

TETFUND LIBRARY INTERVENTION IN INFORMATION RESOURCE PROVISION ON SERVICE DELIVERY IN FEDERAL UNIVERSITIES IN SOUTH-SOUTH/SOUTH-EAST.

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Abstract

The establishment of Tertiary Education Trust Fund (Tetfund) do not seems to be given the University Libraries the needed assistance to improve information service delivery with respect to the information resources. The population of the study was 351 academic librarians drawn from federal university libraries in South-South and South-East, Nigeria. Mean and standard deviation was used in answering the research questions while independent t-test was also used in testing the hypotheses at .05 level of significance. Finding shows that TETFUND library intervention on Information resources have influence on information service delivery in federal university libraries in South-South and South-East, Nigeria. The study further recommends that TETFund should ensure that federal university libraries are provided with the needed information resources that would assist

university libraries in improving their information service delivery to library patrons. Again, the University management should be prompt and pay urgent attention to issues concerning Tetfund especially when it concerns the Library.

Keywords: Information Resources, Tetfund, Service delivery, Library, Patrons.

Introduction

Academic libraries have been pivotal in supporting the intellectual growth of their institutions for centuries. They play a crucial role in providing knowledge resources, supporting teaching and research, equally fostering the personal and intellectual development of students and faculty members. However, Libraries are multifaceted in nature, offering not just information resources but also critical information services, which are essential for achieving their educational goals. According to Akpan-Atata *et al.* (2015), university libraries are complex institutions with numerous functions and responsibilities that are not limited to the supply of information resources and provision of space for learning, but also for the provision of information services. Information service delivery is fundamental to the achievement of the libraries' goals because it involves processes and activities that are used by librarians to satisfy users' needs. The provision of these service are premised on the availability and adequacy of current and relevant information resources in both print and electronic formats in a timely manner to the library patrons. One of the fundamentals of the libraries is Information service delivery through various mediums and the advent of Information and Communication Technology (ICT) has significantly transformed library services.

The Information service delivery is central to the mission of university libraries, it encompasses a range of activities aimed at promoting the use of library resources. The

availability and adequacy of current and relevant information resources are prerequisite for improved information service delivery but nonetheless, the presence of information resources alone cannot translate into improved service delivery without the availability of physical facilities (Baro *et al.*, 2017). According to Oden and Owoloabi (2021), the sum total of every library activities is aimed at promoting the use of library resources. Nworie *et al.* (2023) recall that university libraries have tried to provide these services within the ambit of the finances at their disposal but the emergence of information technology although a positive input to information service delivery put more pressure on the meagre finances of university libraries and as such university libraries are unable to provide adequate information resources and services to meet the information needs of library patrons who turn to alternative sources for information. Hence, inadequate funding which has led to a gross deficiency in information service delivery leading to a low patronage in the use of Library resources. The reason for this defective information service delivery is not far fetched, thus, university libraries are underfunded and cannot on their own generate enough funds to run their services. It was observed that the university libraries in Nigeria cannot adequately provide funds needed for the acquisition of information resources for effective service delivery for both print and electronic services because they do not run fee-based services.

Interestingly, Tertiary education Trust Fund (TETFund) is seen as the oxygen that powers the efficiency and effectiveness of the University as it supports libraries by providing resources for information acquisition. Ahaneku and Onyeneke (2021) reported that TETFund intervention in library development are in the areas of acquisition of

information resources, capacity building for staff, provision of physical facilities and support for library research funding.

Literally, there can never be a library without information resources, and these information resources are the bedrock for the teaching, learning processes and the research needs of the academic community. However, in recent time, the availability and adequacy of these resources in university libraries have been hampered by the dwindling budgetary allocation to the library.

Consequently, inadequate funding has created a great challenge to some University Libraries in achieving their set goals and objectives. Apparently, the acquisition of the desired resources and facilities for effective service delivery are all empowered by funds. More so the availability and adequacy of current and relevant information resources lies within the powers of adequate funds, take funds away, the goal and objective pertain to effective service delivery becomes a mirage, which inadvertently leads to defective information service delivery in the library. Fund remains the bedrock that supports the activities that goes on in the libraries especially in the Academic libraries. Invariably, the library intervention assists public university libraries in the selection and acquisition of information resources needed to support the teaching, learning and research engagement of the university community.

Statement of study

Personal observation by the researcher on visit to some university libraries showed that most of the federal university libraries in Nigeria have the presence of TETFund as information resources bearing the mark of TETFund are spotted, one expects that the

library provide satisfying service to library patrons through the provision of current and adequate information resources. This situation therefore arouses the researcher's curiosity to find out why there is defective information service delivery in spite of the presence of TETFund. It is against this background that this study is carried out to ascertain the influence of TETFund library intervention on information resources for information service delivery in the university libraries in South- South and South-East, Nigeria.

Research Questions

- i. What is the influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria?
- ii. What is the influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria?

Hypotheses

The following hypotheses were formulated to guide the study and were tested at 0.05 level of significance.

- i. There is no significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria.

- ii. There is no significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria.

Scope of the Study

The study covered all federal university libraries in South-South and South-East, It also covered all academic librarians in federal university libraries. The study was also delimited to TETFund library intervention on information service delivery.

Literature Review

Information resources of the Library plays a vital role in support of academic activities in the universities, and the library cannot perform effectively without adequate and current information resources. The strength of any Academic Library is determined by the quantity and quality of the Information resources in their custody which includes print and non-print resources. Invariably, the information resources are meant to satisfy the Information needs of the users irrespective of their biodata. Users here includes the students and faculty members. According to Olorunfemi and Ipadeola (2021), the extent of universities achievement of their goals depends on the level of resources provided by the university library to users as no institution or community is complete in the absence of a library and its diverse services. According to Eze (2014), TETFund came into being at a time when the education sector had suffered many years of neglect by successive governments which resulted in large scale decay of institutional facilities, physical structure, academic teaching and research equipment. In addition, teachers' morale has been dampened and genuine interest in teaching and learning has been eroded in the

educational system. Onyeneke and Ahaneku (2021) carried out a study titled: TETFund intervention in the provision of library resources in academic libraries in Nigeria. The study investigated the intervention of TETFund (information resources, sponsorship of training programme and provision of library facilities) in the provision of library resources in academic libraries in Imo State, Nigeria. Osinulu and Daramola (2017) carried out a study on government Intervention in the funding of Nigerian university libraries: an Appraisal of the Role of the Tertiary Education Trust Fund. The main objective of the study was to examine the role of intervention agencies in the development of Nigerian university libraries with reference to the impact of the Tertiary Education Trust Fund (TETFund). The findings from the study showed that TETFund intervention in university libraries was greatly felt in the areas of information resources and ICT facilities. Isah (2018) reported that one the specific mandate of the fund as provided in Section 7(i) of the Act No.16 as it pertains to the libraries is to disburse the amount in the fund to Federal and State tertiary educational institutions specifically for the provision of library books and journals. Several studies by Afebende (2017), Anaehobi and Agim (2019), Aprebo and Onyeike (2018), Isah (2018) and Onyeneke and Ahaneku (2021) reported that university libraries have benefited from TETFund interventions in the areas of acquisition of information resources, library building construction and renovations, provision of physical facilities, library research funding and staff training of academic librarians both locally and internationally in order to beef up their capacities for improved information service delivery to their parent institutions. Invariably, these interventions has helped in several ways in the provision of adequate resources in the Libraries, staff development, research support, and

provision of facilities within and outside the Library especially in the era of Information technology, ordinarily the libraries may not have the capacity to provide them.

However, service delivery can be taken as the outcome of the operations and services been provided by the Library to the patrons. That is to point out that the quality and quantity of the information resources determines the level of the User satisfaction. Notably, the importance of information service delivery is to support organisations, institutions and research by facilitating access to a libraries extensive range of information resources and this can only be achieved through the professional competence of librarians whose duty is to stand in the gap. The goal of any Library is to ensure that their patrons are satisfied with the Information resources and other activities that goes on in the Library as regards to the patrons need. .According to Eje and Dushu (2018), information service delivery deals with the way information practitioners relate and behave towards the users, colleagues, organisations and the society as it relates to information handling. Eze (2017) asserts that information delivery services consist of arrays of activities and facilities targeted at providing information in various formats so as to satisfy the broad and varying information needs of library patrons within a community or society. According to Olorunfemi and Ipadeola (2021), the extent of universities achievement of their goals depends on the level of resources provided by the university library to users as no institution or community is complete in the absence of a library and its diverse services. Similarly, Omehia and Okwu (2020) assert that the major functioning tool of any university is the availability of Library with updated information resources for teaching, learning and research purposes. It is often believed that information is power, so library could be tagged

the powerhouse of any academic institution. Furthermore, Iwara (2015) maintains that the university library is one of the essential facilities in the university that enhance research activities by providing up-to-date and readily available information for effective research. The library supports the university by acquiring information resources in print and non-print formats, processes, organizes, preserves and disseminates them to solve information needs of students at all levels. Aladeniyi and Owokole (2018) state that information resources are basically materials that library users consult in making decision and solving problems and these sources could be primary or secondary. Invariably, what draws the users to the Libraries is their ability to be able acquire adequate resource for research, current resources, assignments, problem solving materials and in the right format.

Interestingly, there are diverse information resources in the library holdings and they are usually made available and accessible in two main formats which are print and non-print formats. Information in print format include: all printed books, journal articles, theses and dissertations periodicals, maps, bibliographies, indexes and abstracts, photographs, Government agencies documents (annual reports, policies and treaties), technical and survey reports among others. In addition to printed materials, information is also produced in other formats (non-print). Similarly, Okiki (2013) puts it that information resources are regarded as information bearing materials that exists in printed and electronic formats, such as journals, textbooks, abstracts, indexes, magazines, newspapers, reports, diskettes magnetic disk, the internet/Email, video, CD-ROM databases, micro-forms, computers, and so on. This follows the view of Abubakar and Salamatu (2014) that the performance of university libraries towards students' satisfaction depends on the provision of information

resources in print and non-print formats because the expectations of library users are high when sourcing and retrieving information and when such information needs are not met, the library information service delivery is regarded as non-functional or dysfunctional.

Onye (2016) opines that the ability of the university libraries to realize their objectives in supporting teaching, learning and research of their parent community is premised on capacity of their information resources to satisfy the information needs of library users that depend on these information resources for different purposes. Ogundu and Nwokoye (2013) reported that university libraries do not have enough quantity of information resources to cater for the information needs of their numerous users. This was further substantiated by Nweke *et al.* (2021) that there is poor and insufficient quantity of information resources in university libraries making them deficient in information service delivery. It is important to know that the availability, adequacy, currency and relevance of information resources in the university libraries is an important factor in the ability of university libraries to provide efficient and effective information service delivery. In spite of this, it is a common knowledge that most university libraries are not living up to expectations in providing adequate information resources to serve the needs of information users. In view of this poor state of library information resources as a result of the dwindling financial fortunes of the library that necessitated the intervention of TETFund. This according to Afebende (2017), Anaehobi and Agim (2019), Aprebo and Onyeike (2018), Okonkwo (2014) and Onyeneke and Ahaneku (2021) report that university libraries in Nigeria have benefited tremendously from TETFund intervention in

the acquisition of information resources for information service delivery but there is still room for improvement.

Methodology

Descriptive survey design was adopted for the study. The areas for the study are the South-South and South-East geopolitical zones of Nigeria. The Universities used for the study includes University of Nigeria, Nsukka, Federal University of Technology, Owerri and Nnamdi Azikiwe University, Awka. The South-South geopolitical zone is a region is situated on the southern part of Nigeria, The Universities for the study includes University of Calabar, University of Uyo, University of Port Harcourt, Federal University Otuoke, Federal University of Petroleum Resources Efuru Delta and University of Benin, The population of the study comprised 369 academic librarians in Federal University libraries in the South-South and the South-East of Nigeria and the census sampling technique was used. Questionnaire was deployed to ascertain responses. Out of the 369 copies of questionnaire sent out, 351 copies were returned with valid responses suitable for coding and analysis which showed a response rate of 95%. Mean and Standard Deviation were used to answer the research questions while independent t-test was used in the hypotheses. All the hypotheses was tested at 0.05 level of significance.

Results and Discussion

Mean and standard deviation were used in answering the research questions while independent t-test was used in testing the hypotheses at .05 level of significance.

Research Questions

Item-by-item analysis of research questions using Mean and Standard Deviation.

Research Question 1

What is the influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria?

Table 1: Mean of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria.

S/N	Information Resources (SS)	N	$\bar{X}_1$	SD_1	Decision
1	Books	351	4.75*	.95	VGI
2	Journals	351	4.05	.76	GI
3	Magazine	351	3.58	.68	GI
4	Newspapers	351	3.62	.83	GI
5	Online Database	351	3.65	.61	GI
6	Reference sources	351	3.72	.48	GI
7	Grey Literature	351	3.60	.56	GI
8	e-Books	351	3.54	.72	GI
9	e-Journals	351	3.58	.47	GI
10	CD-ROM database	351	3.62	.56	GI
11	Manuscripts	351	3.52	.67	GI
12	Special Collections	351	3.60	.56	GI
13	Patents	351	3.63	.58	GI
14	Braille	351	3.64	.46	GI
Grand Mean			3.72		

Source: Field Data (2023)

The result presented on Table 1 indicated that the mean scores of item 1 to 14 on information resources is greater than the real limit of 2.50. This shows that the 14 items on TETFund library intervention in the provision of information resources have great influence on information service delivery in Federal University libraries in South South. This also indicates that item 1 on the provision of information resources have greater influence on information service delivery in Federal Universities in South South Nigeria. The table also showed that the Standard deviation of the items falls within the range of 0.46 to 0.93. This indicates that the respondents were not divergent from one another in their responses.

Responses. The grand mean of 3.72 for all the items is also an indication of a strong influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria.

The result of the influence of TETFund library intervention in the provision of information resources on information service delivery revealed that there is significant influence of TETFund library intervention on information service delivery in Federal University libraries in South South and South East Nigeria. The reason for this result could be to the fact that the performance of University libraries towards students' satisfaction depends on the provision of information resources in print and non-print formats because the expectations of library users are high when sourcing and retrieving information and when such information needs are not met, library information service delivery is regarded as non-functional or dysfunctional.

Research Question 2

What is the influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria?

Table 2: Mean of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria

S/N	Information Resources (SS)	N	$\bar{X}_2$	SD ₂	Decision
1	Books	351	3.56	.58	GI
2	Journals	351	3.38	.71	GI
3	Magazine	351	3.81	.52	GI
4	Newspapers	351	3.60	.57	GI
5	Online Database	351	3.72	.86	GI
6	Reference sources	351	3.98	.74	GI
7	Grey Literature	351	3.74	.78	GI
8	e-Books	351	4.88*	.79	VGI
9	e-Journals	351	3.62	.75	GI
10	CD-ROM database	351	3.78	.62	GI
11	Manuscripts	351	3.86	.72	GI
12	Special Collections	351	3.70	.58	GI
13	Patents	351	3.79	.68	GI
14	Braille	351	3.86	.75	GI
Grand Mean			3.81		

Source: Field Data (2023)

The result presented on Table 2 indicated that the mean scores of item 1 to 14 on information resources is greater than the real limit of 2.50. This shows that the 14 items on TETFund library intervention in the provision of information resources have great influence on information service delivery in Federal University libraries in South East. This also indicates that item 8 on the provision of information resources has a greater influence on information service delivery in Federal Universities in South East, Nigeria. The table also showed that the Standard deviation of the items fall within the range of 0.52 to 0.86. This indicates that the respondents were not divergent from one another in their responses. The grand mean of 3.81 for all the items is also an indication of a strong influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria.

The finding of this study corroborates with the findings of Anaehobi and Agim (2019) in their study of TETFund intervention and development of University libraries in South East, Nigeria whose findings showed that TETFund have massively improve information service delivery in Federal University libraries in South East through the provision of current and relevant information resources. The finding of the study is also in line with that of Osinulu and Daramola (2017) in their study of government intervention in the funding of university libraries in South West, Nigeria and reported that information service delivery has been influenced in university libraries in South-West through the massive support given to university libraries in the acquisition of relevant and current information resources that are tailored the information needs of library.

Table 3: The difference in Mean of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South and South East, Nigeria

S/N	Information Resources (SE)	South South	South East	SD1	SD2
		$\bar{X}_1$	$\bar{X}_2$		
1	Books	4.75	3.56	.95	.58
2.	Journals	4.05	3.38	.76	.71
3.	Magazine	3.58	3.81	.68	.52
4.	Newspapers	3.62	3.60	.83	.57
5.	Online Database	3.65	3.72	.61	.86

6.	Reference sources	3.72	3.98	.48	.74
7.	Grey Literature	3.60	3.74	.56	.78
8.	e-Books	3.54	4.88	.72	.79
9.	e-Journals	3.58	3.62	.47	.75
10.	CD-ROM database	3.62	3.78	.56	.62
11.	Manuscripts	3.52	3.86	.67	.72
12.	Special Collections	3.60	3.70	.56	.58
13.	Patents	3.63	3.79	.58	.68
14.	Braille	3.64	3.86	.46	.75
	Grand Mean	3.72	3.81		

Source: Field Data (2023)

The result in Table 3 indicated that there is greater influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East than in South South, Nigeria. As shown in the grand mean of 3.81 for South East against 3.72 for South South.

Furthermore, the finding of this study corroborates with that of Onyeneke and Ahaneku (2021) in their study of TETFund intervention in the provision of library resources in academic libraries in Imo State which reported that TETFund has intervened in the provision of information resources in academic libraries and the intervention has significant influence on information service delivery. The finding of this study is equally in line with that of Gadanga *et al.* (2021) in their study of TETFund intervention in university libraries in North-West, Nigeria and reported that TETFund has made massive impact in the provision of information resources in university libraries in North-West, Nigeria which has had great influence on their information service delivery.

Hypothesis 1

There is no significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria.

Table 4: Summary of t-test analysis of the influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University Libraries in South-South, Nigeria

Variables	N	$\bar{X}_1$	SD	t-cal.	df	t-crit.	Decision
Provision of Information	351	58.76	9.35	35.72	350	1.64	Significant
Information Service Delivery	351	27.52	14.84				

Source: Field Data (2023)

The result in Table 4 shows that the calculated t-value of 35.72 is greater than the critical t-value of 1.64 at 1 and 350 degrees of freedom with .05 level of significance. With this result, the null hypothesis of no significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries is rejected. This implies that there is significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South, Nigeria.

Hypothesis 2

There is no significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria.

Table 5: Summary of t-test analysis of the influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria.

Variables	N	$\bar{X}_2$	SD	t-cal.	df	t-crit.	Decision
Provision of Information resources	351	63.03	10.29	41.24	350	1.64	Significant
Information Service Delivery	351	27.52	14.84				

Source: Field Data (2023)

The result in Table 5 shows that the calculated t-value of 41.24 is greater than the critical t-value of 1.64 at 1 and 350 degrees of freedom with .05 level of significance. With this result, the null hypothesis of no significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria is rejected. This implies that there is significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria.

Table 6: Summary of t-test analysis of the difference of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South South and South East, Nigeria.

Provision of Information resources	N	$\bar{X}$	SD	t-cal.	df	t-crit.	Decision
South South	351	56.54	8.54	9.14	350	1.64	Significant
South East	351	62.44	8.58				

Source: Field Data (2023)

The result in Table 6 shows that the calculated t-value of 9.14 is greater than the critical t-value 1.64 at 1 and 350 degrees of freedom with .05 level of significance. With this

result, the difference in TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries is greater in South East than in South South Nigeria.

The significant influence of TETFund library intervention in the provision of information resources on information service delivery in Federal University libraries in South East, Nigeria is not far fetched as TETFund has been instrumental to the acquisition of books, journals and other reading materials in federal university libraries in South-East, Nigeria in order to boost their information service delivery. This impact is significant because TETFund intervention is aligned with the information needs of federal university libraries in South-East, Nigeria so as to improve the information service delivery which will in turn enhance the quality of University education. However, there is still a lot of room for improvement as there are noticeable lapses in the provision of information resources which needs to be addressed for quality educational outcomes.

Recommendation

1. TETFund should ensure that federal university libraries are provided with the needed information resources that would assist university libraries in improving their information service delivery to library patrons. This should cut across all federal university libraries in Nigeria irrespective of geopolitical zone.
2. TETFund should also take the issue of library research funding as very important because research cannot be relegated to the background in an environment desirous of improved information service delivery through the provision of adequate Information resources because research opens the door to greater opportunities that would ensure

that quality is maintained in information service delivery and as such adequate funding is expedient.

3. It is equally very important that the management of federal university libraries should write proposal of what is needed in terms of information resources.
4. University management on their part should ensure that proposals emanating from the library are given urgent attention, treated and sent to TETFund. Also, they should ensure that they follow up on these proposals to ensure that what the university libraries want are provided for them in a timely fashion.

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