

PNLA QUARTERLY

The Official Journal of the Pacific Northwest Library
Association



Volume 75, number 3 (Spring 2011)

Information Needs of Public Library Patrons: A Survey of Users of Kwara State Library, Ilorin, Nigeria

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Introduction

Information is a common term, often used by people of different professions. Despite being common and important in all human activities, it is a term that is difficult to define because it has several dimensions; meaning different things to different people. To some, it is news while others refer to it as facts or a processed data. Thus, there is no exact definition of information. What is however apparent is that there is a connection between data, information and knowledge. Rubin (1998) provided a relationship between these three and wisdom as follows:

Data are raw and unprocessed, information is a processed data from which meaning arise and it is communicated, and knowledge is further processed information that is organized and interrelated and more broadly understood and applied. Wisdom is knowledge applied to the benefit of humanity. p.495

Information is a resource that is naturally needed in all human endeavors; very crucial to the development of a nation, without which there would be no society. Thus, it is

now commonly observed that the material prosperity of a nation is linked almost directly to its information wealth. Information availability and its free flow through an effective dissemination network represent a necessary pre-condition for the emergence of a crop of well-informed citizenry. Today, there is the 'information industry'. The developed world, especially Europe and United States of America, is investing a lot in this industry, given its important role in the national economy, employing a large workforce. One can readily infer that information is indispensable in human life, hence a basic human need, which has an all-permeating significance to all and sundry.

With the deluge of available information, each person needs information of increasing variety. The information needs of a particular group of users and for a specific situation or organization are difficult to determine. There is not one simple system to cope up with all information needs. This explains why the public library has come to play a significant role as a repository of knowledge to serve the information needs of all groups in the community where it is located. The library is the most widely-used source of information available to literate societies. Librarians must be aware of the kind of information being sought and how it can be obtained. Because of the rapidly escalating cost of purchasing and archiving print journals and electronic media, the library has the duty to provide and maintain efficient services (Thanuskodi, 2009).

History of the Public Library

The first libraries opened to the public were the collections of Greek and Latin scrolls which were available in the dry sections of the many buildings that made up the large Roman baths. These were considered as important places in the lives of Romans. Built as public monuments, they were used by everyone whether rich or poor, free or slave. A person could eat, exercise, read, drink, shop, socialize and discuss politics in them. The modern equivalent would be a combination of a library, art gallery, bar/restaurant, gymnast etc.

However, they were not leading libraries. The 'Halls of Science' run by different Islamic sects in many cities of North Africa and the Middle East in the 19th century were opened to the public. Some of them had written leading policies, but they were very restrictive. Most patrons were expected to consult the books in situ (to consult the collections without moving them from their original place of deposition).

The later European university libraries were not opened to the general public, but accessible by scholars. A selection of significant claims made of early libraries operating in a way at least partly analogous to the modern public libraries was said to have been found in England and Africa tracing their origins to the desire of European colonialists to have access to the information resources of their countries. As a result, the public library they established typically provided access to specialized groups of European descendants and to elite Africans, not to the general public. For example, the first Lagos Public Library in Nigeria, established in 1932 was with a grant from the Carnegie Corporation of New York. Though nominally public, it was inaccessible to most Nigerians because it was located on the ground of the government house. In former British colonies in Africa, donations of English language books significantly aided the development of public libraries. The British Council, which was instrumental to the establishment of libraries in many African countries, continued to maintain libraries in Nigeria, Sierra Leone, Uganda, Ghana, Kenya, Egypt and Tanzania. Most public libraries are located in urban areas, except for some extended services to some rural areas in some of these countries (Kelly, 1966).

Kwara State Library Board

After the creation of Kwara State along with others in 1967, the need for a public library service in it became pressing. The Northern regional library, Kaduna was decentralized for the new States to establish their own. The area court building was chosen as a suitable place that could accommodate the new library, before it moved to its location in October 1967. Apart from the inherited library materials from the defunct northern region, a total sum of 300 pounds was released to the Interim Administrative Council to purchase more books for the library. On 1st April 1968, the Kwara State Library commenced services to the public after which it was realized that the borrowed building was quite unsuitable due to its closeness to the central market. The problem of accommodation persisted for two decades during which the library moved from one building to the other. The lack of a befitting infrastructure was a setback to the library and frantic efforts were made by many to secure a suitable and permanent building for the library.

In November 1987, the then military Governor, Lt. Col. Ahmed Abdullahi laid the foundation of a purposefully-built library where it presently occupies. The completed building was commissioned by the then military president, Ibrahim Badamasi Babangida on 21st November 1990. Between 1990 and 2001, the teeming reading population in the State made use of the library. Within a decade and half, the building got dilapidated, its stock became out-dated and irrelevant to the information needs of users. On assumption of duty as Governor, Dr. Bukola Saraki visited the dilapidated library and promised it a face-lift. Renovation started on 23rd November, 2005. The transformed library building was commissioned and put back to use 1st July 2006 (Kwara State Library Handbook, 2006).

Like other libraries, it comprises the Administrative, Technical Services and Reader Services, Acquisitions, Cataloguing/Classification, Circulation, Reference, Automation, Children and Serials divisions as well as an Internet café. Electronic resources are available through dedicated websites for the library while it uses ALICE for windows for its automation and an electronic device system for the security of its collection. The library was established primarily to serve as local center of information that will make all kinds of knowledge and information readily available to its numerous users irrespective of their age, sex, race, religion, nationality, language or social status. However, there is no total claim to it that the library has fulfilled these service provision obligations to its numerous patrons.

Statement of the Problem

Due to its nature, orientation and philosophy, the public library is saddled with the onerous responsibility of catering for the diverse and ever-changing informational, educational, socio-cultural and recreational needs of the entire members of its community of operation. However, it is generally believed that the public library suffers the most neglect in term of funding and operational neglects. Yet, provision of needed information at the right time and format to its users is central to its existence; since access to the right kinds of information is of critical importance to the general well-being of the individuals and indeed the nation.

Against this backdrop therefore, this study investigates information needs of users at the Kwara State Library, Ilorin. What constitutes the information needs of the library users; what services and resources are available in the library for meeting these needs; how do the users meet such needs and what constraints are they faced with? These are the questions to which the study will provide answers.

Specific objectives of the research are to:

1. identify the information needs of the users at the Kwara State Library, Ilorin;
2. identify how their various information needs are met;
3. ascertain the relevance, currency and adequacy of the library resources in meeting these needs;
4. establish the constraints militating against meeting the needs; and
5. find out other ways by which they satisfy their information needs.

Study Justification

No doubts, numerous studies exist in this area of study, which could be categorized into two broad categories namely those concerned with academic environments and those focusing on industrial populations. The category on academic environment can be broken down further into studies on students Adedibu & Adio (1997), Ajiboye & Tella (1997), Bhati (2008), Tahir, Jawad & Mohammed (2008), Mahajan (2009) Tella (2009) while those focusing on faculty members include Sriyani (2002), Bhati (2009), Devendra (2009), Rafiq & Ameen (2009), Thanuskodi (2009), Tahir, Mahmood & Shafique (2008) and Tella (2009). Others concerning industrial populations include those of Ocheibe & Abba (2003), Mumtaz, Hussain & Abdulnesir (2004), Amin (2007), Yousefi & Yousefi (2007), Salina & Majid (2009), and Raza, Fatima & Upadhyay (2010). Though these constitute a large quantum of existing literature in this study area, their concerns are clearly different from that of the present study; implying that studies are rather scanty in the specific area of public library users' needs. Hence, the justifications for this study.

Review of Related Literature

The justification for information seeking models is tied to the need to understand what library users actually *do* when they are in need of and are searching for information. This is so important because it may be very different from what the librarians think the users *do*. Theoretical models of information seeking, based on empirical research or reflection on experience, have their significance rooted in being capable of assisting librarians to create a library and information skills approach that will respond particularly to the users' information needs.

Therefore, this study adopts *The Information Seeking Model* as adapted from Wilson and Krieklas (1983); which suggests that the user perceives a need in the context of his/her environment; which at any given time can be his/her work place, school, home etc. In such environments, the user will perceive an information need (how to perform a particular task, get prepared for an examination or an interview, social, cultural, political education/awareness). The perceived need will lead the individual to commence a process of searching for the required information, thereby making demands upon a variety of information sources. These sources may include information systems (public and/or school libraries); human resources (neighbours, elders, opinion leaders, experts and/or colleagues); and other resources (personal library, and/or media).

The above manifestations (information seeking behavior) culminate into either a success or a failure; successful, if the required information is located for use, resulting in the satisfaction/non-satisfaction of the original perceived need. Satisfaction here is a function of successfully locating information that satisfies the original need; while the contrary is when the located information fails to satisfy the original need. When this happens, the information seeking process is repeated continuously until satisfaction occurs.

Thus, information seeking begins when someone perceives that the current state of knowledge is less than that needed to deal with some issues/problems and ends when that perception no longer exists. Thus, the seeking process ends when the perceived need has been satisfied.

Each of the steps that one uses while going through the information seeking behavior process, as outline in the model, may be referred to as strategy, which Kuhlthau (1992) viewed as 'a tactic used to seek information or to work through a stage of the search process'; the entire search process composing of strategies. A strategy include asking a friend or neighbour for information (human resources), visiting the public library (information systems), or using one's personal library (other resources). Some information seeking behavior may require only one strategy such as using the public library. When all the needed information is found, resulting in satisfaction of the user's information need, the search process is ended. Some information seeking behavior may require many strategies with the user calling upon a variety of information sources because the information need is not thoroughly satisfied.

The Significance of User Studies to Library Practice

In library science, a users study can be defined as a 'scientific diagnose of the information needs of library users with the aim of effective service provision by libraries or officers (Oyediran-Tidings, 2004). This is an age-long academic exercise, usually motivated by eagerness to accomplish the goal of information explosion and strong drive for excellence in every human endeavor. Mabawonku (2004) asserted that there have been studies about the information needs of various interest groups and professionals portraying their peculiarities and sources consulted to meet the needs. Nnadozie (2004) opined that research on information needs is in the realm of library user studies while Oyediran-Tidings (2004) underscored the need to move up the ladder of rendering an acceptable and appreciable service by gearing efforts towards the discovery of the anticipated information in the context of the information provided and the presentation of information satisfactorily.

Aina (2004) stressed that for libraries to be able to meet the information needs of their users, they need to conduct users' studies. This involves determining the profile of the users in term of demographic and personal information. User studies also help in determining their information needs, their information seeking behaviours and sources of meeting such needs. Specific user-related characteristics that have been measured in the past, according to Powell (1997) include: frequency of library/information use, reasons for use, types of library/ information use, attitudes and opinions regarding libraries, reading patterns, level of satisfaction, demographic data, personality, life-style and awareness of library services.

Akinwumi (1996) stated that for any library to be functional, the services so provided should correspond as closely as possible to the needs of the users. Aina (2004) explained that through users' studies, libraries are well-placed to know those who use their services, what their information needs are, and what services will likely meet the information needs. Also, this type of study enables libraries to evaluate their services. He stated further that the user is very critical to the services of a library, and must be constantly asked to assess the services and resources provided. This will help the library to improve upon its services; since no matter how large the stock of a library is, if the services and resources provided are not utilized, the library will end up being a storehouse.

Information-seeking behavior of students, researchers, and professionals has been the focus of enquiry for decades. Initially, however, user studies were conducted primarily to evaluate library collections. These were followed by studies of the research habits of individuals or groups that would lead to the design of appropriate information systems and services. In mid 1980s, the focus shifted to holistic approaches to information-seeking behavior. According to Line (2000), new studies of information users and their needs are even more necessary in the age of the Internet.

Review of Some Empirical Studies

Yousefi and Yousefi (2007) summarized the results of an investigation of information seeking behavior and needs conducted at Irankhodro Axle Manufacture Company in Iran, examining professional factors in information behaviors; especially the professional factors affecting information needs, information seeking behavior, and library usage of engineers, social scientists, and accountants of the company. The study also examined the role of new information environments in the information seeking process. Its questionnaire is designed to examine the role of the library and the role of librarians in the searching process.

Bhati (2009) investigated the information gathering behaviour of arts scholars in Sri Lanka's universities; using the questionnaire to collect both qualitative and quantitative data and descriptive statistical methods applied in the analysis of data. About 70% response rate was achieved with each university considered as a cluster. Its findings revealed that Arts scholars gather information for three basic types of activities namely; teaching, research and administration. The respondents spend 45-55% of their time in the library and the majority ranked "to keep up with current developments" as the main reason for seeking information. In comparison to Scientists, Arts scholars appear to use publishers' catalogues as the most important source for new developments in their relevant fields. Many do not use index card files or outside assistance in searching literature. These findings indicate that information seeking may be motivated by a wide variety of needs, including personal, professional and entertainment. The successful operation of a library depends to a large extent on the choice of library collections. The collection should meet the needs and requirements of users.

Kumar (2009) found that most users visit the library to borrow books, study and do research, locate information from books and journals, and do light reading. The purpose of visits depends on time available and the need to keep up-to-date. On the respondents' library use patterns as an effective method of understanding information requirements, the study revealed that most users gave priority to book trade catalogues, bibliographies, indexes and abstracts, addition lists, and book reviews for being aware of the current literature. The lower ranking given to the Internet, e-journals, and CD-ROMs is due to the lack of availability and skill to use them, although they do use seminar papers, projects from colleagues, contact with original authorities, information or documentation centres, and the Internet. Respondents like to visit other libraries as well, and suggested networking among local, university, state, public, subject, national, and government libraries. Faculty members and research scholars face difficulties in access because of multiple factors. Most face a considerable problem of time to read or look for information in the library. They also face problem of lack of library automation. Automation is a key factor in improving library services for researchers. Faculty and researchers are not familiar with appropriate sources, and they need skill maintenance activities to update their knowledge of reference tools and other sources.

Sadeh (2008) studied the issues involved in the design of the product, the way in which the product was built to address the needs of both information seekers and libraries, and the use of usability studies to affirm the overall design and help shape fine points of the interface. The study described the need for and realization of a new kind of interface for searching and obtaining library materials, an interface designed around user needs and decoupled from, though interoperating with, current library systems. The paper describes a product that was released in May 2007-the Primo® system from Ex Libris-as an example of a new solution for the discovery and delivery of library collections. The paper demonstrates how users' expectations, which emanate from the everyday experience on the Internet, can be addressed by library software in a way that corresponds to librarians' requirements and the libraries' technological infrastructure

Hindrances to Information Provision by the Public Library

Public library services are not without problems, especially in developing countries like Nigeria. In spite of the fact that public libraries have existed over a long period in Africa, they are perhaps one of the least developed agencies of the colonialists; being generally in a state of neglect. They are poorly funded with their collections largely outdated; low staff quality. Unlike during the colonial era and immediately after, when libraries were founded either by governments or donor agencies, the situation has deteriorated considerably in the last decades, especially since the introduction of Structural Adjustment Programme by the World Bank in most African countries.

Public libraries were the first casualty when these countries had economic crises, devalued their currencies, leading to library budget cuts. Public libraries were vulnerable because most of the resources are not produced locally, hence they could not procure books, journals and other necessary resources that required foreign exchange, while only a few of them have Internet access. Unlike other types of libraries, they could not obtain financial support from any other source. The specific users groups of other library types work to ensure that their libraries are not neglected by sourcing funds from other sources. Public libraries do not have clients with sufficient clout who could ensure that they are so sustained.

Today, most public libraries in Africa are in a pathetic state (Aina 2004) and Nwosu (2006) identified some of the problems facing the public library in Nigeria to include funding, philanthropy, laws and legislation, recognition/respect for the profession, patronage, hospitality towards the library. All these are against the backdrop of the fact that public library users are in constant need of information: peculiar, dynamic, ever-changing and are sometimes articulated or not. For it to meet up with its effective and efficient information service delivery expectations therefore, it must be involved in frequent study of its users' information needs. Thus, an investigation of the information needs of users at the Kwara State Library is hereby justified.

Research Methodology

This is a social survey research. The population for the study comprises all the registered users of the Kwara State Library, Ilorin, whose total number as at the time of this data collection stood at 920 out of which 138 users who were found using the library at that moment; representing 15% of the population were drawn as sample through the simple random sampling technique. A self-designed instrument, *Information Needs Questionnaire (INQ)* was the main instrument used for data collection from randomly selected users, having been developed based on the literature review and the study's objectives. Having

been validated by two experts in the field, a test retest of the instrument provided a reliability coefficient of 0.82. This was complemented with a structured interview, conducted with the Serials Librarian. Data collection exercise took place between 12th and 17th October, 2009. On completion and return, 134 copies (87%) were found useable for the purpose of analysis. Data collected using these instruments were presented for analysis using the descriptive methods.

Data Presentation and Analysis

Demographic Characteristics of Respondents

Respondents in age brackets 10-15 (30.5%) and 16-20 (40.3%) are in the majority while those of older age ranges are quite few. This explains why 91.8% are found unmarried; implying the predominance of the young singles as constituting majority of the library users. Expectedly therefore, their distribution along educational qualifications showed that 98.5% respondents are students; majority of who are in higher institutions of learning.

Table 1: Respondents' Information Needs in the Library

Information Sought	Frequency	Percentage
Information concerning course/profession	116	86.6
General information/current affairs	52	38.8
Information for personal development	48	35.8
Information on government activities/politics	26	19.4
Information on business & economic affairs	21	15.7
Information on health/social welfare	18	13.4
Information on sports	12	8.6
N= 134		

Taken together, information needs relating to respondents' course/profession (86.6%); personal development (38.8%); general information/current affairs (35.8%); government activities/politics (19.4%) indicated their predominance among the respondents while the other needs regarding business/economic affairs (15.7%); health/social welfare (13.4%) and sports (8.6%) when combined with the former showed the widespread/diversity of their information needs.

Table 2: Sources of Meeting Respondents' Information Needs

Sources	Frequency	Percentage
Internet	98	73.1
Library	97	72.4
Colleagues/friends	42	31.3
Television	42	31.3
Radio	32	23.9
Place of worship	28	20.9
Others	03	2.2
Beer parlour	0	0
N=134		

Interestingly, Internet and Library 73.1% and 72.4% respectively featured in this response prominently; indicating that the library enjoys equal popularity with Internet as means of satisfying respondents' information needs. This is an unusual situation considering that the perceived pervasiveness of the Internet these days. This was followed by colleagues/friends and then television (31.3%) each, as main sources of meeting their information needs. The low response rate for radio (23.9%) is however unexpected given the widely-held belief about its all-pervading popularity as a source of wider reach among majority of the information-hungry populace.

To fulfill their varying information needs, 65.7% majority visit the library often while the remaining 34.3% occasionally do to undertake a number of activities expected to satisfy their perceived needs. During such visits, certain sections of the library are of preference as shown in the table below.

Table 3: Sections of the Library Visited by Respondents

Sections Visited	Frequency	Percentage
General Reading section	75	56
Reference section	27	20.1
E-library section	10	7.5
Children section	7	5.2
Other	15	11.2
Handicapped section	0	0
Total	134	100%

Typical of public library use, the General Reading section attracted most users (56%); followed distantly by the Reference (20.1%). Curiously, the E-library (7.5%); Children's (5.2%) and Handicapped (0%) were most unattractive to users on visit to the library. The remaining 11.2% indicated other sections such as Humanities, Science and Technology, Serials and Social Sciences. During visits to these sections, different activities undertaken by the respondents are presented in the table below.

Table 4: Activities Undertaken by Respondents in the Library

Activities during Library Visit	Frequency	Percentage
Obtaining materials/information on subjects of interests	84	62.7
For personal/private study	72	53.7
Studying, using my own resources	64	47.8
Reading for general knowledge acquisition	54	40.3
Hiding away from friends and distraction	17	12.7
Others	12	9
To relax myself	3	2.2
N=134		

Of significance is that most respondents 62.7%; 53.7%; 47.8% and 40.3% visit the library to: obtain materials/information on subjects of interests; have personal or private study; study using their own materials and reading for general knowledge acquisition respectively. This indicates that the typical use pattern in this library which is not only about need diversity but also the heavy reliance on owned materials by most users. That way, the library provides a conducive environment for reading and study more than providing for needed, relevant materials.

For majority of those using library materials, direct browsing of the shelf (76.1%) is the most popular means of accessing needed materials as only 17.2% and 6.7% remainders use the catalogue and seek assistance from library staff respectively.

The various kinds of resources sought by this category of users are as indicated in table 5.

Table 5: Library Resources Sought

Library Resources Sought	Frequency	Percentage
Textbooks	117	87.3
Newspapers	43	32.1
Dictionaries	38	28.4
Internet	38	28.4
Magazines	28	20.9
Encyclopedia	24	17.9
Journals	18	13.4
Government publication	15	11.2
Audio/visual materials	10	7.5
N=134		

That the most consulted resources in the library are textbooks (87.3%) agrees with the fact that over 98% users are students as revealed by demographic composition of respondents earlier on presented. It is also a positive indicator of a wide variety of needs that several other kinds of resources are equally sought after. The relationship between the response for Internet (28.4%) and that in Table 2 (73.1%) is that whereas the latter is in the context of the sources sought by respondents to meet their information needs globally, the former referred to the specific resources sought within the library. This means that only a few respondents actually approach the library to demand for Internet access. This may be partly due to the fact that several means of Internet accessibility are available to the citizens which made the library to be of little significance in this regard.

As a pointer to their satisfaction with materials sought, only 42.5%, 21.6%, 18.7% and 17.2% spend between 3-4, 5-6, 1-2 and over 7 hours respectively in the library. These imply the extent to which their interests could be sustained while using the library.

Table 6: Constraints to Meeting Respondents' Information Needs

Constraints	Frequency	Percentage
Inadequate relevant materials	62	46.3
Lack of information retrieval tools in the library	49	36.6
Inadequate time to seek needed information	28	20.9
The library proximity problem	22	16.4
Uncooperative attitude of the library staff	22	16.4
Ignorance of where and how to obtain needed materials	11	8.26.7
Unconducive state of the library Other	94	3
N=134		

Principal constraints to meeting their needs include inadequate relevant materials (46.3%) and lack of information retrieval tools in the library (36.6%). Whereas the former response may be explained against the backdrop of the general state of neglect, which is

the hallmark of public libraries, and its attendant under-funding, the latter response may not be unconnected with ignorance of available retrieval tools in the library by respondents; more so that library catalogue use was earlier on found unpopular among them. Under 'Others', specified constraints are erratic power supply and inadequate toilet facilities.

To overcome these, most respondents want the library to acquire current, relevant materials (64.9%); provide IT facilities (47%); conduct regular user studies to determine users' information needs (36.6%); organize periodic library display, exhibition and current awareness programmes (24.6%) and provide extension services (18.7%).

Discussion of Results

Results from the findings revealed that majority of the Kwara State Library, Ilorin users are students whose period of library use is mostly seasonal (during external examinations such as GCE, SSCE, NECO and JAMB). That textbooks are their most consulted sources though relying heavily upon their own materials thereby using the library as a study convenience, a reading centre, mostly were suggestive of the nature of use to which users put the library. It is considered as a reading centre where users do less of in-depth consultation of the library resources in preference to their own. This agrees with the findings of Oyediran Tiding (2004) that most users of Yaba College of Technology library visit the library to make use of their own materials. This is incongruent with the philosophy of the public library which is a community wide services provision to every member without prejudice to age, sex, social, economic, educational, cultural and religious variations.

That the library users seek information concerning their course/profession, may be due to the quest for certificate and to pass examination being the major reason for their visit to the library. Mabawonku (2004) corroborated this in her finding that most artisans in Ibadan, Nigeria, seek information concerning their professions (job related) revealing why they visit the library, type of information they seek and how they access them. This implies that users are more concerned with fulfilling their immediate academic needs than general quest for knowledge. This contrasts the finding by Bhati (2009) that information seeking may be motivated by a wide variety of needs, including personal, professional and entertainment emphasizing that users' requirements must be met. In support of this position, Kumar (2009) also found users visiting the library mainly to borrow books, study and do research; locate information from books and journals and do light reading.

The finding on the library resources sought indicated that textbooks are on high demand than other sources probably because they are mainly students; thus supporting earlier findings of Franker and Adam (2004), Oyediran-Tiding (2004) and Nnadozie (2006) who reported that textbooks are the most used library resources. This is probably because their major concern as students, is academic pursuit, especially examination success. However, this contrasts with the finding of Raza et al (2010) that most researchers use the library e-journals, while newspapers and bibliographic services are the most used research materials.

Conclusion

The Kwara State Library is yet to serve the typical, multi-faceted informational, educational, recreational and cultural needs of all segments in the community of its operation as expected of a public library. As at present, only the student-segment of the State Library public is being served.

Recommendations

On the basis of the conclusion drawn above, it is hereby recommended that:

1. The library authorities should reappraise the general purpose of its existence; which is to cater for the diversified information needs of every segment of its community of operation and not a part of it; by conducting periodic user needs studies to plan for concrete, realistic, realizable and presentable budgetary demands.
2. The Library Administrator should be articulate in this regard; but much more in presenting, lobbying, pressurizing its funding agencies into a positive disposition towards the realization of better understanding and eventual recognition of the important roles the public library can play in the community.
3. In both the internal and external affairs of the library, its authorities require a dynamism to help sell out the library to important members of its community so as to win their sympathy for the library cause. Conversely, service provision and delivery philosophy should change from the age-long retroactive to a more proactive one as encapsulated in the cliché 'If mountain refuses to go to Moses, then Moses must go to the mountain'.

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