
Availability and Utilization of Internet Facilities by Users in Federal Colleges of Education Libraries in North Eastern Nigeria

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Abstract

This paper examined the availability and utilization of internet services at the Federal Colleges of Education (FCE) library of Adamawa, Gombe and Yobe States. Four objectives and four research questions guided the study. The study was limited to FCE Adamawa, Gombe and Yobe State Library. Survey research design was used for the study. The population of the study comprised of all the 420 registered users of internet services, and 200 of them were randomly selected as sample for the study, using simple random sampling technique. Questionnaire and Interview were the instruments used for data collection for the study. Descriptive statistics was used for data analysis. The results revealed among other things that there were internet services in the entire FCE libraries under study but the available internet services are inadequate in meeting user's information needs; the FCE library's collection under study are not integrated to the internet services but other library's collection can be accessed through the FCE library's internet services; users are not highly satisfied with the internet services in all the three FCE libraries.

Keywords: internet services, internet facilities, colleges of education, north east, Nigeria

Introduction

The Internet is a term applied to an electronic network that permits access to thousands of computer networks. The use of the internet has grown quickly in the last few years and available in over one hundred countries (World Almanac 1999). According to data reported from the Emerging Technologies Research Group, nearly three-quarters of Internet users consider the internet indispensable, and 60 per cent of those who use the internet for business purposes use it daily (Emerging Technologies Research Group 1997). There is an additional 55 million adults who indicated either that they intend to begin using the internet in the next year or that they would like to learn more about it. This suggests that the number of U.S users is likely to grow substantially in the near future (Emerging Technologies Research Group 1997).

The Internet, often called the net, began as a collection of text-only documents intended for scientists, universities, and some parts of government. But the development and rapid growth of the World Wide Web (also known as the Web) transformed the presentation of information on the Net. The Web is a worldwide system of interconnected computer files linked to one another on the Net. It enables the use of multimedia – which includes photographs, moving pictures, and sound as well as text. The Web consists of millions of web sites, collections of information at specific electronic addresses. Web Sites in turn contain Web pages that hold multimedia or text-only information. Web Sites and their pages reside in computers connected to the internet (The World Book Encyclopaedia 2008). The internet is the product of a marriage between the technology perfected by the Department of Defence's ARPANET

and the National Science Foundation (NSF). In 1984, NSF was establishing national supercomputing centres to provide high-speed computing for research purposes at major research sites, including several Universities. These supercomputing centres could perform some of the most advanced research in the world (Rubin 2000). Feathers and Sturges (2003) revealed that internet is a metanetwork, or network of networks, which links up a global agglomeration of computer resources for public access. It began as an academic and research network, financially supported by the U.S government but its phenomenal growth has brought in private and business users in great numbers. Interactions between computers on the internet typically use the client/server model. The server is the computer system that contains information or resources such as Web, ELECTRONIC MAIL, DATABASES, software files, chat channels, etc. Feathers and Sturges further revealed that the number of internet users was estimated at 195 million in September 1999, with predictions of over 300 million by 2005. These users access the internet via commercial INTERNET SERVICE PROVIDERS (ISPs). According to OKoye (2004:1) internet increases external contacts, makes recent information available, encourages experiments and facilitates interaction between people and machines.

For the academic libraries in Nigeria to remain relevant in the 21st century, internet facilities must be provided and applied to all its operations and services. It must be emphasized that internet will form the basis of all development cycle in the 21st century. In support of this Ajileye and Joseph (2002:58) opined that “for any library that wants to contribute its quota to such development ‘has to’ embrace internet and its applications for service delivery”. Therefore, the academic libraries must

prepare adequately to face challenges brought about by internet. Falaiye (2005:50) stated that literature search within a specific library is another aspect of Internet service.

To this effect Sangowusi (2004:216) confirmed that “given the right information in the right form and at the right time to meet needs of users has always been considered as an important objective in information and communication technologies (ICT) to library services”, Ajayi (2001:184), Sharp (2002:6) and Libutti (2002:415) opined that the different technologies create different line horizons, job design and skills and has prompted the creation of structures and management styles that fit the technology and its culture. They further added that network advances have transformed modes of communication, that librarian from his desktop, can link easily into service, system and information which were previously either not accessible or not known.

The researchers observed that at various stages of human development, information technologies continue to change from one level to the other improving the welfare and services of mankind. ICTs are used today in creating, acquiring, storing, processing, communicating information these include; personal computers, internet connectivity and Electrical Mail Services, Facsimile transmission, Networks, CD-ROM services. Access to information processed by internet according to Aina (2004:301) is instant, and can also be accessible over long distances regardless of where the information is processed once you are connected to the internet. Henderson (1992:196) itemized the uses of Internet to include:

- i) Provision of speedy and easy access to information;
- ii) Provision of remote access to users;

- iii) Provision of access to unlimited information from different sources;
- iv) Provision of up-to-date information;
- v) Provision of information flexibility to be used by any individual according to his or her requirements;
- vi) Simplification of many difficult or time consuming tasks to an extraordinary degree;
- vii) Helping people to understand things better by allowing them to make models and test theories.

For libraries to remain relevant in the 21st century, internet services must be provided and applied to all its operation and services.

The use of Internet facilities in libraries ideally enhance operations and services such as cataloguing, collection development, Serials, Circulation, Reference Services, Inter-Library Loan/Cooperation, to simplified challenging and time consuming task, disseminate information to users efficiently and effectively as well as manage large amount of information. In academic libraries: Federal Colleges of Education Library Potiskum, Gombe and Yola, which constitute the bases of this study, Internet has become tools for the provision of services with the ultimate aim of meeting user’s information needs. However, the need for this study has arisen from the low patronage of the internet facilities, and also some users could not access the library’s holding through the internet services as observed in all the three FCE libraries under study. It was indeed in response to this observed phenomenon that prompted the researcher.

Objectives of the study

The objectives of this study are to determine:

- i.) the availability of Internet services in these FCE libraries under study;
- ii.) utilization of internet services;
- iii.) user's satisfaction with the internet services;
- iv.) the constraints to the effective utilization of the internet services.

Research Questions

Five research questions guided the study, they are as follows:

- i.) Do the FCE libraries under study have internet services?
- ii.) Are the internet services being utilized by users for their information needs?
- iii.) Are users satisfied with the internet services?
- iv.) What are the constraints militating against effective utilization of the Internet services in these FCE libraries.

The outcome of the study would be of benefit to the management of FCE libraries in the sense that, it will ensure that adequate funds are geared towards the internet services are made available that would enhance quality service delivery, which would encourage users make use of the library's Internet services for academic activities. The librarians would benefit from the outcome of the study as it would provide the connections between availability, utilization, users satisfaction and constraints to internet services at the FCE libraries under study. Knowledge of the relationship enables plans and prediction to be made.

Literature Review

The World Book Encyclopaedia (2008) defined internet as a vast network of computers that are connects many of the world's businesses, Institutions, and Individuals. The Internet, which is short form for interconnected network of networks, links tens of thousands of smaller computer networks. The internet enable users throughout the world to send and receive messages, share information in a variety of forms, and even play computer games with people living in other countries. Today, tens of millions of people and businesses use the internet and the Web daily. The major uses include communications, research, publishing, business transactions and push technology, which employs the web for the broadcast of video and audio programming (The World Book Encyclopaedia 2008).

According Simpson and Weiner (1989) the term availability refers to the quality of being available; capability of being employed or made use of. It must be emphasized that ICT will form the basis of all development cycle in the 21st century. In support of this, Ajileye and Joseph (2002:58) argued that "for any library that wants to contribute its quota to such development 'has to' embrace ICT and its applications for service delivery". Umar (2003:2) observed that, "Utilization of Internet facilities in library depend on so many variables. These include: quality (accuracy, timeliness and relevancy of the information resources). Posting the resources on the library's website will provide millions of people access to the information. Onvoha (2006:16) revealed that participation in the internet knows no boundaries both in geography, distance and the information is accessed in real or virtual time with little delay. However, Phiri (1993:343) opines that the application of

internet system requires the existence of adequate facilities, technical expertise, communications infrastructure, a stable economy, reliable source of power and a literate population.

The internet has broken down barriers of communication and information access from anywhere in the world. It is fast, and does not have restrictions on content or format. Studies by Ibengwe (2004), Herman (1998) and Jada (1998) in Oyedum (2006:2) reported that most users of internet do so for surfing the World Wide Web (www) and e-mail for information needs. Some of the benefits and opportunities which the internet offer when utilizing them as Identified by Aregbeyen (2005:171) include: facilitating faster delivery and a more adapted content of technical assistance in several ways; strengthening participatory approaches and creation of new livelihood; wide coverage and deeper geographical penetration than ever before; allow access to information sources worldwide, promote networking across borders, language; culture, sex and group; and spread knowledge about international best practices and experience. Okoye (2004:6), Olanlo and Akinade (2001:113) stated that the internet is a worldwide telecommunications network linking millions of computer users globally.

In a related study on users and use of internet in academic institutions in Nigeria by Olanlokun and Akinade (2002:110) concluded that “the popular browsers used by the respondents included Internet explorer, Netscape and Lynx respectively the result of their findings showed that about 36 % of the users used it daily while 24% used it weekly. The internet was used mostly for communication and surfing and it was not available to most of the clientele”. Pullinger (1999:165) from his research findings noted that most of the users selected for the study used the Internet

weekly or more frequently (94%) used online bibliographic databases weekly or more frequently. He further stressed that these researchers use whatever journals and services they can get online and in order of frequency.

Methodology

Survey research design was adopted for this study. The relevance of the design to this study, lies in the fact that it has a wide scope and it obtains objective view or opinions of people on facilities and match it against certain standards of efficiency, services, or rate of improvement. The population of this study comprised of three Librarians, three Technicians and all the four hundred and twenty five (425) registered users of the ICTs facilities of the Federal Colleges of Education libraries under study. Simple random sampling technique was employed to obtain a sample of two hundred (200) users for the study. This work adopted Krejcie and Morgan (1970) method of determining needed population size of N cases such that the sample proportion p will be within .05 of the population proportion p with a 95 percent level of confidence. The research instruments used for this study are: the questionnaire, interview and a check list. Questionnaire was used in this survey research as the primary data-collection instrument. Aina (2004:348), pointed out that questionnaire is the commonly used instrument for collecting data in psychology and education. It basically seeks the opinions of individuals in a sample or a population on issues directly related to the objectives of the research study. Descriptive statistics of frequencies, percentages, mean and standard deviation were used to analyze data and results were presented in tables. Analysis of Variance (ANOVA) (One-Way) was used for testing the hypothesis.

Findings:

Table 1: Availability of Internet services

S/ N	Availability of Internet services.	Institutions/Libraries	N	SA		A		Total Agreement Scores and %		NS		D		SD		Total Disagreement Scores and %	
				Fr	%	Fr	%	Fr	%	Fr	%	fr	%	fr	%	fr	%
				eq		q		q		q		q		q		q	
1	Does your library have Internet services?	FCE Potiskum Lib.	65	55	84.6	10	15.4	65	100.0	0	.0	0	.0	0	.0	0	.0
		FCE Gombe Lib.	65	27	41.5	33	50.8	60	92.3	5	7.7	0	.0	0	.0	0	.0
		FCE Yola Lib.	65	30	46.2	30	46.2	60	92.3	5	7.7	0	.0	0	.0	0	.0
2	Is the Internet service in your library adequate in meeting the information needs of users?	FCE Potiskum Lib.	65	45	69.2	17	26.2	62	95.4	3	4.6	0	.0	0	.0	0	.0
		FCE Gombe Lib.	65	30	46.1	16	24.6	46	70.8	0	.0	9	13.8	10	15.4	19	29.2
		FCE Yola Lib.	65	29	44.6	15	23.1	44	67.7	0	.0	20	30.8	1	1.5	21	32.1
3	Does your library have the following infrastructures for the conducive environment for the Internet and users?: Buildings with adequate windows and curtains; Adequate and reliable power supply; Tables and Chairs; Air Conditioners etc.	FCE Potiskum Lib.	65	37	56.9	25	38.5	62	95.4	3	4.6	0	.0	0	.0	0	.0
		FCE Gombe Lib.	65	25	38.5	25	38.5	50	77.0	2	3.1	13	20.0	0	0.0	13	20.0
		FCE Yola Lib.	65	33	50.8	25	38.5	58	89.3	5	7.7	2	3.1	0	.0	2	3.0

Research Question 1: Do the FCE libraries under study have Internet services?

As shown in Table 1, the index on availability of Internet services at FCE Potiskum library, scored 55 (84.6%) and 10 (15.4%) with a total score of 65 (100.0%) strongly agreed and agreed respectively that there are internet services in their library.

At FCE Gombe Library, out of the 65 respondents, 27 (41.5%) and 33 (50.8%) strongly agreed and agreed respectively that there are Internet services in their library. Meanwhile 5 (7.7%) were not sure.

In FCE Yola Library, out of 65 respondents 30 (46.2%) and 30 (46.2%) strongly agreed and agreed respectively that there are Internet services in their library. At the same time 5 (7.7%) respondents who were not sure.

The results revealed that there were internet services in the entire FCE libraries under study as evident by the majority of the respondents' total agreement scores and percentages.

The indices on the adequacy of internet service in the respective libraries in meeting users' information needs scored at FCE Potiskum library out of 65 respondents, 45 (69.2%) and 17 (26.2%) with a total score of 62 (95.4%) strongly agreed and agreed respectively that the internet services in their library are adequate in meeting users' information needs.

At FCE Gombe library, 30 (46.1%) and 16 (24.6%) with a total of 46 (70.8%) strongly agreed and agreed respectively that the Internet services are partially adequate.

At FCE Yola library, 29 (44.6%) and 15 (23.1%) with a total of 44 (67.7%) strongly agreed and agreed respectively that the Internet services are partially adequate in meeting the information needs of users.

The results revealed that the internet services at the FCE libraries under study are adequate in meeting user's information needs as evident by the majority of respondent's total agreement scores and percentages respectively.

The indices on the types of infrastructures available at the FCE libraries under study: Buildings with adequate windows and curtains; Adequate and reliable power supply; Tables and Chairs; Air Conditioners etc. Scored at FCE Potiskum Library 33 (50.8%) and 25 (38.5%) with a total score of 62 (95.4%) strongly agreed and agreed respectively that Buildings with adequate windows and curtains; Adequate and reliable power supply; Tables and Chairs; Air Conditioners etc. are available.

At FCE Gombe library respondents scored 25 (38.5%) and 25 (38.5%) with a total scores of 50 (77.0%) strongly agreed and agreed respectively that Buildings with adequate windows and curtains; Adequate and reliable power supply; Tables and Chairs; Air Conditioners etc. are available.

The results of the study revealed that Buildings with adequate windows and curtains; Adequate and reliable power supply; Tables and Chairs; Air Conditioners etc. are available at the FCE libraries under study as presented by the majority of respondent's agreements total scores and percentages.

Table 2: Utilization of Internet services by Users

S/ N	Utilization of Internet services	Institution/Libraries	N	SA		A		Total Agreement Scores and %		N		D		SD		Total Disagreement Scores and %			
				Freq %		freq %		freq %		freq %		freq %		freq %		freq %		freq %	
4	The FCE library's collection is integrated to Internet services	FCE Potiskum Lib.	65	0	.0	0	.0	0	.0	0	.0	16	24.6	49	75.4	65	100		
		FCE Gombe Lib.	65	2	3.1	5	7.7	7	10.8	5	7.7	27	41.6	26	40.0	53	81.5		
		FCE Yola Lib.	65	9	13.8	3	4.6	12	18.5	20	30.8	15	23.1	18	27.7	33	50.8		
5	Can you access other library's collection for information needs through the internet services?	FCE Potiskum Lib.	65	30	46.2	18	27.7	48	73.9	12	18.5	4	6.2	1	1.5	5	7.7		
		FCE Gombe Lib.	65	30	46.1	25	38.5	55	84.6	0	.0	8	12.3	2	3.1	10	15.4		
		FCE Yola Lib.	65	20	30.8	37	56.9	57	87.7	0	.0	5	7.7	3	4.6	8	12.3		
6	Do you use the internet service in your library for: Communication; E-mail; Browsing and Downloading; Entertainment and sports; To visit other FCEs/Universities library's collection?	FCE Potiskum Lib.	65	33	50.8	25	38.5	58	89.3	6	9.2	1	1.5	0	.0	1	1.5		
		FCE Gombe Lib.	65	20	30.8	33	50.8	53	81.5	10	15.4	2	3.1	0	.0	2	3.1		
		FCE Yola Lib.	65	13	20.0	30	46.2	43	66.2	8	12.3	9	13.8	5	7.7	14	21.5		

Research Question 2: Are the internet services being utilized by users for their information needs?

Table 4.2: presents users' responses on utilization of internet services. The indices on, The FCE library's collection is integrated to internet services scored at FCE Potiskum library out of 65 respondents, 16 (24.6%) and 49 (75.4%) with a total score of 65 (100%) disagreed and strongly disagreed respectively that the FCE library's collection is not integrated to the internet services.

The scores at FCE Gombe library, shows that out of 65 respondents 27 (41.6%) and 26 (40.0%) with a total score of 53 (81.5%) disagreed and strongly disagreed respectively that the FCE library's collection are not integrated to the internet services.

At FCE Yola library, out of 65 respondents 15 (23.1%) and 18 (27.7%) with a total score of 33 (50.8%) disagreed and strongly disagreed respectively that the FCE library's collection are not integrated to the internet services.

The results revealed that the FCE library's collections under study are not integrated to the internet services. This is evident by the total disagreement scores and percentages of majority of 65 (100%), 53 (81.5%) and 33 (50.8%) respondents respectively.

The indices on, accessibility of other library's collections through the library's internet services scored at FCE Potiskum library out of 65 respondents, 30 (46.2%) and 18 (27.7%) with a total score of 48 (73.9%) strongly agreed and agreed respectively that other library's collections can be accessed through the FCE's library's internet services.

At FCE Gombe library, 20 (30.8%) and 25 (38.5%) respondents with a total score of 45 (69.2%) strongly agreed and agreed respectively that other library's collection can be accessed through the FCE library's internet services. At FCE Yola library, 20 (30.8%) and 37 (56.9%) respondents with a

total score of 57 (87.7%) strongly agreed and agreed that other library's collection can be accessed through library's internet services.

The results revealed that other library's collection can be accessed through the FCE library's internet services as evident by the majority of respondent's total agreements scores and percentages.

The indices on reasons for internet service utilization by users in the respective libraries for: Communication; E-mail; Browsing and Downloading; Entertainment and sports; To visit other FCEs/Universities library's collection? Scored at FCE Potiskum library out of 65 respondents 33 (50.8%) and 25 (38.5%) with a total score of 58 (89.3%) strongly agreed and agreed respectively.

At FCE Gombe library, 20 (30.8%) and 33 (50.8%) respondents with a total score of 53 (81.5%) strongly agreed and agreed that users made use of the internet services for: Communication; E-mail; Browsing and Downloading; Entertainment and sports; to visit other FCEs/Universities library's collection.

At FCE Yola library out of 65 respondents 13 (20.0%) and 30 (46.2%) with a total score of 43 (66.2%) strongly agreed and agreed respectively that users made use of the internet services for: Communication; E-mail; Browsing and Downloading; Entertainment and sports; to visit other FCEs/Universities library's collection.

The results showed that users of the FCE libraries do utilize the internet services for: Communication; E-mail; Browsing and Downloading; Entertainment and sports; to visit other FCEs/Universities library's collection as evident by the majority of respondent's agreements total scores and percentages.

Table 3: Users satisfaction with the internet services

S/ N	Users satisfaction with the internet services.	Institution/Libraries	N	SA		A		Total Agreement Scores and %		NS		D		SD		Total Disagreement Scores and %	
				Freq %		Freq %		Fr q	%	Freq %		Freq %		Fr eq	%		
7	Are you highly satisfied with the internet services in the library?	FCE Potiskum Lib.	65	9	13.8	12	18.5	21	32.3	4	6.2	23	35.4	17	26.2	40	61.6
		FCE Gombe Lib.	65	9	13.8	10	15.4	19	29.2	3	4.6	32	49.2	11	16.9	43	66.7
		FCE Yola Lib.	65	5	7.7	10	15.4	15	23.1	5	7.7	35	53.8	10	15.4	45	69.2
8	Are you satisfied with currency and up-to-datedness of the available internet facilities in your library?	FCE Potiskum Lib.	65	29	44.6	17	26.2	46	70.8	5	7.7	5	7.7	9	13.8	14	21.5
		FCE Gombe Lib.	65	39	60.0	5	7.7	44	67.7	11	16.9	6	9.2	4	6.2	10	15.4
		FCE Yola Lib.	65	23	35.4	18	27.7	41	63.1	10	15.4	8	12.3	6	9.2	14	21.5
9	Are the internet services in the library always available and accessible for your information needs?	FCE Potiskum Lib.	65	9	13.8	12	18.5	21	32.3	7	10.8	23	35.4	14	21.5	37	56.9
		FCE Gombe Lib.	65	5	7.7	8	12.3	13	20.0	1	1.5	37	56.9	14	21.5	51	78.4
		FCE Yola Lib.	65	2	3.1	16	24.6	18	27.7	0	.0	29	44.6	18	27.7	47	72.3

Research Question 3: How satisfied are users with the internet services in these FCE libraries?

The indices on, the rate of users satisfied with the internet services in the respective libraries scored at FCE Potiskum library, 23 (35.4%) and 17 (26.2%) respondents with a total score of 40 (61.6%) disagreed and strongly disagreed respectively that they are not highly satisfied with the internet services in their library.

At FCE Gombe library, 32 (49.2%) and 11 (16.9%) respondents with a total score of 43 (66.7%) disagreed and strongly agreed respectively that users are not highly satisfied with the internet services in their library.

At FCE Yola library, 35 (53.8%) and 10 (15.4%) respondents with a total score of 45 (69.2%) disagreed and strongly disagreed respectively that they are not highly satisfied with the internet services in their library.

The results of the study revealed that users are not highly satisfied with the internet services in all the three FCE libraries. This is evident by the majority of respondents total disagreement scores and percentages

The indices on, users satisfaction with the currency and up-to-datedness of the available internet facilities in the respective libraries under study, at FCE Potiskum library, out of 65 respondents scored 29 (44.6%) and 17 (26.2%) respondents with a total score of 46 (70.8%) strongly agreed and agreed respectively that they are highly satisfied with the currency and up-to-datedness of the available internet facilities in their library.

At FCE Gombe library, 39 (60.0%) and 5 (7.7%) respondents with a total score of 44 (67.7%) strongly agreed and agreed respectively that they are satisfied with the currency and up-to-datedness of the

available internet facilities in their library.

At FCE Yola out of 65 respondents, 23 (35.4%) and 18 (27.7%) respondents with a total score of 41 (63.1%) strongly agreed and agreed respectively that they are satisfied with the currency and up-to-datedness of the available internet facilities in their library.

The results revealed that users are highly satisfied with the currency and up-to-datedness of the available internet facilities in all the FCE libraries under study. This is evident by the majority of respondent's total agreement scores and percentages.

The indices on availability and accessibility of the internet services for users' information needs at FCE Potiskum library out of 65 respondents 23 (35.4%) and 14 (21.5%) with a total score of 37 (56.9%) disagreed and strongly disagreed that the internet services in their library is not always available and accessible for users' information needs.

At FCE Gombe library 37 (56.9%) and 14 (21.5%) respondents with a total score of 51 (78.4%) disagreed and strongly disagreed that the internet services in their library is not always available and accessible for users' information needs.

At FCE Yobe library 29 (44.6%) and 18 (27.7%) respondents with a total score of 47 (72.3%) disagreed and strongly disagreed that the internet services in their library is not always available and accessible for users' information needs.

The results showed that the internet services in the respective libraries under study are not always available and accessible for users' information needs as

evident by the majority of respondent's total disagreement scores and percentages.

Research Question 4: What are the constraints militating against effective utilization of the internet services in the FCE libraries under study?

The following are some of the problems that hinders effective utilization of the internet services in the FCE libraries under study: Poor basic communication facilities; Inadequate funding; Lack of government support; Lack of trained/skilled manpower; frequent power failure; Lack of internet facilities spare parts; Lack of adequate infrastructures; and Harsh weather condition of the library. At FCE Potiskum library out of 65 respondents, Poor basic communication facilities 41 (63.1%); Inadequate funding 55 (84.6%); Lack of government support 37 (56.9%); Lack of trained/skilled manpower 54 (83.1%); frequent power failure 58 (89.2%); Lack of internet facilities spare parts 43 (66.1%) agreed, Lack of adequate infrastructures 32 (49.3%) disagreed, Harsh weather condition of the library 31 (47.7%) total agreement scores and percentages.

At FCE Gombe library, Poor basic communication 54 (83.1%); Inadequate funding 52 (80.0); Lack of government support; 43 (66.2%); Lack of trained/skilled manpower 51(78.4%); Frequent power failure 56 (86.1%); Lack of internet facilities spare parts 51 (78.4%); Lack of adequate infrastructure 36 (55.3%); Harsh weather condition of the library 46 (70.8%) total agreement scores and percentages.

At FCE Yola library, poor basic communication facilities 59 (90.8%); Inadequate funding 59 (90.8%); Lack of government support 40 (61.6%); Lack of

trained/skilled manpower 58 (89.3%); Frequent power failure 56 (86.1%); Lack of internet facilities spare parts 48 (73.9%); Lack of adequate infrastructures 45 (69.2%) disagreed, Harsh weather condition of the library 55 (84.6%) total agreement and disagreement scores and percentages.

The results revealed that all the problems identified hindered effective utilization of internet services in all the FCE libraries. This is evident as presented by the majority of respondents total agreement scores and percentages. With the exception of lack of adequate infrastructures which was disagreed at FCE Yola library.

Conclusion

There were internet services in the entire FCE libraries under study; but the available internet services are inadequate in meeting user's information needs; there were Buildings with adequate windows and curtains; Adequate and reliable power supply; Tables and Chairs; Air Conditioners etc.; all the FCE library's collection under study are not integrated to the internet services; but other library's collection can be accessed through the FCE library's internet services; users of the FCE libraries do made use of the internet services for: Communication; E-mail; Browsing and Downloading; Entertainment and sports; to visit other FCEs/Universities library's collection; users are not highly satisfied with the internet services in all the three FCE libraries; lack of integration of the FCE library's collections to the internet; lack of available internet facilities spare parts, Lack of trained/skilled manpower, Library management's attitudes towards the internet services and inadequate sources of power supply as some of the problems hindering effective use of the internet services in the FCE libraries under study.

Recommendations

1. Adequate internet services should be provided by the FCE libraries under study that would meet the information needs of users.
2. Effort should be made by the FCE libraries under study to integrate their collections to the internet services of their respective libraries as this would encourage users to patronize the internet services.
3. Adequate spare parts, trained/skilled manpower, adequate power supply and the library's managements should endeavour to direct adequate fund towards the development and integration of their library collection to the internet services.

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