

REVIEW OF ACADEMIC LIBRARY INFORMATION AND HUMAN RESOURCES: EVIDENCE FROM OSUN STATE UNIVERSITY, NIGERIA

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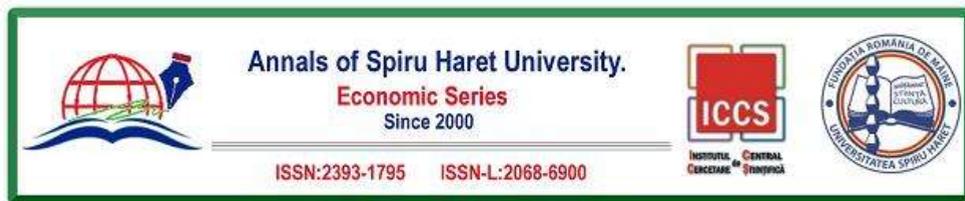
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Abstract

Generally, the library is referred to as the knowledge hub of higher education institutions, saddled with the responsibility of supporting the teaching, research, and community engagement function in the university. These libraries are conceived to enable them genuinely handle the information needs of library clientele. In the wake of the COVID-19 pandemic, the human traffic to the physical library shrinks which brings more responsibility to the library personnel who works from home to make the library resources available to users at their various locations. The emerging responsibility motivated this study which investigated the appraisal of academic library information resources and human resources in Sola Akinrinade Central Library of Osun State University in Nigeria. A structured questionnaire was used for data collection. A sample of three hundred and forty-five respondents were selected using a simple random sampling technique. Two hundred and seventy-five copies were returned. Findings from the study revealed that available information resources and human resources in the academic library do not meet the accredited academic library standards. Similarly, the academic library is not sufficiently and



Issue 3/2021

adequately funded which has grossly affected the provision of the available information and human resources. The researchers recommend that recruitment of professional librarians and other library support staff; provision of quantity and quality information resources, and integration of academic library in the plan of higher institutions among other measures would improve the relevance of library and human resources in higher institutions of learning.

Keywords: *accreditation; human resources; information resources; library information; COVID-19.*

JEL Classification: D83, L89, M12, M54, O15

Introduction

Osun State University library is as old as the institution itself. It is the heart of the University. It helps students to develop critical thinking skills and be creative by connecting them to a wide range of scholarly resources. The library exposes staff and students to new technologies, innovations, and findings in their area(s) of research, publication, teaching, and learning with the aid of structures, information resources, and human resources as provided by the University. The library took off from one of the lecture halls in the main campus at Osogbo with few professional librarians. The library materials were purchased, while some came in as gifts and donations in all areas of human endeavour. Following the processing of these materials, they were distributed to other campus libraries. This is because Osun State University is a multi-campus institution operating a collegiate system located in the six (6) geopolitical zones of the state. The Osun State University library is decentralized in each of the six campuses namely: Osogbo, Okuku, Ikire, Ejigbo, Ipetu-Ijesa, and Ifetedo. All campus libraries share the responsibility of supporting the University's Information needs, and pools knowledge, resources, and personnel to create efficiency. The main library (Sola Akinrinade Central Library), Osogbo coordinates the activities of all campus libraries and ensures that they all work together to achieve the mission and vision of the university [Gbotosho, 2016].

The library has a unique position as a potential educational force in the university community of staff and students of different levels especially in this era of Information Communication Technology (ICT): which can facilitate the library's capability to reach out to direct users and remote access to Information has become important for socio-economic development. On this note, libraries and related institutions are important players in the fulfillment of noble goals that contribute

towards human development. Libraries are sources of knowledge, scholarship, and wisdom. According to Clifford and Olurotimi (2014), a library is an agency, which engages in the collection, processing, preservation, and dissemination of recorded information in the various formats most convenient to its target user(s). It has been posited that an investment in libraries, is an act of faith in the continuity of life [Heseltine, 2020; Missingham, 2021]. One of the myriads of challenges of African libraries identified in the literature is an investment in libraries [Lynch *et al.*, 2020]. Some philanthropists such as Bill and Melinda Gates have taken steps to redress this by making large investments in libraries [Deyrup, Bekbalaeva, & Tammaro 2020].

Also, libraries are in short, the mirror held up to the face of humankind, the diary of the human race. Libraries are not only repositories of past human endeavour, they are the instrument of civilization. They provide tools for learning, a laboratory of human aspiration, a window to the future. They are a source of self-renewal, intellectual growth, and hope. In this land and everywhere on earth, they are a medium of progress, autonomy, empowerment, independence, and self-determination. They have always provided and will always provide a place and space for imaginative recreation and rebirth.

Clifford and Olurotimi (2014) noted from Guskin (1996) that the use of university libraries promotes active learning, thus contributing to student's ability to think critically and work well independently or in groups. An academic environment without a library is tantamount to a person without a brain. It would be pertinent to discover whether academic libraries are indeed living up to their objectives. The effectiveness and efficiency of services provided in academic libraries are mainly determined by library users. Agboola and Bamigboye (2011) opined that the quality and strength of any educational program depends on the library; not the library as a magnificent building but the use of it. The library has a unique position as a potential educational force in the university community of staff and students of different levels especially in the information Communication Technology aspect which can facilitate the libraries' capability to reach out to direct users as well as remote access users. Moreso, students are an important part of the set-up of academic institutions, being the major users of academic library facilities. The staff, particularly, the academic staff as well make maximum use of the library.

Nwezeh and Shabi (2011) stated that librarians have Information dissemination as their predominant function. Eze and Uzoigwe (2013) cited Ajibero (1995) in their study, described university library as the heart of the university using the human and material resources at its disposal to support teaching, learning, research, and publication objectives of the institution. Professional librarians that work in the

Issue 3/2021

university libraries, most especially in this Information Communication Technology (ICT) era have always engaged themselves with the collection, organization, and dissemination of information resources to support research and learning. These are resources in both print and electronic formats. This is why librarians in the university libraries are fully recognized as academic staff.

Statement of the problem

It is a well-known fact that academic library information and human resources are very germane in the success of the overall objectives of any institution. On this note, it is important to find out the types of available resources in Osun State University library in Nigeria coupled with their standard of operation and if a substantial percentage of the university budget is allotted to the library or not. In addition, it is necessary to examine whether the university/academic library has a good selection policy where library staff and students are wholly participating in the selection process of the library information resources.

The objective of the study

The study is meant to:

- i. identify the types of resources available in the library,
- ii. investigate the acquisition policy of the university library,
- iii. find out the selection policy of the university library information resources,
- iv. identify the source of funding of the university library information resources,
- v. evaluate the adequacy of human resource (library staff) student ratio,
- vi. examine the quality and quantity of the university library information resources as well as the purpose for which they were provided for

Literature Review

Academic libraries carry a philosophical mission to provide access to educational resources, instruction on locating, accessing, evaluating, and using resources successfully to all its users. Cahill, Joo, Howard, Dwyer, Oaks, and Yates, gave a beautiful description of libraries while citing Haycock (2016) who demonstrated the “uniqueness of libraries among service sector and industries” [Cahill *et al.*, 2020]. According to Munde and Marks (2009) who opine that libraries exist because they add value to teaching, learning, and the production and dissemination of knowledge. Similarly, McCluskey and Winter (2012) state that today’s institutions of higher education are expanding their learners’ educational experiences by removing

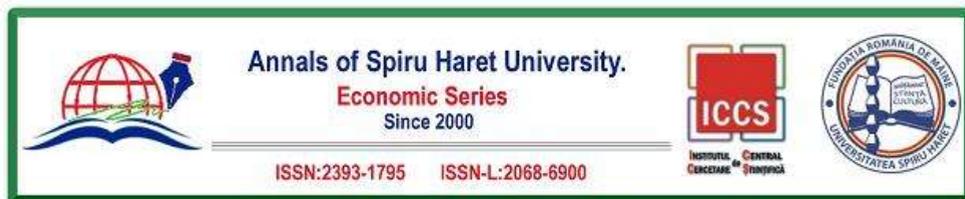
physical barriers and delivering courses and academic programs online. This becomes more pronounced with the advent of COVID-19. This expounded the adoption of remote working which forced some employees to adapt for the first time in their working life to working from home [McDonald, 2020].

The online learning environment offers a unique platform for the delivery and access of academic content gathered from educational institutions. The advent of COVID-19 came with the thousands being infected, died, and hospitalized. “Job losses, business closures, and schools and universities lockdown followed by a shift to online learning made the pandemic one of the worst in the history with over one million deaths reported in the world” [Medawar, & Tabet, 2020]. University libraries also shared from it and employees working in the libraries have their share too with much emphasis being laid on online support. The COVID-19 has also shown the world the “primacy of digital” over analogue [Larsen, 2020].

The American Library Association (1989) through its Presidential Committee on Information Literacy defines information literacy as a set of abilities requiring individuals to “recognize when information is needed and can locate, evaluate, and use effectively the needed information”. The library is primarily set up to collect, organize or process, store, preserve and disseminate Information resources of any format to users as quickly as possible. The library is not a profit-making organization. It is established to support the organization or individual to achieve the stated goals and objectives.

The main reason for establishing the library is to meet both the current and future needs of users by acquiring relevant, current, quality, and quantity Information resources. It is to have a positive influence on the community it serves [Joo, & Cahill, 2019]. Library users are satisfied when the library can provide quality service. Quality and quantity collection of library resources of different formats and services determines the richness of the library together with other facilities such as conducive environment and quality staff. A good collection of textbooks, journals, reference books, online journals, eBooks, Internet resources, etc., are needed in a good library [Haliso, & Aina, 2012].

An academic library is expected to provide for its users, quality and quantity materials, both printed and non-printed for teaching, learning, research, and publication. It has been posited that a collection development policy establishes ground rules for planning, budgeting, selecting, and acquiring library information materials which are to be managed by the qualified human resources for users’ profitable experience [Olajojo, & Akewukereke, 2006]. This document provides a framework for coordinated collection development programs throughout the university libraries. According to Ikem (1995) cited in Olajojo and Akewukereke



Issue 3/2021

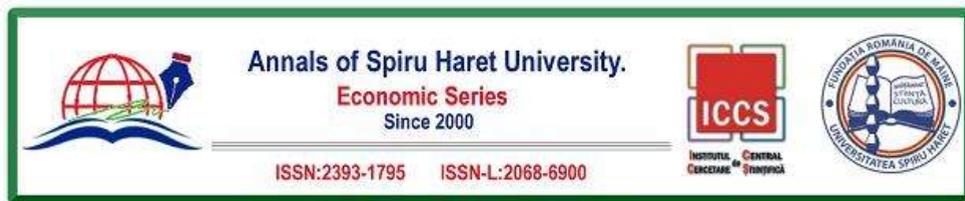
(2006), stated that collection development policy is the vehicle through which the library achieves the goals of its readers' services.

Some authors have observed that collection development is a planned, systematic development of a collection based on the objectives of the library [Eguavoen, Madu, & Darisu, 2002]. It is indisputable, that libraries formed a vivacious part of the world's system of education, as they provide prints and non-prints Information resources, such as books, journals, the internet, computers, films, and other useful library materials. Thus, there should be adequate provision of academic library Information resources to supplement the teaching, learning, research, and publication process of the university.

In the Osun State University library, selection decisions are usually made based on reviews and standard collection development tools by librarians (personnel) designated as selectors in specific subject areas, based on their interests and field of specialization. Also, the selection of library information materials is initiated by the institution librarian after evaluating the individual college's need and consideration through: requests of faculty and students; knowledge of the curriculum and educational application, and knowledge of the existing collection. Similarly, selection involves looking for the strengths and weaknesses in an item and how it might or might not match the needs of the collection.

Landesman (2012) shared the following general roles in the principles involved in the selection of library information materials, which applies to Osun State University library: library information materials are best selected based on suitability for inclusion in the collection; more so, the collection should be an unbiased source of Information that represents as many points of view as possible; the subject should be covered in a manner appropriate to the library anticipated users' needs and no information material should be excluded from the collection because of the race, religion, gender, nation, origin, sexual preference, or political view of the author, the materials, or the user. The university library in terms of selection criteria is based on the mission, budget, users, and strengths and weaknesses of the current collection; which involves two types of selection: current and retrospective selection.

The current selection is a type of selection that involves the purchase of titles that are new or recently released, while retrospective selection implies that in some cases, you go back and purchase information materials that were published during an earlier time. This type of selection often occurs when a new program is added such as a specialization in physical therapy, or, a topic suddenly becomes popular.



Issue 3/2021

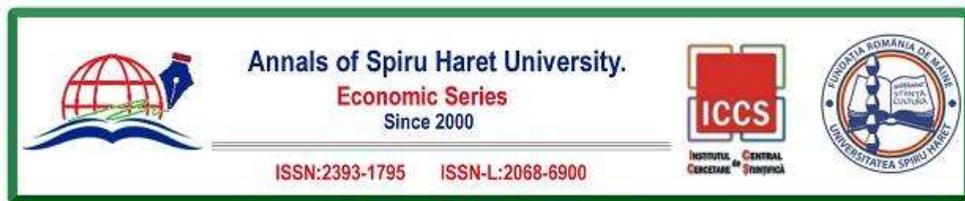
For retrospective acquisition, the library considers the following criteria: research value; importance to the collection; cost of acquisition, and preservation (if it is an older item, this could be an issue).

A library acquisition policy is a formal statement that guides the library's acquisition of information materials to be added to its collection. It has several elements each addressing a specific purpose. As cited by Kinyanjui (2017) from the Oxford English Dictionary, that, a policy is a course or principle of action adopted or proposed by an organization or individual. A library acquisition policy is a formal statement that guides the library's acquisition of materials to be added to its collections. It has several elements each addressing a specific purpose.

He further explained that a written library acquisition policy is an indispensable document in the library because of these reasons. It defines the scope of the libraries acquisition activities, which could be described in the following terms: Languages collection or excluded; geographical areas covered, and/or specific areas excluded; chronological periods covered by the collection in terms of intellectual content and terms of publication dates and specific periods excluded. Secondly, it lays the guidelines for acquiring materials for the collection of the library. Furthermore, the policies force the staff to think through the library's goals and commit themselves to these goals, more so, it helps the staff to identify the long-and-short-range needs of users and to establish priorities for allocating funds.

The Acquisition Section of the Osun State University library carried out the various important functions, which are: estimation of total grant for the purchase of books and periodicals, utilization and supervision of the allocated grants, and to provide proportional grants to newly establish the department as suggested by the library committee, alphabetically arrangement of publisher catalogue and book seller's catalogue, circulation of current publishers' catalogue to every department. Also, checking the catalogue and library stock to avoid duplication, inviting quotations from the reputed publishers/booksellers for the book, reference books, rare books, back volume journals, etc. whatever the library needs, checking the catalogue and library stock to avoid duplication, placing of an order for the purchase of books and documents and issuing reminder in case of delay arises out of receiving books in time, physical check-up of the books after being received, verification of bills with the actual price with a book in print price conversion rate through good office committee, and accessioning of the arrived documents and payment of bills.

The importance of funding in providing quality library service cannot be overemphasized. It is the glue that holds the building, collection, and staff together



Issue 3/2021

and allows the library to attain its goals. Money can be considered the soul of the library. Inadequate funds impede the effectiveness of any library [Anafulu, 1997; cited by Ubogu, & Okiy, 2011]. Similarly, the amount of funds that a library receives directly influences the quality of its services. While the majority of funds for libraries come from state and local sources, federal funding provides critical assistance, giving libraries across the country the financial support they need to serve their communities.

In addition, the library is invariably a part of a wider organization an arm of government, university, school, and research institute or business concern as the case may be. Its budget, therefore, is negotiated with its parent organization [Akporhonor, 2005]. The parents' body is therefore the proprietor that takes full responsibility for its funding. Academic libraries are financed from the budgets of their parent institutions. These funds usually cover only the current expenditure. But sometimes, libraries are supported by government ministries particularly, the Ministry of Education.

Emojorho (2004) opined that the Nigerian government-owned Federal university libraries, while the state government-owned, state university libraries derive funds from government allocations, endowment funds, library fees, gifts, and other miscellaneous sources such as the sale of duplicate materials, fines, and photocopying. That the university bursary integrates and collates the various estimates from the various departments. The estimates are then channelled through and defended, at the following six levels: Library Committee, the librarian presents and explains the budget estimate; Development and Estimate Committee, the librarian defends his/her budget estimate; Finance and General Purposes Committee; The University Council; and the National University Commission/Commission of Higher Education; Ministry of Finance and Education Development through the Ministry of Education. Therefore, academic libraries should be adequately funded to provide effective services.

In the same vein, the human resources in the library – the professional librarians and support staff are expected to be in the right quantity, with the right competencies, right quality, at the right place, possessing the right qualifications, knowledge, skills, and abilities. This should be enshrined in the recruitment policy of the University. The Basic Minimum Academic Standard of the National University Commission in Nigeria provided a staff-student ratio of 1:30. Librarians being considered as academic staff, also have this benchmark. However, the benchmark is not being met by some Universities. This has been reported in

literature where fewer human resources are left in the library to perform duties meant for more hands [Islam, & Islam, 2011]. However, the success in the labour market has been linked to human capital- human resources, in this case, librarians. “Raising the level of human capital is seen as increasingly critical to fuelling economic growth” [Lo, & Stark, 2020]. To have a unique library user experience, qualified and competent human resource is germane being the human capital that drives other capital in the organization [Amoah, & Akussah, 2017].

Methodology

The survey method was adopted for this study. The population of the study comprised 2,500 users of the Sola Akinrinade Central Library, Osun State University, Osogbo Main Campus, Osun State, Nigeria. Slovin sample determination formula was used to choose three hundred and forty-five respondents at a 5% error margin ($N = 2,500$, $e = 0.05$, $n = 345$). A simple random sampling technique was used to select 345 respondents. The instruments used for data collection were questionnaires and documentary sources.

Discussion of Findings

The responses from 275 respondents were analyzed and the presentation of data was based on the retrieved responses. Out of 345 questionnaires administered, only 275 copies (79.7%) were correctly filled, returned, and used for the analysis. Data were analyzed and presented in tables using frequencies and percentages. This section contains the study, findings, and discussion of results obtained from the Statistical Package for Social Science (SPSS), version 21 was used to analyse data generated.

The Result

The study was administered to appraise the academic library information and human resources in the Sola Akinrinade Central Library, Osun State University, Osogbo. The responses from 275 respondents sampled from library clientele are presented in Table 1, which request the opinion of the respondents on whether there is a selection policy in the University library. Findings revealed that 89.1% of the respondents indicated that the library has a selection policy while 10.9% of respondents indicated that the library has no selection policy. Moreso, the study showed that they acquire information materials directly from vendors and sometimes through gifts and donations. On this note, the chance for selecting suitable library information resources for their clientele/users is maximal.

Issue 3/2021

Table 1. Selection Policy of the Academic Library (N = 275)

Responses	Frequency	Percentages
Yes	245	89.1
No	30	10.9
Total	275	100

Table 2. Participants in the Selection Process (275%)

Responses	Frequency	Percentages
Academic staff	104	37.82
Professional librarians	98	35.64
Non-teaching staff	23	8.36
Students	50	18.18
Total	275	100

Table 2 shows that academic staff participated highly in the selection process, with 37.82% of respondents. This is to enable them to have the opportunity to select library information materials that are relevant and current to their course/program of study. The study revealed that 35.64% of professional librarians participated in the selection process. Professional librarians are involved because they are supposed to be involved directly in acquiring the library information resources by processing, organizing, and making them available to its users for consultation. Similarly, non-teaching staff was allowed to take part in the selection process of library information resources. This is because the majority of them are involved in part-time and full-time programs in this institution and other institutions of their choice to enable them to upgrade themselves. Thus, they do frequently use and borrow library materials. The study reveals that 8.36% participated in the selection process, however, the percentage is very low. This study equally revealed that students were given the chance to participate in the

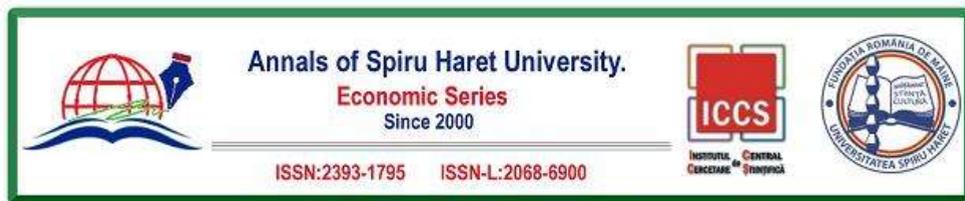
selection process 18.18%. The majority of them said that they are always satisfied with the university library Information resources on the ground hitherto for their Information need.

Table 3. Acquisition Policy of the Academic Library (N = 275)

Responses	Frequency	Percentages
Yes	251	91.27
No	24	8.73
Total	275	100

Table 3 revealed that 91.27% of respondents are of the view that there are maximum acquisition policies for acquiring library information materials in the library, while a minimum number of respondents 8.73 disagreed with the above assertion. The findings then revealed that Osun State University library has an effective and efficient acquisition policy. The researcher concluded that the library has an effective acquisition policy due to the purchase of library information materials most of the time. An academic library must have a good selection policy for acquiring its resources, both print, and non-print materials to satisfy the educational need of its clientele.

Table 4 reveals the type of library information resources available in the library and their quantity. The findings reveal that the collection has a total of 1,650 Volumes and above of books on all areas in Sciences, Engineering, and Technology as well as all programs in Health Sciences materials. Despite the total number of books above, they are still inadequate considering the total volume of copies with the population of students, lecturers, non-teaching staff, and community members who are majorly the users of the information resources in the library. The inadequacy of information materials as well affects other library information resources such as reference materials 450 volumes and above, while Serials Publications are 820 volumes and above. Materials on Africana are 174 volumes and above, UNESCO, United Nations, and other national materials were 145 volumes and above. Reprographic and Audio-visual material were 50 and Computer Systems 125 in number. The Sola Akinrinade Central Library, Osogbo campus is connected to the internet facilities and presently the library has 125



Issue 3/2021

computer systems. The undergraduate E-library section of the library has 75 computer systems while the Postgraduate section has 50 computer systems.

However, as there are enough computer systems, internet facility to power them is grossly inadequate. The findings from the above posited that the academic library still has insufficient information resources which are not commensurate with the standard of an ideal academic library in terms of the number of library users patronizing and using the information resources daily. For an ideal academic library, the internet facility must be adequate and enough for use. Similarly, more library Information resources must be acquired to enable the university academic community to benefit from the available resources in their various field of study. This must reflect the standard of the institutions' curriculum to improve the academic standard of all categories of library users and society in general.

Table 4. Types of Information Resources available in the Library

Type of Information Resources	Quantity
Books	1,650 Volumes and above
Reference materials	450 Volumes and above
Serials Publications	820 Volumes and above
Documentation and Government Publications	174 Volumes and above
Africana materials	110 Volumes and above
UNESCO, United nation and other national materials	145 Volumes and above
Reprographic and Audio-visual materials	50
Computer Systems	125
Total	100

Table 5 reveals that 92.7% of respondents show that they are dissatisfied with the level of funding in the library while 7.3% of respondents indicated that they are satisfied with the level of funding in the library. The results of the findings revealed that the academic library is not sufficiently and adequately funded which has

grossly affected the provision of the available information resources as shown in Table 4. The inadequate and insufficient funding of the library leads to poor library administration and operation in terms of library personnel which is also grossly inadequate and nothing to write home about. Invariably, this is hitherto jeopardizing the haphazard security network of the library in terms of securing and proper protection of Uniosun library Information resources.

All categories of level of staff are grossly inadequate and insufficient considering the total number of library Information resources coming into the library occasionally, while neglecting library staff in terms of welfare, promotion, employment, upgrading as well as training and re-training of them. The government at all levels, university management, education stakeholders, and non-governmental organizations (NGOs) are not contributing enough to the development of academic libraries in funding.

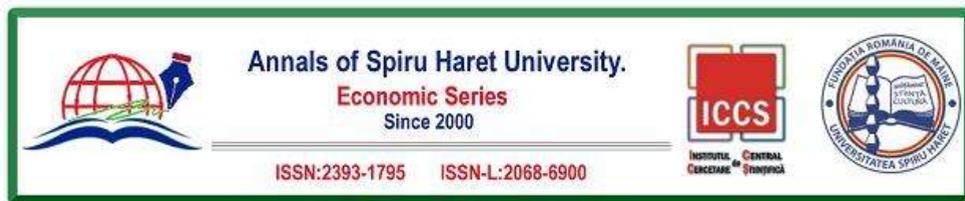
Table 5. Level of Satisfaction in Funding the Academic Library (N = 275)

Responses	Frequency	Percentages
Yes	255	92.7
No	20	7.3
Total	275	100

Table 6. Perception of Respondents on Adequacy of the Total Number of Human Resources in the Library (N = 275)

Responses	Frequency	Percentages
Adequate	151	54.9
Not adequate	124	45.1
Total	275	100

Table 6 reveals that 54.9% of respondents perceived that the number of staff servicing in the central library is adequate and 45.1% reported that they are not.



Issue 3/2021

The results of the findings revealed that there are lean human resources in the library. This will lead to work overload which is detrimental to the health of the workforce. The inadequate and insufficient staff of the library leads to poor library administration and operation in terms of library personnel. The adequacy of human resources goes beyond quantity but it is more of quality in terms of adequacy in terms of right skills, competence, qualification (academic and professional), knowledge, and abilities.

Summary and Conclusion

The study examined an appraisal of academic library information resources and human resources in the Sola Akinrinade Central library, Osun State University, Osogbo, Osun State, Nigeria. However, without sound and adequate provision of library information resources and library human resources, the main objectives of the university in terms of teaching, learning, research, and publication may not be realized. It is a well-known fact that the library has two major resources, which must go hand in hand, and that is “Library Information Resources and Human Resources,” neither of them must be left out. The university libraries are supposed to provide a variety of adequate library Information resources. However, the tables used in the analysis of data and presentation of findings in the study have revealed the inadequacy of library information resources and human resources in the library. No organization/institution can function effectively without finance.

Recommendations

Based on the findings of this study, the following recommendations were adduced. There should be the employment of all cadre of library staff. The university management and library management cannot continue to acquire library information resources and at the same time occasionally subscribing to different online databases without its effective usage due to lack of library personnel. Thus, the university librarian should consider the aspect of “human resources” to process, organize, secure and disseminate its information resources. It is one of the duties of the university librarian to lay bare all challenges that the library is facing that are preventing adequate utilization of the library information resources by library clientele. It is therefore recommended that the recruitment (employment) processes of the library staff should be looked into with a view of getting the right candidates on board. The selection committee of library staff should include experts in Industrial Relations and Personnel Management/Human Resource Management and professional librarians. This will help solve the problem of recruitment errors.

The state government should try to empower the libraries in the area of funding. Furthermore, rather than depending solely on a government grant, the university management, librarians, and education stakeholders of any institution should solicit gifts and donations from individuals and organizations to develop library collections. Librarians should explore all available means, including lobbying, asserting their rights where necessary, request for gifts/donations and all wholesome means to ensure constant funding of their libraries cum availability of current Information resources, and factor in modern ICT facilities and innovative approaches into their library services to further improve access and use of their products and services.

Enabling ICT and research environment enhanced by the constant supply of electricity and internet facilities by increasing the university bandwidth in terms of accessing the online resources should be adequately provided to maximize effective utilization of the information and electronic resources in the university library. Librarians should embrace the services of agencies and groups whose objectives, aims, and functions can help to further improve the availability of information sources. Such bodies include Education Trust Fund of library intervention; Open Society Intervention for West Africa (OSIWA); Information Network for Availability of Scientific Publication (INASP); Book Aid Intervention; Endowment; Alumni; Associations and Group of Library Users; Macarthur Foundation. Apart from providing the funds, these eight sources and many more will ensure the sustainability of the services.

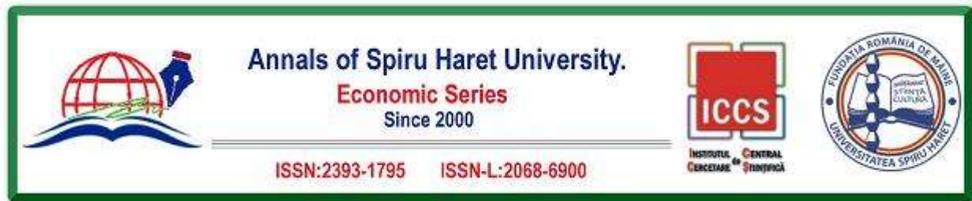
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Issue 3/2021

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Issue 3/2021

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