



AVAILABILITY AND USE OF REFERENCE SOURCES AND SERVICES TO FEDERAL POLYTECHNIC OFFA STUDENTS, KWARA STATE.

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Abstract

This study investigated the availability and use of reference sources and services by The Federal Polytechnic Offa students. Descriptive survey research design was used and 100 samples were used for this study. Findings were analyzed using descriptive statistics and the results indicated that 38(40.9%) of the respondents use the reference sources weekly. Majority of the respondents indicated that reference sources are highly available, accessible and adequate except geographical sources and biographical source that are not available, accessible and adequate. Poor power supply, old and irrelevant materials were the major Therefore, polytechnic libraries should provide students with relevant reference sources, effective library sensitization and orientation programmes and also employs an innovative reference librarian that has good customer relationship.

Keywords: Availability, Use, Reference Sources, Reference Services, The Federal Polytechnic Offa Students, Polytechnic Library

Introduction

Libraries are founded basically to provide their clientele with information resources and services, and these materials are made accessible through cataloguing and indexing services provided by the libraries through the public service section. Among the public service functions of a library the greater part of it is performed by the reference section. The provision of reference services is one of the most essential functions of library and information services provided to meet the information needs of users. It is the core service of the library that creates contact between the reference librarian, information resources and the users. Kumar (2003) said that it helps to bring contact between a user and the right document, thereby saving the time of the user.

However, the responsibility of academic libraries goes beyond information resources gathering and organizing but play an active role of information dissemination through the process of reference services. Thus, reference services serves as the fundamental basis of research activities to students. Hence, academic libraries should endeavour to provide adequate and relevant reference sources in order to meet the information needs of students.

Reference service is undoubtedly one of the basic services provided in the library especially academic libraries, and here lies the root of librarianship/ library and information services. It is also considered as the “the most interesting and stimulating of library services, aspects that arouse all sense of professionalism in the practitioner”. Kumar (2008) is of the view that the field of reference services is vast and dynamic and many new developments have taken place in it during the last ten years or so. Reference services are the culmination of all library activities aimed at facilitating the use of the library and its resources. It is perhaps the most demanding aspect of librarianship and its performance can either make or mar the image of the library (Adebayo, 2009).

Achebe (2012) opined that reference and information service (RIS) is an aspect of library services in which contact between the reader and library materials is established through staff assistance, matching the user with the library materials which could be printed or electronic. Reference service is the most demanding of the entire library services and close to the patrons. Management of reference section in academic library is the most difficult task facing librarians in the world today.

Background Information on Polytechnics in Nigeria

The notion of establishing tertiary institutions in Nigeria besides the university education in 1970s, to engage in research suitable for the development of resources required in industrial and economic development came into limelight. This prompted the government of Nigeria to enact Decree No. 33 of 1979 as amended by Decree No. 5 of 1993 to established polytechnic education in Nigeria. (Eziubochi, 2011). Its broad objective is to yield the middle-level manpower needed for industrial and technological advancement of the country. To achieve this aim and objective of producing a sound, discipline and well-grounded graduate, a polytechnic library is therefore of a necessity. Polytechnic libraries are established with the primary goal of providing information resources to students, members of staff of the polytechnic community and other intended users.

Apart from the information materials, specialized assistance is offered to library users to ensure optimal use of the library (Onuoha and Subair, 2013). Monotechnic, college of education, university, and polytechnic libraries make up the academic library, while academic library according to Islam (2004) cited in Ossai-Ugbah (2012) is an institution operated for knowledge and run by trained personnel with a goal for education and self-improvement. Agboola and Bamigboye (2011) pointed out that academic library is everlasting stone house of knowledge where you can visit without restriction to access the whole fields of knowledge for academic success. In other words, an academic library is purposely attached to an academic institution above the secondary level, serving the teaching and research needs of students and staff (Sivathaasan 2013).

Background information on The Federal Polytechnic Offa, Library

The Federal Polytechnic Library, Offa, named after the Late Williams Adedoyin was established in 1992 at the Mini Campus of the Polytechnic. The Polytechnic presently is made up of two libraries one in the mini campus and the other one at the permanent site. The library at the permanent site serves as the main library while the one at the mini campus serve as a branch library. (The Federal Polytechnic, Offa Library Guide, 2014)

The Polytechnic's library has been playing supportive roles in the actualization of the mission and vision of the institution. The collections of the library are made up of over one thousand books in different fields, and over eight hundred and fifty serial titles. The library is

digitalized; hence, it is connected to the internet. Moreover, the institution has an information and telecommunication centre that is internet-driven with staff of information technology (IT) professionals and non-professionals. The Library is well positioned to carry out its mandates to the entire staff and students of the Polytechnics. The Library was established to provide information resources in support of teaching, learning, and research activities of the clientele.

Literature Reviewed

Relevance of Reference Sources and Services

According to Olaleye (2015), reference service is a reactive service given to users of the library on demand. To buttress more on this fact, Ifidon and Ifidon (2008) defined reference services as direct personal assistance given by librarians to library patrons who are in pursuit of information for whatever purpose. They further assert that reference service does not only involve directing the user to the location of the material where the information can be found or the identification and selection of materials related to a particular information need and the provision of a piece of brief factual information, but also locating what information is relevant from a mass of relevant and irrelevant information. Oketunji (2005) explained reference services as professional advice and assistance provided by the library staff from the materials in the library's collections or elsewhere, to assist individuals using the library's reading rooms or making enquiries by mail, telephone or on-line to meet their information needs.

An overview of the reference services and sources provided among others are the following: Computer data base resources, Encyclopedia, Dictionaries, Concordance, Directories, Gazettes, Atlases, Handbook/manual, Biographies, National Directories, Indexes, Periodicals, internet resources, Africa today, Europa world of learning, Europa world year book, Readers guide, facts on file, Thesaurus etc. in both print and non-print format in order to meet up the information needs of her users. Adequate or enough facilities like tables, chair, computers, fans, air condition, lightings, telephone, funds and even photocopying services are needed also. These facilities and resources are used by the reference librarian to achieve the objectives of college, that is, the parent body. Indeed, the reference sources and services are very essential in every college of education because they help the academic staff, non-academic staff and students of such colleges of education to achieve their goals and objectives. According to Elmer E. Ramuson and Biosciences Libraries (2009), reference

sources such as dictionaries, encyclopedias, almanacs, atlases etc. are research tools that can help in writing a paper and project.

Uzoigwe and Onwubuike (2004) noted that the reference and information sections of the colleges do this through the provision of the following services: Helping clientele or patrons to find information resources they need, Answering information queries from patrons, providing brief information for ready reference services, Providing current Awareness services (CAS), Providing selective Dissemination of information (SDI), Providing instruction on how to use the resources of the library, Providing inter-library loan and sharing of materials needed by patrons, Conducting literature searches, Compiling bibliographies on topics desired to help users obtain the information and materials they need, Providing user education (Orientation/instruction)

Types of Reference Sources and Services

In Federal Polytechnic Offa Library, reference services predominate and are rendered to the clientele without any distinction. Those to be served may include students, lecturers, non-academic staff and others. The reference services rendered in the polytechnic libraries can only be enhanced through the availability of resources or facilities. Reference materials are information materials in the library, regardless of their formats, whether in print or electronic formats can be used to provide relevant answers to divergent information needs of the library users. Generally view is that reference materials are information resources in library used for specific purpose. The researchers see reference materials as that information bearing that can be used within the building or environment where information is disseminated. A reference book/ source are not meant to be read through, but have an array of unrelated entries, which are generally alphabetically arranged. Nwogu (n.d) defines reference source as “books not meant to be read from cover to cover but only to be consulted for certain information or facts. Obiora (2004) defined reference books/materials as the publications such as book and non-book materials consulted only within the library for specific facts or subjects.

Oyedum (2005) defined reference books/ sources as books designed by the arrangement and treatment of its subject matter to be consulted for definite items of information rather than to be read consecutively. American Library Association glossary of library and information science defined reference books as those books whose use is restricted to the library. While Conclusively, Ifafesobi (2005) defined reference materials/ sources as information in the

library, regardless of their formats, whether in print or non- print relevant format can be used to provide relevant answers to divergent information needs of the library users.

Reference sources are materials or books that are not meant to be read from cover to cover but to be consulted for certain information or facts; these books are expected to be in the library at all times (Ruteyan and Akporhonor, (2007) citing Nwogu, (1991). The reference sources are kept in the reference section of the library for reference purpose and not to be borrowed. Librarians allow users to make photocopy of needed pages of the materials in the reprography unit of the library. In an academic library, reference sources are to assist the lecturers and students in teaching and learning processes respectively. Reference sources consist of encyclopaedias, dictionaries, handbooks, yearbooks, directories, bibliographies, biographies, geographical sources etc. The materials provide answers to specific questioning such as brief facts, statistics and technical instructions; provide background information, or direct one to additional sources. There are direct reference sources like abstract, index and bibliographies and source reference material such as dictionaries, yearbooks, encyclopaedias, handbooks etc.

Almanacs: Contain specific facts, statistical data, tables of comparative information, and organized lists of basis reference information related to people, places, events, etc. Usually cover broad periods of time, whereas Yearbooks will have the same time of information for a single year. Example- World Almanac and Book of Facts

Atlases: Contain an organized group of physical, political, road, and/or thematic maps. Symbols, scales, and terms used in the atlas should be explained in an easy to understand and complete manner.

Biographical resources: Contain information about individual people or locate (index) other works which provide this type of information. Collected biographies can cover a given subject, a stated time period, or other special groups of individuals. Example- Current Biography Yearbook

Dictionaries: Contain words of a given language and other information such as their origins, pronunciations, and definitions. Unabridged dictionaries contain more than 250,000. Special dictionaries include picture dictionaries, foreign language dictionaries, synonym dictionaries, thesauri, etc. Example- Webster's School Dictionary

Directories: Contain an organized list of people and/or organizations of some type. Other information such as addresses, phone numbers, and email addresses, etc. are included for each entry. Example- Special Collections in Children's Literature

Encyclopedias: Contain an alphabetically organized listing of a broad range of subjects with basic information for each entry. General encyclopedias provide a good basis for the beginning stages of research. They are also helpful resources for ready reference questions. Example- World Book Encyclopedia.

Effectiveness of Reference Librarian in Information Service Delivery

Reference is all about assisting people in solving their immediate information needs and this will always be. Barbara, (2010) opined that researchers believe that by rendering reference services to library patrons, we are getting them empowered. Teaching them to use the library and its resources is vital. Since one of the primary responsibilities is consumer health information in a public library, teaching patrons to evaluate information can literally be lifesaving. Edison (2000) believed that reference librarian specialist training and subject skills will help mediate user information needs. Librarians should develop the competencies they need to be more successful. Corroborating this, Osinulu (2003) noted that poor reference service will create a poor image for the library. Kresh (2001) asserted that an explosion of information and the popularity of the internet and commercial search engines have opened the way for new demands and expectation from users. The reference librarian is a professional library staff who is in charge of the reference section of the library where user's queries are answered. The reference librarian is very vast in knowledge. Therefore, he/she can perform operation information services that are central to the realization of the library objectives. The reference librarian also sees to the provision of general information services; answers to user's queries; giving instructions in the use of library; Compiles bibliographies; planning the reference section and pattern of his work; selects dissemination of information; indexing and abstracting services; publication of library guides and bulletin; displaying and exhibition of materials. Etc.

Impact of ICT on Reference Sources and Services

The rapid development has occurred in computer technology, telecommunication (including satellite communication), printing, and reprography. These developments have important implications for the provision of information services by libraries to their users. Great advances have been made in the automation of indexing and abstracting services, which are

important tools for providing reference service. The reference environment is being transformed by rapid developments in information and communication technologies (ICTs), as collection and information in general becomes increasingly accessible electronically. The introduction of information and communication technology (ICT) to library operations and services has been an issue of concern to librarians. Libraries and librarians are no longer the sole providers of reference and information services but social network sites and search engines have become stiff competitors. There is need for libraries and librarians to embrace new technologies if they must remain relevant in the face of huge competition.

Reference services have traditionally played a crucial role in the delivery of library services especially in the academic spheres. Reference service without information communication technology facilities will move and operate at very slow pace, forcing potential users to patronize other sources other than the library to meet their information needs. This study therefore examines the present state of deployment of ICT in carrying out effective and efficient reference services in Nigeria using selected academic libraries as case studies.

To fully realize the promise of reference service in the digital environment, Buckland (2008) argues that the objective should be to empower the user, developing organization and access mechanisms using digital technology and attentive to user needs and preferred modes of use. Ekpenyong, & Edem, (2010) surveyed and investigated the extent of the application of digital reference services in academic libraries in Nigeria, and they highlighted the emerging formats and models of digital reference services, to include email and web forms, Ask A librarian services, online chat reference, video conferencing, digital robots, and collaborative digital reference. They employed descriptive survey design and document analysis to collect data from the official websites of the 27 Federal Universities in Nigeria was used in the study. They analyzed the data using simple percentages. The study revealed that thirteen (48%) of 27 Federal University libraries in Nigeria are offering some form of digital reference services to their users. This implies that digital reference services in Nigeria are yet to be fully embraced. This status can be either attributed to lack of ICT skill of some reference librarians and library users.

Use of Reference Sources and Services by Polytechnic Students

On the use of reference sources by undergraduate students, Ademodi (2004); Onifade and Sowole (2011) discovered that encyclopedias 53 (29%) and dictionaries 32 (18%); dictionaries 72 (21.1%) and encyclopaedias 66(19.3%) are mostly being used among the

undergraduates in Adekunle Ajasin University, Akungba-Akoko and Federal University of Agriculture, Abeokuta respectively. Furthermore, Onifade and Sowole (2011) found out that majority of the respondents in their study do not know the difference between reference services and sources.

Okeke, Oghenetga and Nwabu (2013) undertook a research on students' attitude towards the use of reference and information services (RIS) in academic libraries Nigeria. Specific purposes include determining the electronic reference available for reference librarians to render effective and efficient services to users, types of reference materials in use in academic libraries in Nigeria and find out problems that hinder effective reference and information services. The work is limited to four academic libraries in Anambra State namely Nnamdi Azikiwe University- Awka, Anambra State University- Uli, Federal Polytechnic – Oko, and Madonna University-Okija-Anambra State. The population of the study is fifty users, each from institution. A survey method was used. Findings show that students do not make proper use of reference services and sources due to stocked obsolete materials and inexperienced staff in this section. Recommendations include making available enough fund, trained staff, user education programme for students and the provision of e-library for use by students.

Statement of the Problem

Provision and utilization of reference sources and services has been a matter of concern to librarians and information scientists in general. Therefore underutilization of library reference resources has no doubt assume a worrisome dimension, given that libraries and librarians have a responsibility of ensuring that their reference sources and services are effectively utilized especially when huge amount of money is voted for resources procurement. Investigation has revealed that most polytechnic students are not even aware of the various services rendered in the reference section. Ademodi (2004) and Onifade and Sowole (2011) both agreed and concluded in their various research that most of the students were not aware of reference services being offered in the library. It is in this regard that this study tends to investigate the availability and use of reference sources and services by students of The Federal Polytechnic Offa.

Objectives of the Study

The objectives of this study are to:

1. find out the available and adequacy of reference sources in the library;
2. ascertain the purpose of using reference sources in the library;
3. determine the extent of use of reference sources and services by polytechnic students;
4. find out the challenges that hinder effective reference service in polytechnic libraries.

Research Questions

The following research questions guided the study.

1. Which reference sources are available in the library and adequate?
2. What is the purpose of using reference sources by the polytechnic students?
3. What is the extent of use of reference sources and services by polytechnic students?
4. What are the challenges hindering effective reference services in polytechnic library?

Significance of the Study

The outcome of the study will be of great importance to The Federal Polytechnic Offa, Management and the entire Administrators of Polytechnics in Nigeria, in improving reference sources and services respectively in Polytechnic Libraries and academic libraries in general to meet the information needs of their clientele.

Methodology

Descriptive survey research method was adopted to carry out this study to evaluate reference sources and services in The Federal Polytechnic Offa Library. Structured questionnaire was used to collect data. One hundred (100) students were used as sample and they covered the five schools in the institution. The College Library was used to administer 100 questionnaires to the respondents out of which ninety-six (96) completed the questionnaire for analysis using

frequency counts and simple percentage to answer the research questions. Thus, Random sampling technique was used to administer the questionnaire.

Results and Discussion

Table 1: Demographic Information of the Respondents

	Characteristics	Frequency	Percent
Level of Study	National Diploma (ND) I	16	16.7%
	National Diploma (ND) II	43	44.8%
	Higher National Diploma (HND) I	23	24.0%
	Higher National Diploma (HND) II	14	14.6%
Gender	Male	58	60.4%
	Female	38	39.6%
Age Group	16-20	12	12.5%
	21-25	53	55.2%
	26-30	26	27.1%
	31-35	5	5.2%
Religion	Christianity	51	53.1%
	Islam	45	46.9%
Marital Status	Single	80	83.3%
	Married	16	16.7%
	Divorced	0	
	Separated	0	
Schools	Education	1	1.0%
	Environmental Science	1	1.0%
	Business and Management Studies	63	65.6%
	Sciences	1	1.0%
	Communication and Information Technology	30	31.3%
Department	Accountancy	15	15.6%
	Admin and Planning	1	1.0%
	Architectural Technology	1	1.0%
	Banking and Finance	21	21.9%

	Business Administration	13	13.5%
	Chemistry	1	1.0%
	Insurance	12	12.5%
	Library and Information Science	30	31.3%
	Marketing	2	2.1%

Table 1 above reveals the level of studies, gender, age group, religion, marital status, schools, and department of the participants. The findings show that the highest number of participants were from National Diploma (ND) I with 43 (44.8%) while the least were from Higher National Diploma (HND) II with 14 (14.6%). The Table indicates that 58 (60.4%) of the participants are male and 38 (39.6%) are female. The highlight also reveals that the participants between the age group (21-25 years) were the highest with 53 (55.2%). It was also reveal that the highest numbers of participants were Christians with 51 (53.1%) and Islam as the lowest with 45 (46.9%). The highlight reveals that the marital status with the highest percentage is single with 80 (83.3%). The participants of survey cut across all the five (5) schools available in the institution with Business and Management Studies with 63 (65.6%) as the highest and Education and Environmental Science as the least with 1 (1.0%) and 1(1.0%) respectively. The highlight also reveals that the participants were from the department of Library and Information Science had the highest percentage with 30 (31.3%).

Table 2: Availability of Reference Sources

S/N	Reference Sources	Available		Not Available	
		Frequency	Percent	Frequency	Percent
1	Abstract	77	80.2%	19	19.8%
2	Bibliographies	76	79.2%	20	20.8%
3	Directories	65	67.7%	31	32.3%
4	Handbooks	81	84.4%	15	15.6%
5	Dictionaries	84	87.5%	12	12.5%
6	Yearbooks	73	76.0%	22	22.9%
7	Manuals	79	82.3%	17	17.7%
8	Indexes	66	68.8%	30	31.3%
9	Biographical Sources e.g. who is who	33	34.4%	63	65.6%

S/N	Reference Sources	Available		Not Available	
		Frequency	Percent	Frequency	Percent
10	Geographical Sources e.g. Maps	36	37.5%	60	62.5%

Table 2 reveals that reference sources in the library are highly available except Geographical sources 60 (62.5%) and Biographical sources with 63 (65.5%) that are not available.

Table 3: Level of Adequacy of Reference Sources

S/N	Reference Sources	Available		Not Available	
		Frequency	Percent	Frequency	Percent
1	Abstract	74	77.1%	22	22.9%
2	Bibliographies	73	76.0%	23	24.0%
3	Directories	57	59.4%	39	40.6%
4	Handbooks	69	71.9%	27	28.1%
5	Dictionaries	78	81.3%	18	18.8%
6	Yearbooks	60	62.5%	36	37.5%
7	Manuals	63	65.6%	32	33.3%
8	Indexes	56	58.3%	40	41.7%
9	Biographical Sources e.g. who is who	56	58.3%	40	41.7%
10	Geographical Sources e.g. Maps	44	45.8%	52	54.2%

Table 3 reveals that most reference sources in the library are highly adequate except Geographical sources 52 (54.2%), Biographical sources 40 (41.7%) and Indexes 40 (41.7%) that are inadequate

Table 4: Purpose of use of Reference Sources

S/N	Purpose	Strongly Agree		Disagree	
		Frequency	Percent	Frequency	Percent
1	Class Assignment	73	76.0%	23	24.0%
2	Learning	66	68.8%	30	31.3%
3	Project work	84	87.5%	12	12.5%

S/N	Purpose	Strongly Agree		Disagree	
		Frequency	Percent	Frequency	Percent
4	Personal research	64	66.7%	32	33.3%
5	Seminar preparation	70	72.9%	26	27.1%
6	Examination purpose	61	63.5%	35	36.5%
7	Self-development	60	62.5%	36	37.5%
8	Leisure and recreation	39	40.6%	57	59.4%

Table 4 reveals that the respondents make use of reference sources more for project work with 84 (87.5%) and for Class assignment with 73 (76.0%) than any other reason.

Table 5: Frequency of use of Reference Sources

S/N	Reference Sources	Daily		Weekly		Monthly		Occasionally		Never	
		No	%	No	%	No	%	No	%	No	%
1	Abstract	4	4.2	18	18.8	14	14.6	53	55.2	7	7.3
2	Bibliographies	4	4.2	14	14.6	11	11.5	55	57.3	12	12.5
3	Directories	10	10.4	8	8.3	18	18.8	41	42.7	17	17.7
4	Handbooks	12	12.5	20	20.8	10	10.4	46	47.9	8	8.3
5	Dictionaries	30	31.3	14	14.6	6	6.3	40	41.7	6	6.3
6	Yearbooks	4	4.2	4	4.2	13	13.5	56	58.3	19	19.8
7	Manuals	9	9.4	10	10.4	7	7.3	55	57.3	15	15.6
8	Indexes	6	6.3	8	8.3	17	17.7	46	47.9	19	19.8
9	Biographical Sources e.g. who is who	4	4.2	5	5.2	10	10.4	52	54.2	25	26.0
10	Geographical Sources e.g. Maps	1	1.0	5	5.2	4	4.2	46	47.9	40	41.7
11	Photocopying of Reference materials	47	49.0	5	5.2	6	6.3	27	28.1	11	11.5
12	Answering reference queries	28	29.2	7	7.3	3	3.1	42	43.8	16	16.7

Table 5 reveals that most of the respondents make use of reference sources and services available to them occasionally except photocopying of reference materials which is utilized daily with 47 (49.0%).

Table 6: Challenges hindering effective reference services

S/N	Challenges	Yes		No		Undecided	
		No	%	No	%	No	%
1	Poor power supply	61	63.5	25	26.0	10	10.4
2	The reference librarians are not user-friendly	34	35.4	54	56.3	8	8.3
3	I don't know how to use reference sources	34	35.4	56	58.3	6	6.3
4	The reference section is not convenient and conducive for reading	33	34.4	47	49.0	16	16.7
5	There are old and irrelevant reference sources for my course	51	53.1	35	36.5	10	10.4
6	Lack of reference staff to assist me	42	43.8	47	49.0	7	7.3
7	Unavailability and inadequacy of reference sources	46	47.9	40	41.7	10	10.4
8	I don't have time to waste on searching for reference sources	20	20.8	66	68.8	10	10.4

Table 6 reveals that poor power supply 61 (63.5%) and old and irrelevant reference sources for their courses 51 (53.1%) constitute the major challenges confronting the respondents in the use of reference sources and services in The Federal Polytechnic Offa, Offa Kwara State. This was different from the submission of Ogunniyi et al. (2013) as well as Onuoha and Subair (2013) on the leading problem revealed from their study.

Conclusion

Polytechnic libraries are regarded as the cynosure of all institutions including polytechnic education. The centre provides information resources in accordance with the approved curriculum of all programmes undertaking in the polytechnic. Hence, Reference service is the major aspect of library services where contact between the reader and materials is established through library assistance, bringing the user in contact with the information materials which could be in printed or non-printed form. Thus, reference sources are information materials that are consulted for specific information needs of the user. The study discovered that with the reference sources and services available in The Federal Polytechnic Offa library, Biographical sources and Geographical sources were indicated as not adequately provided.

Furthermore, the reference sources available were not fully utilized by the students as most of the services were occasionally used. Moreover, poor power supply, old and irrelevant reference sources were the major constraint to the effective use of reference sources and services.

Recommendations

For effective reference services in The Federal Polytechnic Offa Library in consonance with the findings from the study, we wish to recommend that:

1. The College Librarian in consultation with the institution management should make efforts in acquiring new reference sources to cover all courses being offered in the Polytechnic.
2. Based on the findings in this study, Library management should device new means such as social media platforms, in order to create the needed awareness to students on how to access and make effective use of reference sources and services.
3. Reference Librarian(s) should make arrangement for orientation every session for the students on the use of reference sources and services in the library and they should endeavour to assist users in the reference section in their quest for information.
4. Special service lines could be dedicated to all polytechnics in Nigeria by Nigerian government which will help in reducing problems of frequent loss of electricity.

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