronic services in the library but their level of computer self-efficacy in the university is low. There are significant challenges facing the electronic services in the library which includes: inadequate facilities, constant problem of network connection which hinder access, low bandwidth problems, At incessant power outage, problem of downloading page and constant breakdown of equipment. Strategies were also proffered for enhancing and better utilization of the electronic services in the university central library which includes: giving student's library orientation, assisting student for retrieving information, provision of alternate power supply, upgrading the internet bandwidth, provision of adequate facilities.

Keywords: Electronic services, Science and Technology, Attitudes of undergraduate students.

1.0 Introduction

The human need for information is unlimited. People seek information from different sources and formats for undertaking a variety of jobs and tasks. They use information for decision making, developing new techniques and technologies. Information also plays a vital role in shaping human thinking and character building. Tremendous growth in knowledge, technological advancements and rapid changes in the modern world has led to an increased awareness of the importance of information in all aspects of life.

Academic institutions play a key role in society by preparing future generations to use the acquired knowledge to fulfill their responsibilities more effectively. The libraries of these institutions serve a variety of users such as students and staffs with diverse information needs. These libraries collect a variety of information sources and offer various services for supporting instructional; research Today's library is powerhouse where information is stored and transferred to fulfill the users need. Information services include personal assistance provided to users in pursuit of information. The efficiency of an information service can be measured only by the degree to which its resources are utilized. The introduction of Information Communication Technology (ICT) facilities in the academic libraries has tremendously enhanced information generation, access, storage and dissemination.

As more and more information sources become available online, many university libraries are introducing digital service. The aim of these services is to broaden the range of information resources available and to add value to their content by making them accessible through digital means so that students, researchers, and the members of the university community can access them anytime and anywhere. Chowdhury and Margariti (2004) further pointed out that the introduction and development of the Internet and its associated Web technologies in the past decade have significantly influenced both the way libraries provide information services to their users and the way users choose to access information. Academic libraries are now trying to meet the needs of the academic and research community by improving their services and enhancing their resources.

The use of Electronic information resources help to expand access, increase usability and effectiveness and establish new ways for students to use information to be more productive in their academic activities. It is important in the use of electronic resources because of the proliferation of information presently experienced as a result of series of research and developmental activities taking place globally. Loewenstein (2007) averred that attitude could be positive, negative or neutral view or behaviors of a person. The implication is that, if a person has negative attitude towards the use of electronic information resources, he may either not utilize them at all or utilize them just once in a while. The students' attitude towards the use of EIRs, therefore, may result from observing fellow students being frustrated in the search for information using the electronic medium or even, behaviors of library staffs towards the users. Basically a person's attitude towards an object or issue can be deduced from his behavior in situations involving that object.

2.0 Statement of the Problem

The central purpose of libraries is to provide information services that are useful and accessible to the users. With the current developments in ICT, libraries are provided with options to providing services in electronic format. Academic library is one example that offers information resources in a digitized format to the users. Today's academic libraries provide students with access to a wide range of electronic information resources (Dugdale, 1999). They enable students to have access to firsthand information characterized by being timely, current, easy to access and, even from remote places and also open up the possibility of searching multiple files at a time, a feat accomplished more easily than when using printed equivalents.

This study and observation may lead one to begin to question the coverage and quality of information circulating within the Kebbi state university of science and technology, Aliero. As well as what the future holds for the students on graduation considering the global trend concerning information provision and access in this electronic age. The need to achieve greater utilization of the Electronic Resources by undergraduate students who constitute a significant percentage of the user community and are even in the majority in most universities makes it imperative to identify the factors affecting the effective utilization of the Electronic Resources.

2.1 Research Questions

1. What electronic services does the Kebbi state university central library offer?
2. Are the students aware of the electronic services in the Kebbi state university central library?
3. How frequent do students patronize the electronic services in the Kebbi state university central library?

2.3 Objective of the study

1. To find out the electronic services offered by the Kebbi state university central Library.
2. To determine the students awareness of the electronic services in the Kebbi state central library.
3. To examine the level of patronage of electronic services in the Kebbi state central library.

2.4 Significance of the study

This study aims at contributing to the limited information on the attitude of students towards electronic services in library. This study becomes very relevant because the attitude of the students could affect the success or failure of the computerization programmed depending, to a large extent, on their disposition.

Most importantly, the university libraries will be able to know the problems encountered by users in the use of the digital library collections and services. Therefore the study would help the library to improve on the existing services and as well, plan for future digital library services to meet the changing needs of it multi- dimensional students.

2.5 Scope and Limitation

The study ought to examine the attitude of students towards electronic services in the kebbi state university of science and technology central library; the study is limited to the undergraduate students of the university. Limited resources and time constraints affected the completion of the study on time. There was less participation from respondents due to the busy schedule during the day.

3.0 Review of Related Literature

Attitudes are enduring systems of positive or negative evaluations, emotional feeling and tendencies with respect to social objects. Attitude can be described as settled behavior or manner of acting, as representation of feeling or opinion. The concept of e-service represents one prominent application of utilizing the use of ICTs in different section of libraries. However, providing an exact definition of e-service is hard, the different researchers have been using different definitions to describe e-service. Despite these different definitions, it can be argued that they all agree about the role of technology in facilitating the delivery of services which make them more of electronic services.

E-services have previously been defined as "those services that can be delivered electronically," (Javalgi, Martin, and Todd 2004) and similarly as "provision of services over electronic networks" (Rust and Kannan 2003).

Electronic library and information services refer to the variety of electronic and digital sources of information available to teachers and learners within an academic context. The change in traditional document delivery services, from print to electronic, has come about very quickly and libraries and information services have undergone significant transformation in order to effectively deliver electronic resources to the academic community. Similarly, in order to enable users to use the electronic library effectively, many libraries offer guidance and assistance to their users. All the efforts employed in facilitating, promoting and training in the electronic environment are in place to support and assist teaching and learning within academia (Wang and Hwang, 2004). For their academic achievement student do consult the libraries but the numbers of student who visits the library definitely does not mean that they get their information satisfactorily and completely. At times they may get lost in the process of finding the information or not be aware of what and where to look for the information.

The Internet is very useful by allowing users to access vast quantities of information and communication with everyone around the world. Ojedokun (2001) pointed out that, Internet has broken down barriers of communication and information access from anywhere in the world. He maintained that the Internet allows users to have access to up-to-date research publications in the net. With the advent of the Internet, researchers and academics have recognized the capabilities of the information and communication technologies as efficient means to share results and to get around barriers by full transfer of intellectual property rights from the author to the publisher, it is also a means of improving the slow turn-over of traditional publishing (Correia and Neto, 2006). The most effective way to provide access to electronic books/journals in University libraries is through subscription to online databases which can be accessed through the internet. Online databases are a collection of electronic information sources (e-journals/e-books) by publishers from various fields and disciplines. Access to these databases provides researchers and students with thousands of scholarly articles in their fields of specialization or research (Fatoki, 2004).

CD-ROM databases allow users access to relevant databases without robust Internet connectivity in libraries. It is therefore cost effective than online databases as information could be accessed off-line without paying for telecommunications fee (Afolabi, 2007). Besides, the CD-ROM databases are useful documents and ensure easy access to large volumes of literature for research. The computer catalogue (Online Public Access Catalogue) which is one of these technologies, can in theory provide access to any of the information contained in the record for an

item in the library. The development of Machine Readable Catalogue (MARC) in the 1960s made it possible to encode all areas of cataloguing record to be searchable. In MARC catalogue through which we now have Online Public Access Catalogue (OPAC), each piece of information in a catalogue is given a numerical code or field. There is a growing expectation that libraries will provide e-books to patrons as e-books become increasingly popular.

Meanwhile, the proliferation of universities has added to the problems of the universities and their libraries so much that now their future seems uncertain. Then the problems of ICT's in Nigerian university libraries as related to library development. Ever since the problem of literature explosion became noticeable in the 1970s, the developed world has devised various systems to facilitate the flow of information within and across the countries, and developing countries are invited to take advantage of these devices. However, this invitation is not readily accepted by the developing nations like Nigeria because of some mitigating factors. These include human factors, fear, and the level of development-cum infrastructure of the nation and so on. The case of application of modern technology in the library should start with the acceptance of the new technology as vital to the effective performance of the functions of the library (Ogunsola, 2004).

Tamuno and Ojedokun (1987) observed that the implementation of IT is still very problematic in Nigerian academic libraries, explaining further that the old traditions of library collection handling, the insufficient knowledge of library staff on usage of modern information technologies and the poor financial situation are some of the problems creating obstacle in the introduction of new information technologies in Nigerian academic libraries. **Ehikhamenor (1990)** explains that automation efforts in Nigerian university libraries have been persistently frustrated by lack of man power, funds and computing facilities, as well as poor maintenance of equipment and destructive interruption of electric power. He went further to state that only a few libraries have a clear automation goal that seems realistic presently.

Self-efficacy can enhance human accomplishments and influence the choices people make and the courses of action they pursue, how long they will endure when confronting obstacles, and how resilient they will be on the face of adverse situations (Bandura, 1986). The higher the level of efficacy the greater the persistence and resilience. Self-efficacy provides a mechanism to explain individual behaviour and is associated with a positive self-concept and self-appraisal of personal control which arises from experiences of mastery and the anticipation of competent performance. A person with a positive self-efficacy expects to succeed and will persevere in searching the internet until the task is completed. A person with low perception of self-efficacy anticipates failure and is less likely to attempt to persist in challenging activities. Such individuals would have a negative self-concept and an expectation of incompetence or lack of control of actions and outcomes relating to the use of Electronic Information Resources.

There is the challenge of daily and routine maintenance of computer sets that are connected to the servers. There is the urgent need to employ a system librarian/analyst who will take charge of overseeing the system administration. This is very important as the university plans to gradually expand Internet service to all schools and service units. Besides, the system librarian/analyst will ensure that appropriate volume of Internet signals are received and utilized using appropriate bandwidth software manager to monitor it. Again, minor repairs of computer sets and quick response to networking problems fall within the preview of this expert (B. O. Gbadamosi 2012).

Lack of steady funding of library services poses serious challenge to the sustenance of automation/e-library project. Poor funding is a major challenge to libraries in Nigeria (Nok, 2006). Federal university libraries receive better funding attention than state university libraries. The fact that there is a budgetary allocation of 10% of the recurrent budget for library development at university level put their libraries at a better stead than state college libraries without any funding policy direction. The funding situation is so worrisome that books and journals are obsolete, equipment and furniture are dilapidated, personnel are scanty, and poorly trained.

Many of the university library staffs are not computer literate and where they are, they are not versatile in applying the skills as being demanded in automation/e-library environment. University staffs are reluctant to change from traditional ways of dispensing library services to application of modern Information Technology (IT) and indeed they suffered computer phobia. In order to overcome this challenge, the university library will need consistent technical support training and re-training of staff in-house, within and overseas training.

Research Method adopted

A descriptive survey method was used in carrying out this study. Descriptive research design is concerned with describing characteristics of a problem. Questionnaires and interviews are the two methods used to elicit

information in a descriptive research. This method was adopted for this study because it will provide the needed information on which to base a sound decision at the end of the study.

4.0 Population of the study

Population refers to the complete set of individuals (subjects), objects or events having common observable characteristics in which the researcher is interested in studying (Agyedu et al., 2010). The total number of undergraduate students in the university during the 2015/2016 academic session stood at 2,608. (Source: Student Affairs Office, Registry Department of the university). Out of this number, available records of undergraduate library users as at the time of this study indicated a total of one thousand one hundred and nineteen(1,119) representing the study population.

4.1 Sample and Sampling Techniques

The main sampling technique used to draw sample from the parent population of this study was purposive sampling. Purposive sampling represents a **group** of different **non-probability sampling techniques**. Also known as **judgmental, selective** or **subjective** sampling, purposive sampling. The main reason for using purposive sampling is to focus on particular characteristics of the population (the undergraduate students) that are of interest, which will best enable the researchers to answer their research questions.

For this study a sample size of twenty percent (20%) was drawn from the one thousand one hundred and nineteen (1,119) representing the study population, which amount to One hundred and twenty (120) respondents. [

4.2 Research Instruments

The main instruments used for data collection were questionnaire and observation. This instrument was used because it permits wide geographical coverage at minimum cost and it also reaches individuals who are normally difficult to contact.

The questionnaires were made contained items which were raised in research questions and objectives, includes; the student's awareness of the electronic services, level of patronage of the electronic services, students' attitude towards the electronic services and the problems encountered by the students when using the electronic services in the university central library.

There were personal visits to the Departments to make personal observations to find out how they manage their records.

4.3 Procedure for Data Collection

The researchers personally administered the questionnaires to all the One hundred and thirty eight (138) service personnel in their respective offices. In the process of administering the questionnaire the researchers carried out some personal observation of records storing facilities like cabinet drawers, cupboards and computers. The questionnaires were administered and returned within the period of three weeks.

5.0 Data Analysis

The data collected from questionnaires were analyzed using descriptive analysis as expressed in percentage and in tabular form, this statistical method was chosen because it afford the researcher an opportunity for an in-depth analysis and prove relationship between variables.

5.1 Data Presentation, Analysis And Discussion

This study presents the analysis and interpretation of the data collected for the study using the instruments. The analysis were presented alongside tabular presentation of the data. The study targeted One hundred and twenty (120) respondents (undergraduate students) in the university, out of the One hundred and twenty (120) questionnaires distributed, one hundred and thirteen (113) questionnaire representing 94.1% were returned duly completed and found fit for data analysis. The high response resulted from the good efforts of the research assistants employed and the researcher's frequent follow-ups.

TABLE 1 RESPONDENTS AWARENESS OF THE E-SERVICES IN THE UNIVERSITY CENTRAL LIBRARY

Response	Frequency	Percentage (%)
Yes	107	94.7
No	06	05.3
Total	113	100

The provision of information through electronic means in most libraries has been going on for the last 4-5years. Little is known about students' awareness of this form of information provision. Without a better understanding it, is difficult for service providers to meet the needs of students effectively. It was necessary to establish whether students were aware of the services.

The table above shows that respondents are largely aware of the electronic services available in the library with a response rate of 107 (94.7 %) while a few of the respondents representing 06 (05.3 %) are not aware of the services.

TABLE 2 FREQUENCY OF USING THE E-SERVICES IN THE UNIVERSITY CENTRAL LIBRARY

Response	Frequency	Percentage (%)
Rarely	07	06.2
Twice in a semester	16	14.2
Fortnightly	14	12.4
Monthly	17	15.1
Weekly	27	23.8
Daily	32	28.3
Total	113	100

The data displayed on table 2 shows that 07(0.62%) of the student in the university rarely use the electronic services in their library, 16(14.2%) of the students use the electronic services in the library twice in a semester, 14(12.4%) of the students use the electronic services in the library fortnightly, 17(15.1%) of the students use the electronic services in the library monthly, 27(23.8 %) of the students use the electronic services weekly, while 32(28.3%) of the students use the electronic services daily. In total it is evident that most of the students representing 32 (28.3%) and 23 (23.8%) use the electronic services in the library.

TABLE 3 RESPONDENTS ATTITUDE TOWARDS THE ELECTRONIC SERVICES IN THE UNIVERSITY CENTRAL LIBRARY

S/N	Item description	Agreed (%)	Disagreed (%)	Undecided (%)
1	I prefer traditional manual library services to electronic services	14 (12.8%)	84 (74.1%)	15 (13.1%)
2	I am in favour of all automation efforts in my institution's library.	81 (71.6%)	07 (6.0%)	25 (22.4%)
3	I tend to avoid using the electronic services for I cannot do that effectively	73 (64.6%)	10 (08.8%)	30 (26.6%)
4	My library usage has increased as a result of the electronic services	91 (80.5%)	14 (12.4%)	08 (7.1%)
5	I avoid the use of electronic services in the library whenever I can	97 (85.8%)	08 (07.1%)	08 (7.1%)
6	I like the electronic services offered in my institution's	98	07	08

	library	(86.7%)	(06.2%)	(07.1%)
7	My library usage has decreased as result of computerized services	07 (06.2%)	39 (34.5%)	67 (59.3%)
8	I do not know how to use a computer and so I stay away from the new system to avoid embarrassment	07 (06.2%)	106 (93.8%)	00 (00%)
9	Library automation allows users to be creative	60 (53.1%)	13 (11.5%)	40 (35.4%)
10	Electronic services offered in the library make library usage more interesting.	83 (73.5%)	04 (03.5%)	26 (23.0%)
11	E-Services increase efficiency in the library.	59 (52.2%)	02 (01.8%)	52 (65.0%)
12	The availability of e-services in the library improves the quality of services rendered by the library.	83 (73.5%)	12 (10.6%)	18 (15.9%)
13	I spend less time in the library to get the information I need because of the electronic services.	30 (26.5%)	38 (34.5%)	45 (40.0%)
14	Some computer system does not function well most of the time, so it is frustrating at times to use the electronic services in the library	25 (22.1%)	62 (54.9%)	26 (23.0%)

The table 3 shows Respondents attitude towards the electronic services in the university central library. Martin’s (1998) postulated that an individual’s attitude to an object or issue is always related to the expected result associated with that object or issue and the expected outcome of a positive attitude is a pleasant feeling or result. The positive attitude of students towards the electronic services discovered from the table which are listed hereshows that the electronic services function effectively. **Item 2:** I am in favour of all automation efforts in my institution’s library represented by 81(71.6%), **Item 4:** My library usage has increased as a result of the electronic services represented by 91(80.5%), **Item 6:** I like the electronic services offered in my institution’s library represented by 98 (86.7%), **Item 9:** Library automation allows users to be creative, represented by 60 (53.1%), **Item 10:** Electronic services offered in the library make library usage more interesting represented by 83 (73.5%), **Item 11:** E- Services increase efficiency in the library represented by 59 (52.2%) , **Item 12:** The availability of e-services in the library improves the quality of services rendered by the library represented by 83 (73.5%)} while the negative ones (**Item 1, 3, 5, 7, 8, 13, 14**) received otherwise. The findings shows that respondents have positive attitudes towards electronic services in the library; especially that nearly all the positive statements attracted very favorable responses by majority of respondents. These findings are in line with some previous findings by: Allen, (1989), Schiutz and Salomon (1990), Idowu (1997), Lombardo and Condie (2000) and Isman (2004), who have found in their previous studies positive attitude towards computerization and electronic information resources in the libraries studied.

TABLE 4 CHALLENGES FACING ELECTRONIC SERVICES IN THE UNIVERSITY CENTRAL LIBRARY

S/N	Items	Agree (%)	Disagree (%)	Undecided (%)
1	The library has limited computer terminals (Inadequate facilities)	55 (48.7%)	55 (48.7%)	03 (02.6%)
2	The interface to the resources are not user friendly	62 (54.9%)	24 (21.2%)	27 (23.9%)
3	Constant problem of network connection hinders access	100 (88.5%)	13 (11.5%)	00 (00%)
4	There are restriction on websites	80 (70.8%)	33 (29.2%)	00 (00%)
5	Complicated logging-in procedure makes access very difficult	13 (11.5%)	81 (71.7%)	19 (16.8%)
6	The library staff members do not easily release the password to	00	105	08

	students for use in accessing the resources.	(00%)	(92.9%)	(07.1%)
7	Low bandwidth problems frustrates access to the resources	99 (87.6%)	00 (00%)	14 (12.4%)
8	Incessant power outage makes access difficult	101 (89.4%)	00 (00%)	12 (10.6%)
9	It takes too long to view/download pages	94 (83.2%)	00 (00%)	19 (16.8%)
10	Constant breakdown of the equipment	62 (54.9%)	51 (45.1%)	00 (00%)

Table 4 shows the Problems faced by the students when using e-services in the universitycentral library, which are numerous and they include: inadequate facilities represented by 55 (48.7%), the interface to the resources are not user friendly represented by 62 (54.9%), Constant problem of network connection which hinder access was represented by 100 (88.5%), restriction on websites 80 (70.8%), Low bandwidth problems represented by 99 (87.6%), Incessant power outage represented by 101 (89.4%), problem of downloading pages which was represented by 94 (83.2%), and constant breakdown of equipment which was represented by 62(54.9%). They are the most significant barriers to the use of electronic services in the library. This is in line with the findings of previous studies by Idowu and Mabawonku (1999), Ehikhamenor (1990), Ogbomo (2009) and Bamigboye&Ojo (2010).

TABLE 5 STRATEGIES FOR ENHANCING THE ELECTRONIC SERVICES IN THE UNIVERSITY CENTRAL LIBRARY.

S/N	Items	Agree (%)	Disagree(%)	Undecided(%)
1	By giving the students adequate library use orientation	113 (100%)	00 (00%)	00 (00%)
2	By allowing Librarians handle information literacy skill courses in the universities	113 (100%)	00 (00%)	00 (00%)
3	By training the students when there is acquisition of new software/database	113 (100%)	00 (00%)	00 (00%)
4	Acquisition of additional numbers of computers	113 (100%)	00 (00%)	00 (00%)
5	By assisting students in retrieving needed information	113 (100%)	00 (00%)	00 (00%)
6	By acquiring Electronic Information Resources that have user-friendly interface	113 (100%)	00 (00%)	00 (00%)
7	Provision of alternate power supply	113 (100%)	00 (00%)	00 (00%)
8	By upgrading the Internet bandwidth	113 (100%)	00 (00%)	00 (00%)
9	Provision of adequate facilities	113 (100%)	00 (00%)	00 (00%)

Table 5 shows the strategies for enhancing the electronic services in the universitycentral library. The researchers provided a list of options in which students as respondents to this study were asked to select options acceptable to them as strategies for enhancing the electronic services in the library. The result of the study showed that all the options were accepted, which were represented by 113 (100%) and they include: giving the students adequate library use orientation, allowing Librarians handle information literacy skill courses in the universities, training the students when there is acquisition of new software/database, acquisition of additional numbers of computers, assisting students in retrieving needed information, acquiring Electronic Information Resources that have

user-friendly interface, Provision of alternate power supply, upgrading the Internet bandwidth, Provision of adequate facilities.

This result is in line with Holland and Powell (1995) finding which showed that years after graduation the engineers surveyed were united in thinking that instruction on how to access information should be incorporated into courses taught at colleges and should also be part of continuing education, to keep abreast with the new information technology. Mews (1992) corroborate this by arguing that training in the use of information resources should be part of all students' education.

Summary of the Findings

Based on the analysis of data presented, the following were the summary of the major findings:

The study shows that the respondents were largely aware of the availability of electronic services available in the library with a response rate of 107 (94.7 %) and majority of the students represented by 51 (45.1%) heard about the services from their fellow colleagues.

- Findings show that respondents have positive attitudes towards electronic services in the library; especially that nearly all the positive statements {item 2: 81 (71.6%), item 4: 91(80.5%), item 6: 98 (86.7%), item 9: 60 (53.1%), item 10: 83 (73.5%), item 11: 59 (52.2%), item 12: 83 (73.5%)} attracted very favorable responses by majority of respondents.
- The level of computer self-efficacy of undergraduate students in the university is low with the following: Item 1 shows that the respondents hardly operate computer effectively with a percent rate of **88** (77.9), Item 2 majority of the students cannot utilize computer very well with a percent rate of **67** (59.3%), majority of the students are indifferent to the use of computers because their initial attempt failed which was represented by **92** (81.4%), Item 5: the students can't handle the computer when an unexpected problem occur with a percent rate of **98** (86.7%), Item 7: respondents do not seem capable of dealing with most problems that come up when using computer which was represented by **103** (91.2%), Item 8: respondents find it difficult to use the computers except someone help them which was represented by **52** (46.0%), Item 9: respondents always feel they need someone to assist them when they are using the computer in the library which was represented by **86** (76.1%).
- The study shows that there are significant barriers to the use of these electronic services in the library which includes: inadequate facilities represented by 55 (**48.7%**), the interface to the resources are not user friendly represented by 62 (**54.9%**), Constant problem of network connection which hinder hinders access was represented by 100 (**88.5%**), restriction on websites 80 (**70.8%**), Low bandwidth problems represented by 99 (**87.6%**), Incessant power outage represented by 101 (**89.4%**), problem of downloading pages which was represented by 94(**83.2%**), and constant breakdown of equipment which was represented by 62(**54.9%**).
- The study showed that all the strategies for enhancing the electronic services in the university central library proffered were accepted, which were represented by 113 (100%) each and they include: giving the students adequate library use orientation, allowing Librarians handle information literacy skill courses in the universities, training the students when there is acquisition of new software/database, assisting students in retrieving needed information, acquiring Electronic Information Resources that have user-friendly interface, Provision of alternate power supply, upgrading the Internet bandwidth, Provision of adequate facilities.

Conclusion

Academic libraries have important factors in the process of learning among other factors of education and research, because the central purpose of libraries is to provide information services that are useful and accessible to the users. With the current developments in ICT, libraries are provided with options to providing services in electronic format. Today's academic libraries provide students with access to a wide range of electronic information resources. Due to the new electronics technology development and new electronics storage media for storage and dissemination of information, Libraries are reengineering its services; electronic references, full text data access, Web resources that are integral part of education in the electronic environment. Electronic service promises the cost saving, time consumption, increasing the operational efficiencies and improves the services for users. The librarians

also have to adapt to this new development for e-delivery and storage and dissemination of information, to form and to inform about the e-resources for learning. There is a need to develop added value services to the role of library as a key factor in learning.

Recommendations

Based on the findings and conclusion of this study, the following recommendations are therefore made.

- The university management should strive to make an effort to upgrade the digital library system to be more users friendly so that it will be easier to use by students.
- The university can also organize a kind of training workshop at least once in a semester for the students in order to enable them effectively utilize and benefit from this new library technology.
- The university and Library in particular should ensure that there are sufficient networked computers with fast Internet connectivity. This will improve on full text delivery of resources, electronic document delivery and the use of search engines. This calls for increased procurement of such facilities.

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