

Effective Utilisation of Internet Services for Information Service Provision in Federal University Libraries in North East, Nigeria

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Abstract

This study examined effective utilisation of internet services for information service provision in federal university libraries in North East, Nigeria. The study is aimed at determining the extent of utilization of internet services for effective information service delivery in university libraries in North East, Nigeria. The study adopted descriptive research design. Population for the study comprised 188 professional librarians, computer operators, data analyst and programmers. The size of the population was manageable and accessible, hence, there was no sampling. The entire population was used for the study. Researcher's-structured questionnaire was used for data collection. Data collected were analyzed using mean ($\bar{X}$) and standard deviation (SD). The findings of the study showed that specific uses of internet services for information service utilization include writing assignment and theses, file transfer, remote login, discussion with other colleagues, access to internet connectivity, access to databases, instant message, compilation of bibliography and gopher. The findings also revealed that utilization of internet services such as access to current information resources, quick access to answers and queries, easy and quick search through various search engines, accessibility in a multi-user manner without the constraint of time etc. contribute effectively to information service provision and service delivery in the university libraries. Based on the findings of the study, it was recommended among others that library management and administrators should provide strong internet connectivity, technical assistance and proper maintenance culture, enough computer system, lower subscription rate to optimum utilization of internet services in the university community.

Keywords

University library, Internet, Internet service, Information services provision, Effective utilization

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State Chapter

Introduction

University libraries constitute an important part of university education and research. Historically, university libraries have been structurally influenced by the institutions they serve. Students' purposes for using the libraries at universities differ not only with respect to their faculties but also with respect to whether they are undergraduate or postgraduate students. University libraries are the best developed type of academic libraries in Africa as they are better funded compared with other types of libraries (Thachill, 2018). The mission of the university

libraries is to provide information services in support of teaching, research, and public services. Ekere (2016) shared this view by asserting that the main purpose of the university library is to support the objectives of the university which is to promote teaching, learning and research. Thus, the university library is meant to serve the undergraduates, postgraduates, lecturers and other members of the university community.

The university library is a type of academic library that is located in a university to serve primarily the students, workers and the

community at large. In line with this, Oyedum (2020) defined academic libraries as those libraries that are mainly found in tertiary institutions established to provide information resources and services to support teaching, learning and research in academic institutions such as universities, polytechnics, colleges of education and other similar institutions are referred to as academic libraries. Ubogu (2021) maintains that academic libraries continually seek to identify their roles in contributing to institutional outcomes and objectives in the areas of teaching, learning and research. He reveals that priorities in most academic libraries include active participation in furthering the institutional objectives of producing students who are information literate and are prepared for lifelong learning.

Oyewusi and Oyeboade (2019) emphasised that the primary purpose of university libraries is to support teaching, learning and research in ways consistent with, and supportive of the institution's mission and goals. In other words library resources and services should be sufficient in quality, depth, diversity and currency to support the institution curriculum. In line with this, Aina (2016) opined that university libraries are expected to provide information materials in all kinds of format, providing wider access of information in form of electronic journals, books, full text journals, CD-ROM, databases and internet. The University library provides a wide spectrum of services such as provision of textbooks, parallel studies, reference books and periodicals; providing a large number of bibliographic tools and up-to-date literature on every subject for students, teachers and research scholars as well as maintaining an efficient reference and information service.

Inadequacy or lack of effective access to information resources has numerous implications such as duplication of research work, frustration, low morale and low

productivity in research and teaching. The lack of access to information has resulted to academics seeking for information in the cyber-café, which they feel offers similar information access services. Popoola (cited in Oyewusi and Oyeboade, 2019) submits that the inability of university libraries to meet the information requirements of some library users might have forced them to use personal collections including internet resources when conducting research. This implies that if the libraries fail to match library services capabilities to users' needs, then the libraries run the risk of being marginalized and therefore users will seek alternative competitive offerings in order to satisfy their many academic needs.

Effectiveness of a service is referred to as the measure of how well the outputs of such service achieve the stated objectives (desired outcomes) of that service (Productivity Commission, 2013). For effective academic performance, academic libraries must provide access to a broad range of information resources.

Internet is a network of linked computers, which are located at different points all over the world that provide easy communication between persons and organizations no matter where they are located. The Internet is used mostly in obtaining information. Internet has many benefits in academic cycle as it provides access to global sources of information. It also gives researchers the ability to discuss and share experience with colleagues, (Ojedekun, 2019)

Irrespective of the quantity of the library's collections, it cannot hold everything the users need within its building, therefore the need for Internet in order to complement in its efforts to assemble information not found in the library facilities. Hence, the use of Internet has greatly improved information dissemination. Internet service provision has become a critical factor for university libraries activities especially in developing countries including Nigeria where the

problem of limited access to current and reliable information resources has not been adequately addressed. According to Selcher (2017), the Internet is a veritable tool for academic activities especially at higher education level.

The role of Internet in service provision and utilization cannot be over-emphasized. In fact, it is the hub of research activities in Universities and has significant impact on library services. It can be consulted and used like any other reference tool, more dynamic and far reaching than any other resource used in a library setting. It provides a medium of communication that has extended the potential of undergraduate students' Interaction beyond the physical library to users. Adegboji and Toyo (2019) stated that Internet contributed significantly to the ease of research through downloading materials. It is believed that students and researchers face the challenges of inadequate and out of date materials. In the view of Kamba (2018), one of the ways to resolve these challenges is through the use of Internet resources and services that are comprehensive and current information.

Internet services are the various services that are available through the application of the Internet. Internet services provide a way for data to be transferred from Internet servers to the computer. Muzakkari (2015) stated that Internet services are the resources available in the net. These electronic resources include: e-mail, chat groups, file transfer protocol, gopher, telnet, chat and instant messaging, discussion group, and World Wide Web. Internet services are a major source by which library and information centres can effectively provide information services to its increasing population of users in this rapidly growing environment of information explosion and availability. In the developed countries, and even some developing countries like Nigeria, Internet services are being used extensively

for service delivery, even in university libraries.

The application of Internet in libraries services has tremendously changed the management of resources or housekeeping operations as well as the way services are delivered. The Internet services are largely used in housekeeping operations, like acquisition, cataloguing, circulation control, serials management etc. It can be used to deliver the information needs of the users in an institution or libraries. Oketunji (2016) stated that Internet gives access to a vast wealth of knowledge much of which may not be possible to access without the Internet services. The Internet provides access to a tremendous variety of information, allows access to remote libraries and creates an environment where users can have innovative, co-operative learning experience.

Utilization is the act of using or the utilization of internet services in university libraries. One of the major strengths of libraries is the provision and utilization of the information and communication technology which is a tool in facilitating information service provision. The fundamental aim and goals of a library or any information resource centre is to select, acquire, process, store and make available for user/s essential and relevant resources for easy retrieval. These information resources are meant for the effective use of library clients.

Obviously, utilization of Internet offers to the users the ability of browsing and therefore selecting library materials of other famous libraries of the world. With the application of the Internet in libraries services, librarians can perform their functions more effectively and efficiently while patrons will get satisfactory answer to their query/queries within the shortest time. Supporting the above assertion, Faboyinde (2016) stated that the application of Internet in Nigerian libraries shows consciousness of the significant role Internet play in delivering library services. Access to variety of

information resources to support teaching, learning and research is part of the university libraries' effort. Therefore, effective and efficient utilization of internet services can contribute to effective information service delivery in university libraries.

Libraries, irrespective of the type are meant to meet the information needs of their users. In University libraries, there are numerous library users including undergraduate students who need information for project writing and research works. The students need information for their studies and research, while lecturers need information for their teaching and research as well. However, the collection of any library including university libraries cannot hold everything the users need. As such, Internet connectivity was introduced into the university libraries to boost the printed resources for users' for learning and project writing. Similarly, Gbaje (2017) in his study indicated that Nigerian Communications Commission's (NCC) regulatory efforts have led to increased competition and availability of voice, data and Internet applications services. This increase was expected to motivate or serves as impetus for university libraries to improve their information resources and services access through the provision of e-resources to complement print information resources and services.

Internet and information resources have become important sources of information in academic institutions around the world as well as in university libraries in North-East, Nigeria. The provision and utilization or deployment of information resources and services by the university libraries for clientele utilization is imperative because academic institutions in Nigeria are part of the global community of academics. This need and aspiration was realized some decades ago and attempts were made by individual academic libraries to deploy ICT facilities and advocacies were reported in literature such as Fatoki (2015), Ani, Esin and

Edem (2015), Etim (2016), and Womboh and Abba (2018) to improve access and utilization of information resources in academic libraries in Nigeria. Okebukola (2014) opined that access to virtual libraries would improve the quality of teaching and research in higher institutions through the provision of current e-books, e-journals and other library resources and services.

The application of Internet in library services increases efficiency and effectiveness. It ensures the delivery of timely, accurate, precise and relevant information to patrons. It also places librarians in a position to face the challenges of global information society. The impact of Internet has increased not only the quality of traditional library services but also has made it possible for libraries to pioneer in new services in a constantly changing environment. Internet and its services play a significant role in the area of effective and efficient information services delivery in the modern library.

However, various studies and observation indicate poor state of Internet utilization in university libraries. Emorjorho and Nwalo (2019) found in their study that only very few libraries in the Niger-Delta of Nigeria use ICT in library operations. Researches attest that students, staff and other researchers visit to the university libraries and information centers for research is frustrating due to inadequate Internet resources and lack of basic Internet skills by the librarians to exploit the resources. Basically, there is an existence of poor level of use of electronic journals and online databases which are essential for learning processes and research. Furthermore, scholars affirm the prevalence of low Internet speed and inadequacy in Internet facilities to meet the users' needs and on time.

It is the statutory responsibility of university libraries to provide information resources and services both print and electronic, such as books, journals, web resources, databases, CD-ROM for students and staff use. Indeed,

university libraries are supposed to be at the forefront of providing information services to the university communities including students, staff and researchers to support teaching, learning and research (Abubakar, 2017). Therefore, access to internet services and print information resources and services are essential for effective information service delivery to support academic activities and programmes in the universities. This study therefore sought to examine utilization of internet services for effective information service provision in universities libraries in the North-East, Nigeria.

Purpose of the Study

The study seeks to:

1. Identify the extent of provision of internet services for effective information services provision in selected university libraries in North Eastern, Nigeria.
2. Determine the specific uses made of internet services for information service provision in selected university libraries in North Eastern, Nigeria.
3. Determine the extent to which the provision and utilization of internet services contribute to effective information service provision in selected university libraries in North Eastern, Nigeria.

Research Questions

1. What is the extent of provision of internet services for effective information services provision in selected university libraries in North Eastern, Nigeria?
2. What are the specific uses made of internet services for information service provision in selected university libraries in North Eastern, Nigeria?

3. What is the extent to which the provision and utilization of internet services contribute to effective information service provision in selected university libraries in North Eastern, Nigeria?

Methodology

Design of the Study: -The study employed descriptive survey research design. Descriptive survey design according to Mole (2019) is one which is aimed at collecting data from members of a given (usually large) population on their views, opinion, attitudes, beliefs, perceptions etc on a phenomenon, event or practice in order to determine the characteristics, features or facts about the population.

Area of the Study: -The study was carried out in the federal university libraries North East, Nigeria the choice of states was informed by observed inadequate and irregularities in internet services in federal university libraries that characterize inadequate information services utilization for effective service delivery to meet the global standard of universities in tackling academic emergencies challenges. In that, the university libraries need to keep abreast of trending internet services utilization to ensure effective information service delivery in North East, Nigeria.

Population of the Study: - The study population comprised 188 professional librarians, computer operators, data analyst and programmers.

Instruments for Data Collection: - instruments used for data collection was researcher's structured questionnaire. The questionnaire is meant for professional librarians, computer operators, data analyst and programmers. The instrument was validated by experts from the Department of Library and Information Science and Measurement and Evaluation unit of Department of Science Education, University of Nigeria, Nsukka.

Method of Data Collection: - The instrument was administered and retrieved by the researcher.

Method of Data Analysis: -this study with both qualitative and quantitative data collected from the respondents, was

analyzed using descriptive statistics of mean ($\bar{x}$) and standard deviation.

Result

Research Questions 1: What is the extent of provision of internet services for effective information services provision in selected university libraries in North Eastern, Nigeria?

Table 1: Mean Rating on the extent of provision of internet services for effective information services provision in selected university libraries in North Eastern

	ATBU Mean	MAUTECH Mean	FUK Mean	FUWT Mean	TOTAL Mean SD		Decision
1 Printing	2.96	3.10	2.81	3.22	3.01	0.97	HE
2 Copying with Flash drive	2.86	2.87	2.81	2.92	2.86	1.02	HE
3 Use of external hard Disc	2.97	3.13	3.03	3.39	3.10	0.91	HE
4 Emailing	3.01	3.10	2.66	2.97	2.95	0.91	HE
5 Download	3.01	2.45	3.03	2.89	2.89	1.00	HE
6 Research	2.93	3.03	2.78	3.19	2.98	0.97	HE
Cluster Mean	2.96	2.95	2.85	3.10	2.97	0.96	HE

Key: ATBU=Abubarka Tafawa Balewa University, Bauchi; MAUTECH= Modibbo Adama University of technology,Yola; FUK= Federal Universsity Kashere Gombe; FUW= Federal university Wukari; Taraba; VHE: Very High Extent, HE: High Extent, VLE: Very Low Extent, LE: Low Extent

Table 1 indicated that information services provided to a high extent includes Use of external hard Disc ($\bar{x} = 3.10$, SD=.91); Printing ($\bar{x} = 3.01$, SD=.97); Research ($\bar{x} = 2.98$, SD=.97); Emailing ($\bar{x} = 2.95$, SD=.91); Download ($\bar{x} = 2.89$, SD=1.00) and Copying with Flash drive ($\bar{x} = 2.86$, SD=1.02). Also, the overall mean showed that use of external hard disc ($\bar{x} = 3.10$, SD=.91); is ranked

highest, while Copying with Flash drive ($\bar{x} = 2.86$, SD=1.02) is ranked lowest with regards to extent of information service provision in selected university libraries in North East, Nigeria

Research Questions 2What are the specific uses made of internet services for information services provision in selected university libraries in North Eastern, Nigeria?

Table 2: Mean Rating on specific uses made of internet services for information services provision in selected University Libraries in North Eastern, Nigeria

	ATBU Mean	MAUTECH Mean	FUK Mean	FUWT Mean	TOTAL Mean SD		Decision
1 Internet connectivity	2.82	3.00	2.56	2.69	2.78	1.06	HE
2 Internet services	3.26	3.19	3.44	3.56	3.34	0.86	HE
3 Email services	3.29	3.52	3.38	3.19	3.33	0.89	HE
4 General reference-Quick answers to brief questions	3.26	3.23	3.22	3.33	3.26	0.72	HE
5 Record broadcast	2.95	3.16	3.09	3.06	3.03	0.93	HE
6 Information packs	2.86	2.52	2.88	2.83	2.79	0.99	HE
7 Online Public Access Catalog (OPAC)	2.21	2.45	2.41	2.39	2.33	1.07	LE
8 News Group	2.38	2.45	2.31	1.97	2.30	1.15	LE
9 Video conferencing	2.38	2.10	2.16	2.94	2.41	1.04	LE
10 File transfer	2.88	3.16	2.88	2.92	2.94	0.89	HE
11 Remote login	3.11	3.03	3.34	3.22	3.16	0.86	HE
	2.85	2.89	2.88	2.92	2.88	1.02	HE

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Using the principle of real limit of numbers responses to Table 2 indicated that internet services provided to a high extent includes are Internet resources provision ($\bar{x} = 3.34$, $SD=.86$); Email services ($\bar{x} = 3.33$, $SD=.89$); General reference-Quick answers to brief questions ($\bar{x} = 3.26$, $SD=.72$); Remote login ($\bar{x} = 3.16$, $SD=.96$); Record broadcast ($\bar{x} = 3.03$, $SD=.93$); File transfer ($\bar{x} = 2.94$, $SD=.89$), Information packs ($\bar{x} = 2.79$, $SD=.99$), Internet connectivity ($\bar{x} = 2.78$,

$SD=1.06$). Furthermore, the table also shows that the respondents indicated that those provided to less extent includes Video conferencing ($\bar{x} = 2.44$, $SD=1.04$); personal fee based subscription ($\bar{x} = 2.33$, $SD=1.07$) and library OPAC ($\bar{x} = 2.30$, $SD=1.15$).

Research Question 3: What is the extent to which the provision and utilization of internet services contribute to effective information service provision in selected university libraries in North Eastern, Nigeria?

Table 3: Mean Rating on the extent to which the provision and utilization of internet services contribute to effective information service provision in Selected University Libraries

	ATBU	MAUTECH	FUK	FUWT	TOTAL		Decision
	Mean	Mean	Mean	Mean	Mean	SD	
1 Writing of theses	3.47	3.74	3.63	3.36	3.53	0.79	VHE
2 Writing of assignment	3.51	3.45	3.78	3.67	3.58	0.70	VHE
3 Compilation of bibliography	3.18	3.13	2.91	3.11	3.11	0.93	HE
4 Literature search	3.39	3.52	3.09	3.50	3.38	0.85	HE
5 Access to internet connectivity	3.22	3.19	3.03	3.44	3.23	0.91	HE
6 File transfer	3.57	3.45	3.56	3.75	3.58	0.73	VHE
7 Gopher	2.89	2.61	3.59	2.86	2.97	1.07	HE
8 Discussion with other colleagues	3.24	3.35	3.00	3.50	3.27	0.85	HE
9 Instant message	3.22	2.87	3.31	3.14	3.16	0.87	HE
10 Access to databases	3.14	3.35	3.06	3.36	3.21	0.89	HE
Cluster Mean	3.29	3.27	3.30	3.37	3.30	0.85	HE

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Table 3 indicated that internet services are used to a very high extent in writing of assignment ($\bar{x} = 3.58$, $SD=.70$); File transfer ($\bar{x} = 3.58$, $SD=.73$); and Writing of theses ($\bar{x} = 3.53$, $SD=.79$). Those that are used to a high extent include: Remote login ($\bar{x} = 3.16$, $SD=.96$); Discussion with other colleagues ($\bar{x} = 3.27$, $SD=.85$); Access to internet connectivity ($\bar{x} = 3.23$, $SD=.91$), Access to databases ($\bar{x} = 3.21$, $SD=.89$); Instant message ($\bar{x} = 3.16$, $SD=.87$); Compilation of bibliography ($\bar{x} = 3.11$, $SD=.93$) and Gophe

($\bar{x} = 2.97$, $SD=1.07$). Also, the overall mean showed that writing of assignment ($\bar{x} = 3.58$, $SD=.70$) is ranked highest, while Gophe ($\bar{x} = 2.97$, $SD=1.07$) is ranked lowest with regards to the extent of use of internet services for information service provision in selected university libraries

Research Question 4: What is the extent to which the provision and utilization of internet services contribute to effective information service provision in selected university libraries in North Eastern, Nigeria?

Table 4: Mean rating on extent provision and utilization of internet services contribute to effective information service provision in selected university libraries

	ATBU	MAUTECH	FUK	FUWT	TOTAL		Decision
	Mean	Mean	Mean	Mean	Mean	SD	
1 Utilization of internet services improve my professional duties	2.29	2.74	2.41	3.00	2.54	1.22	HE
2 Wider access to various scholarly articles	2.29	2.42	2.53	2.19	2.34	1.24	LE
3 Access to current information resources	3.78	3.87	3.72	3.44	3.71	0.59	VHE
4 Helps to update knowledge in my field	3.32	3.10	3.50	3.39	3.33	0.98	HE
5 Internet enable me to send information at the right time	2.93	3.42	2.22	3.28	2.96	1.15	HE
6 Internet services make me to access answers to my queries quickly	3.64	3.45	3.59	3.58	3.59	0.82	VHE
7 Availability of rich and variety of resources	3.04	3.32	3.19	2.97	3.10	0.88	HE
8 Provides accessibility in a multi-user manner without the constraint of time, stock and space	3.13	2.87	3.19	3.28	3.13	1.00	HE
9 Provides easy and quick search through various search engines	3.58	3.55	3.56	3.69	3.59	0.74	VHE
10 Provides interactivity platform	2.75	2.81	2.94	2.78	2.80	1.02	HE
Ckuster Mean	3.08	3.15	3.08	3.16	3.11	0.96	LE

Key: ATBU=Abubarka Tafawa Balewa University, Bauchi, MAUTECH= Modibbo Adama University of technology,;Yola; FUK= Federal Universsity Kashere Gombe; FUW= Federal university Wukari; Taraba; VHE: Very High Extent, HE: High Extent, VLE: Very Low Extent, LE: Low Extent

Table 4 indicates that to a very high extent it contributes to Access to current information resources ($\bar{x} = 3.71$, $SD=.59$); Internet services make me to access answers to my queries quickly ($\bar{x} = 3.59$, $SD=.82$); and Provides easy and quick search through various search engines ($\bar{x} = 3.59$, $SD=.74$). Also to a high extent, it contributes to update knowledge in my field ($\bar{x} = 3.33$, $SD=.98$); and provides accessibility in a multi-user manner without the constraint of time, stock and space ($\bar{x} = 3.13$, $SD=1.00$). Also, the overall mean showed that Access to current information resources ($\bar{x} = 3.71$, $SD=.59$) is ranked highest, while wider access to various scholarly articles ($\bar{x} = 2.34$, $SD=1.24$) is ranked lowest as regards to extent to which provision and utilization of internet services

contribute to effective information service provision in the selected university libraries

Discussion

The findings of the study revealed items such as: Printing, Copying with Flash drive, Use of external hard Disc, Emailing, Download, Research, as information services supported by internet service. To buttress the findings, Adegboji and Toyo (2019) observed that Internet contributed significantly to the ease of research through downloading materials. Tyler & Hastings (2017) reported that electronic library resources and services (online services and resources) provided by libraries generally consist of reference assistance, e-books, electronic journals and magazines, online databases, an online library catalogue (OPAC), tutorials, an interlibrary loan form, book delivery, instant or quick search and internet links. These are

accessed through use of external hard Disc, Emailing, Download, Flash drive and so on.

The findings of the study revealed the extent of provision of internet services for effective information services provision in selected university libraries in North East, Nigeria. The respondents through the information given in the questionnaire show that to a high extent email services, internet resources, general reference-quick answers to brief questions, Record broadcast, Information packs, File transfer, and Remote login were provided; while items such as: Online Public Access Catalogue (OPAC), news group, Video conferencing were provided at a low extent. To buttress this point, Davis (2020) opined that Internet offers a wide range of services including: electronic mail, bulletin board, file transfer, remote login, index programme, news group, electronic surfing, and video conferencing. Similarly, Laura (2021) argued that the components of Internet resources include gopher, e-mail, telnet, chat and instant messaging, discussion group, file transfer protocol, and World Wide Web. Kim and Sin (2017) identified that web search engines, websites, books online databases and journals, OPACs, friends/family members, printed journals, reference materials and librarians were the information that undergraduates selected based on their frequency of use.

The result of the study show that internet services were used to a very high extent for writing of assignment, File transfer and writing of theses, to a high extent for compilation of bibliography, literature search, access to internet connectivity, gopher, discussion with other colleagues, instant message, and access to databases. This relates to a study conducted by Okafor (2019) which revealed that the librarians and academics in the institutions studied utilize the Internet very much in carrying out its services and research with University of Ibadan, 69.4%; University of Benin, 60.4%; University of Agriculture, Abeokuta, 57.1%;

and University of Nigeria, Nsukka, 53.6%. More importantly, what all of these studies reflect is that personal sources (colleagues, study materials, internet) are used more than impersonal ones (eg. electronic databases, libraries and books

The findings of the study revealed that respondents strongly agreed that provision and utilization of internet services contributes to a very high extent to the following: access to current information resources; facilitates access answers to queries quickly, and provides easy and quick search through various search engines. Also to a high extent, it improves ones profession, gives wider access to various scholarly articles, helps to update knowledge in one's field, and enables one to send information at the right time. This supports the findings of Adegboji and Toyo (2019) who observed that Internet contributed significantly to the ease of research through downloading materials. Also Kamba (2018) believed that researchers and students can resolve the challenges of inadequate and out of date materials. Through the use of Internet resources that are comprehensive and current information. Oketunji (2016) stated that Internet provides access to a tremendous variety of information, allows access to remote libraries and creates an environment where users can have innovative, co-operative learning experience. Furthermore, Khan, Masrek and Mahmood (2017) infer that internet is applied to the services of university libraries to ensure that information is delivered timely, accurately and precisely. The application of internet to service delivery in the library enhances the delivery of service. Also, Faboyinde (2016) stated that with internet services, patrons will get satisfactory answer to their query/queries within the shortest time.

Recommendations

The following recommendations are made based on findings of this study;

1. Also, since access to current information resources through easy and quick search, using various search engines contribute to effective information service utilization, the library management should ensure strong internet connectivity in university library as they aid students in writing assignment and theses as well as other academic activities.
2. University and library administration should organize users' education, orientation programmes, workshops etc. aimed at sensitizing the users on the importance and utilization of the internet services for their academic and research works.
3. There should be training and retraining of librarians to keep abreast of rapid technological development. The cost of accessing and downloading the internet should be subsidized in order to encourage the use of the internet resources.

Conclusion

Provision of internet services in university libraries in this study is found to be fundamental to the utilization of the information services by the librarians to perform their duties and provide quality, timely and improved information services to the users. The findings of the study showed that effective utilization of internet services contribute to effective information service utilization in university libraries. Consequently, in order to ensure effective utilization of internet services in university libraries, there is need for adequate provision of alternative power supply, stable and improved internet connectivity, proper awareness and training on the use of internet services, good maintenance systems among others. Therefore, all that is concerned, – the government, library administrators, librarians and educators should join hands and make sure that

internet services are optimally utilized to achieve effective information service delivery in university libraries.

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