Assessment of Library and Information Services in Nigerian National Petroleum Corporation's Library, Abuja

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Abstract:

Purpose: The objective of this study is to assess the services available at NNPC headquarters' library, and to proffer solutions for improvement.

Methodology: The descriptive survey method was designed for this study. The population of this study comprises of Nigerian National Petroleum Corporation (NNPC), Abuja staff and their immediate family members. The sample size for this study is comprised of 30 users. For this purpose, the random convenience sampling was used. The data for this study was elucidated using questionnaire, observation checklist and personal interview. The respondents were selected through convenience sampling.

Findings: The results revealed that showed that services such as indexing and abstracting, photocopying services, printing services, readers' advisory services, online information searching services and others are available to a great extent, as opposed to access to adequate online sources, access to CD-ROM databases, provision of information materials from other libraries and others which are rendered to a low extent.

Implications: The available ICT infrastructure in NNPC headquarters library need to be upgraded and supplemented with new purchases.

Originality: The study recommended, among others, that librarians of the corporation in various parts of the country form a forum.

Keywords: *NNPC, library assessment, corporate library, library and information services, User studies, Nigeria*

Introduction

Library assessment focuses on evaluating the library's resources and services internally and at the same time evaluating its external effects on the users. As humans, we are given to carrying out regular medical checkups to see to the continuous determination of good health. As much as this is a way of preventing diseases before they occur, it is also a way of evaluating the functioning of the different organs in our body. Through this, the human being is made more complete and more confident in going about his day-to-day activities. In this same way is library assessment very important.

Kyrillidou and Ryan (2006) in *Library Assessment* defines it as "any activities that seek to measure the library's impact on teaching, learning and research as well as initiatives that seek to identify user needs or gauge user perceptions or satisfaction with the overall goal being the data-based and user-centered continuous improvement of collections and services." The assessment process should be able to involve all the departments/sections of the library and also bring in the hands of each librarian, bearing in mind the existence of the library's users. Library assessment is not also what one or a group may carry out anyhow. As everything in librarianship, it is systematic and carries a lot of consequences for the future of the library as a relevant and trust-worthy institution. Over the years, libraries have employed the use of satisfaction surveys such as LibQUAL+, a service quality evaluation survey developed by the Association of Research Libraries (ARL) based on ServQUAL. Other satisfaction surveys are the SCONUL Satisfaction Survey, Insync Surveys (formerly Rodski), and Counting Opinions LibSat survey. No gainsaying, a complete library assessment is one which does not only focus on the resources of the library but also focuses on the library's services.

Considering the lots of establishments and the organizational and operational differences which are inherent in them, one discovers that the concept of a special library can be seen as a

1. Research Libraries
2. Federal Libraries
3. Corporate Libraries
4. Institutional Libraries.

Corporate libraries are libraries established within corporations to help in the fostering of organization and operations through their services. The purpose of establishing these libraries is to make profit. Unlike other types of libraries, the corporate library's parent organization is not a university or a state. It is often hard for corporations to set out financial resources for the existence and maintenance of a corporate library, but where there is measurable contribution which it makes to the company, it becomes necessary. This is so that other staff can focus on what they know because the corporate librarian or information specialist will supplement their information needs; and by so doing keep the hub of the agency running.

The Nigerian National Petroleum Corporation (NNPC) is a government agency regulated by the Department of Petroleum Resources (DPR), a department in the Ministry of Petroleum Resources. It was established on April 1, 1977 through Decree No 33 of 1977 to be the state oil corporation carrying out oil exploration and refining activities as well as petrochemicals and products transportation and marketing (Madichie, 2012). According to www.nnpcgroup.com (2010), the corporation has oil refineries in Kaduna, Warri and Port Harcourt. After its commercialization in 1988 into 12 strategic business units, the NNPC has come to have the following subsidiary companies:

1. Nigerian Petroleum Development Company (NPDC)
2. The Nigerian Gas Company (NGC)
3. The Products and Pipelines Marketing Company (PPMC)
4. Integrated Data Services Limited (IDSL)
5. National Engineering and Technical Company Limited (NETCO)
6. Hydrocarbon Services Nigeria Limited (HYSON)
7. Warri Refinery and Petrochemical Co. Limited (WRPC)

large tree with branches or categories. Special Librarians Association (SLA) provides four categories of special libraries viz.:

8. Kaduna Refinery and Petrochemical Co. Limited (KRPC)
9. Port Harcourt Refining Co. Limited (PHRC)
10. NNPC Retail
11. Duke Oil

Statement of the Problem

The need for library and information services in a special library cannot be overlooked. These services create a wholesome environment not just for the librarians but also for the users of the library through the organization of the collections for ease of access. Apart from organization, the special library can spearhead the research adventure of its parent organization and support it throughout even if it means the librarian/information specialist going out there in the field with the other staff.

In Nigerian National Petroleum Corporation (NNPC) corporate headquarters, the library is charged with the responsibility of housing, organizing and disseminating information materials to and archival materials of the corporation in terms of business, human resources, etc. as well as (as the corporation is in a field that undergoes continuous discoveries and learning) carrying the responsibility of acquiring, housing, organizing and disseminating information resources that relate to the oil and gas field/petroleum engineering so as to keep the workers of the corporation informed of current trends and so as to support research where necessary.

To have a library is not enough. Overtime, questions arise as to the return on investment (ROI) which the library is able to spin out. The parent organization needs to be able to say what the library is contributing to the development and wellbeing of the corporate body. This is paramount in a special library whose parent organization is profit-oriented. It is also dangerous for the library, the information engine of the corporation, to be seen as running on old oil. Consequently, there is need to refresh library practice, collections and user experience, and to detect slips and improve library and information professionalism across the board.

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This study becomes imperative as way to assess the library and information services which the library offers within the corporation.

Purpose of the Study

The purpose of this research is to qualitatively and quantitatively assess the library and information services offered to users of the NNPC library and to come up with standards for improvement and future developments.

The purpose of this study is summed up in the following specific objectives:

1. To ascertain the library and information services rendered in the NNPC corporate headquarters' library;
2. To examine the challenges to effective access to library and information services in the NNPC corporate headquarters' library;
3. To proffer strategies that can help improve effective access to library and information services in the NNPC corporate headquarters' library.

Research Questions

To ensure guidance and focus in this study, the researcher has formulated the following research questions:

1. What are the library and information services rendered in the NNPC corporate headquarters' library?
2. What are the challenges to effective access to library and information services in the NNPC corporate headquarters' library?
3. What are the strategies that can help improve effective access to library and information services in the NNPC corporate headquarters' library?

Literature Review

In discussing the development of measurement and evaluation of libraries, Kyrillidou and Cook (2008) and Hiller, Kyrillidou and Self (2011) discussed the contributions of the Association of Research Libraries (ARL) over a period of half a century by focusing on three of its employees who have contributed from day one in the development of library assessment activities. This review shall focus on only two of these individuals- F. Wilfrid Lancaster and James Gerould.

Kyrillidou and Cook narrated that Lancaster was a pioneer in library assessment who "indelibly stamped the field of library evaluation and measurement with his two major landmark textbooks published in two editions each". He conducted systems analyses as applied to library management in the 1970s. His contributions to these analyses reflected the belief then that libraries saw themselves as belonging to larger systems and as such needed to be described not only in terms of what is being put into them but in terms of their "outputs, processes, outcomes and impacts." Finally, this has generally shaped contemporary librarianship and library assessment because libraries all over the world are trying to prove that they have return on investments (RoI) through the development and use of such quality survey platforms as StatsQUAL, LibQUAL+ etc. and through effective service delivery.

Citing the University of Minnesota website, the same authors accounted that Gerould "is best known in the library profession as the founder of the Association of Research Libraries (ARL) Statistics, a national compilation of library collection statistics." This collection of statistics from libraries was a greatly influential quantitative method which took into cognizance the amount of financial input (mostly in form of budget) that went into all the known different kinds of libraries and how it was being distributed through the system. Till today, the ARL Statistics remains in annual publication, reporting on the collections, staffing, expenditures and service activities of its 123 member-libraries.

Rutner (2011) posited that "to assess, in general, is to determine the importance, size, or value of; to evaluate. Library staff assess operations by collecting, interpreting, and using data to make decisions and improve customer service." When we talk about assessment, we talk about evaluation, user research, quality assurance, return on investment (RoI)/Value and Impact. Assessment is often equated with evaluation. "Authors of books focused on academic and research libraries normally use evaluation when they discuss the measurement (evaluation) of a library's operations and services."Evaluation or assessment in library and information science should be regarded as a management tool, applied to determine how effectively and efficiently the library is serving the needs of its users, to identify the limitations and failures of

service, and to recommend ways to improve such service (Hufford, 2013; Verzoa, 1999).

Wright and White (2007) stated that "to assess, in general, is to determine the importance, size, or value of; to evaluate." Library staff assess operations by collecting, interpreting, and using data to make decisions and to improve customer service. They study internal processes, levels and quality of service, and library impact on institutional goals. Assessment is the process of determining or estimating the nature, value, quality, ability, extent or significance of something. This very word is used in Library and Information Science to mean the process of determining or estimating the nature, value, quality, ability, extent or significance of specific areas of the field.

In the light of the above, assessment is the process of gathering and discussing information from multiple and diverse sources in order to develop a deep understanding; the use of empirical data for the purposes of refinement and improvement (Huba and Freed, 2000; Allen, 2004). Erwin (1991) stated that assessment is the systematic basis for making inferences. It is the process of defining, selecting, designing, collecting, analyzing, interpreting, and using information to increase development. It is not enough to gather the data (evidence) and interpret them. The cycle is not complete until one gets to see an implementation of change and also identify what the outcomes of the assessment are in the entire system of the library. The identification of these outcomes can also be referred to as the process of gauging the effectiveness of the library and information services.

Assessment in the library can come in from of needs assessment or user survey. According to Hufford, needs assessment entails a systematic exploration of current and desired conditions in an organization with the goal of improvement. A user survey, on the other hand, is designed to collect information from a targeted population of users on something such as services or resources.

It is through assessment that it becomes clear if a library is a good one. In finding out this very criterion, for instance, the assessor could use the following significant characteristics of a good library as revealed by Chweh in Verzoa as the cut off:

1. The availability of books
2. Availability of periodicals
3. Availability of non-book materials
4. Quality of reference service
5. Good reference collection
6. A quiet place conducive to reading and study
7. Integrity of the catalog
8. Friendly service
9. Copying facilities
10. Helpful librarians

It is through assessment that one gets to know the strengths, weaknesses, opportunities and threats that face the library. It is also through assessment that one that make decisions as to repositioning the strategies and goals of the library.

The *International Encyclopedia of Information and Library Science* (2004) records that the practice of library assessment may have started in the late 20th century. To be date-specific, "in 1974 the Documentation, Library and Archives Department of UNESCO (DBA) organized an Intergovernmental Conference on the Planning of National Documentation Library and Archives Infrastructures (the NATIS Conference)". The fourth objective of the conference was to assess user needs. The need for this conference arose out of the growth of scientific literature in the world. This may be regarded as the oldest international beginning of special library resources and services assessment. Through the discoveries made on the users of scientific literature, consensual proposals were made to countries as to how to develop information services while keeping the user in sight.

Opening up the 2010 Library Assessment Conference with the theme "Building Effective, Sustainable, Practical Assessment", Hiller, Kyrillidou and Self (2011) reflected that library assessment conference in the United States is "a journey that started ten years ago – at a forum on Measuring Service Quality where the latest thinking on service quality assessment was brought together and immortalized in a special issue of *Library Trends*," a library and information science journal. This first gathering of library and information professionals led to explosion in the culture of assessment within libraries, with the introduction of new tools and measures for the purpose of understanding user needs, improving services and refining the

essence and roles of the library. Supporting this, Heath (2011) explained that it was within this period of ten years that library assessment which had been a miniscule practice in librarianship emerged full-grown from the prescriptive years of the 19th century to the quantitative years of the 20th century and farther more into the quantitative-qualitative years of this 21st century which Cook in Smith (2014) called 'the era of the culture of assessment'. According to him, and in line with the proposition of Hiller, Kyrillidou and Self, what has led to the emergence of library assessment in the first place is the century old concern with service quality and library effectiveness.

Whether in the use of library and information resources or such face-to-face encounters as reader advisory services, what the library user experiences is the impact of library services. To a layman, a service could mean work done by one person or group that benefits another. In the field of library and information science, services stand for routines and ways through which librarians use their professional knowledge and also the holdings in the library to impart the objectives of the library on the library users. Information services in the library can be generated using new tools and techniques to facilitate the right users to the right information (Khodeh & Dhar, 2002).

In Malaysia, Ismail and Zainab (2011) assessed information systems security (ISS) in special and public libraries using a model which they called library information systems security assessment model (LISSAM). The select libraries in the assessment were those with an automated system, internet access and those that provide online services. Their data was collected using the survey method. In the results of their assessment they communicated that the level of implementation in technological measures is high for 95% in special libraries and 100% for public libraries in Malaysia. Added to this, majority of the libraries (54.0%) assessed have poor implementation of organizational security measures, and, 46.0% require improvement on the implementation of organizational measures. They also discovered that 46.0% of the libraries in this survey have good practice of ISS measures but their organizational practices require improvement. They made the following recommendations: "Libraries should also maintain the privacy of their information assets such as the library's financial information,

patrons' circulation information, and passwords to access the library systems. Patrons should be given appropriate access to the library computers, web sites, databases, and servers based on the principle of least privilege, which refers to only the privileges that they need to perform their specific jobs or tasks in order to protect data integrity from any breaches. Libraries should also implement good backup policies and recovery procedures to ensure their data and services via information systems can be accessed and shared in a convenient way whenever it is needed and data can be restored quickly during downtime."

Assessing library service quality at Thammasat University Library, Nimsomboon and Nagata (2003) took their time to derive data from faculty/researcher, graduate students and undergraduate students who are the users of the library. For the validation of their data they employed the data treatment strategy of checking for error because of wrong input and checking the gap differences between the following sections in their returned questionnaire: DEs (Desired service) - MEs (Minimum service); Ps (Perceived service) – MEs (Minimum service); and Ps (Perceived service) – DEs (Desired service). At the end of their data analysis they found out that the service quality provided by the Library System to its users as it concerns collections and access and the library as a place do not meet the user expectations; it is possible that the library treats faculty/researcher different from students; the users expect to find information by their own; and that the users want more effective remote service access.

Drawing findings from a number of sources such as on-site visits, meetings with relevant staff, tests of electronic access, focus groups and workshops with students, and the student survey, University of Wollongong Library (2004) assessed library services to 2573 students at their offshore teaching locations. They identified key library issues across all these locations involving collaborations with their partner institutions. Their findings included the adequacy of local print resource collections, particularly the availability of textbooks and recommended readings to support UOW courses; a lack of awareness on the part of students and staff concerning UOW Library electronic resources; a lack of clarity concerning the use of UOW computer accounts, and some associated

administrative problems. The student survey and collated comments by students indicated an improvement in the levels of student satisfaction with library services. "No major problems were encountered in accessing UOW Library electronic resources from computers located in labs at offshore teaching institutions. Levels of hardware, software, and network bandwidth at all locations appear to be adequate for accessing UOW electronic resources. Occasionally, some problems were encountered with accessing particular databases (e.g. Factiva) at particular sites (e.g Hong Kong Baptist University) due to local network security arrangements."

Methodology

The descriptive survey method was designed for this study. The population of this study comprises of NNPC, Abuja staff and their immediate family members. According to the Library Manager there is no defined registration process for the library staff nor is there a particular register for them. All staff of the corporation are eligible to use the library as long

as they show their staff identity cards. Hence, their number is unknown. Furthermore, in the corporation there is no fixed number of employees. Staff are constantly being reshuffled and redeployed to various locations.

The sample size for this study is comprised of 30 users and a staff (the Manager) of the library. For this purpose, the random convenience sampling was used in this study to capture the opinions of the library workers and library staff who were reachable at the period of data collection.

A mix methods approach involving three instruments for data collection- questionnaire, observation checklist and personal interview- was used. Thirty questionnaires were distributed but only 26 were returned. Data collected using the questionnaire were presented in tables and analyzed using statistical percentage. Data collected using the observation checklist and personal interview were used to match against that of the questionnaire.

Findings and Discussions

Table 1: *Return rate of the questionnaires*

	FREQUENCY	%
Distributed Questionnaires	30	
Returned Questionnaires	26	86.7
Not Returned Questionnaires	4	13.3

Table 2: *Frequency of use of the library distribution among respondents*

FREQUENCY OF USE OF THE LIBRARY	FREQUENCY	%
Daily	19	73.1
4-5 times a week	4	15.4
1-3 times a week	3	11.5
1-3 times a month	1	3.8
Less than once a month	2	7.7
Unknown	2	7.7

Table 1 shows that a total of 30 copies of the questionnaire were distributed to the library users at NNPC library. The figure is not higher than this because the users use the intranet mostly to access the library and due to some administrative caution the researcher was not able to go from office to office to distribute the questionnaires to more respondents. Of the 30 questionnaires given out, 26 were returned. This figure represents 86.7% of the distributed questionnaires.

Table 2 clearly represents that among the respondents, 19 (73.1%) use the library daily, 4

(15.4%) use the library 4-5 times a week, 3 (11.5%) use the library 1-3 times a week, 1 (3.8%) use the library 1-3 times a month, 2 (7.7%) use the library less than once a month while the frequency of use of the library for 2 (7.7%) respondents were unknown.

Question 1: What are the library and information services rendered in the NNPC corporate headquarters' library?
The question of what library and information services are rendered in the library was answered using a computation of the mean scores of the responses by users of the library. Services with mean scores ranging from 3.5 to 4.0 were

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regarded as being rendered to a very great extent (VGE); those with mean scores ranging from 2.5 to 3.4 were regarded as being rendered to a great extent (GE); services with mean scores ranging from 1.0 to 2.4 were regarded as being rendered to a low extent (LE), and those with mean scores ranging from 0.0 to 0.9 were regarded as not available (NA). The mean scores were ranked from the 1st to the 12th as shown in Table 3a. It reveals that with mean scores of not less than 3.0 the chief services perceived by respondents to be

rendered in the library are lending of books physically, space for group study and display of new information materials in the library. They are followed by other services such as photocopying, printing, online information searching, information research, archival and records management and dissemination of information materials on user requests, all with mean scores not less than 2.5. Other services have mean scores less than 2.5.

Table 3: *Library and information services rendered in the NNPC corporate headquarters' library*

S/N	SERVICES	VGE	GE	LE	NA	$\overline{X}$	RANK	DECISION
1	Indexing and Abstracting services	11	5	1	4	2.5	7th	GE
2	Photocopying service	11	8	3	2	2.9	3rd	GE
3	Printing service	12	6	3	2	2.8	4th	GE
4	Readers' Advisory Service	7	9	5	2	2.6	6th	GE
5	Access to adequate online sources	5	10	4	4	2.4	8th	LE
6	Access to CD-ROM databases	7	7	4	4	2.3	9th	LE
7	Online information searching service	14	4	2	3	2.9	3rd	GE
8	Information research service	12	7	2	1	2.8	4th	GE
9	Book reservation service	11	5	5	-	2.7	5th	GE
10	Archival and records management functions	8	10	2	-	2.5	7th	GE
11	Provision of information materials from other libraries	5	8	4	5	2.2	10th	LE
12	Digitization and Sharing of information materials in the library	7	8	3	3	2.3	9th	LE
13	Digitization and Sharing of information materials over the intranet	8	8	2	3	2.4	8th	LE
14	Lending of books physically	16	6	1	2	3.3	1st	GE
15	Lending of books electronically	4	8	2	9	2.0	12th	LE
16	User education on library resources and services by office visits	8	7	7	1	2.6	6th	GE
17	User instruction on library use by office visits	4	12	4	2	2.4	8th	LE
18	Workshops or seminars for user education and/or instruction	8	4	4	6	2.2	10th	LE
19	Purchase of information materials on users' requests	8	6	4	3	2.3	9th	LE
20	Space for group study	11	11	3	-	3.2	2nd	GE
21	Display of new information materials in the library	13	8	3	1	3.2	2nd	GE
22	Display of new information materials on the intranet	9	5	3	5	2.4	8th	LE
23	Conferencing between departments via the intranet	8	5	5	4	2.3	9th	LE
24	Reference of users to other libraries/centers for needed information	5	10	4	4	2.4	8th	LE
25	Dissemination of information materials in anticipation of user needs	9	4	6	3	2.4	8th	LE
26	Dissemination of information materials on user request	11	4	7	2	2.8	4th	GE
27	Receipt of queries and requests through e-mail	4	7	5	7	2.1	11th	LE
28	Receipt of queries and request through phone	7	5	5	6	2.3	9th	LE

Table 3 reveals that the services of online information searching, display of new information materials on the intranet and

conferencing between departments via the intranet were not available in the library. This is contradictory with the result gotten through the

questionnaire and presented in Table 4, but consistent with the result of the interview. The implication is that most users might not be paying attention to other things on the intranet that come from the library except pure electronic information resources.

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Table 4: *Library and information services rendered in the NNPC corporate headquarters' library*

S/N	SERVICES	AV	NA
1	Indexing and Abstracting services	√	X
2	Photocopying service	√	X
3	Printing service	√	X
4	Readers' Advisory Service	√	X
5	Access to adequate online sources	√	X
6	Access to CD-ROM databases	√	X
7	Online information searching service	X	√
8	Information research service	√	X
9	Book reservation service	√	X
10	Archival and records management functions	√	X
11	Provision of information materials from other libraries	√	X
12	Digitization and Sharing of information materials in the library	√	X
13	Digitization and Sharing of information materials over the intranet	√	X
14	Lending of books physically	√	X
15	Lending of books electronically	√	X
16	User education on library resources and services by office visits	√	X
17	User instruction on library use by office visits	√	X
18	Workshops or seminars for user education and/or instruction	√	X
19	Purchase of information materials on users' requests	√	X
20	Space for group study	√	X
21	Display of new information materials in the library	√	X
22	Display of new information materials on the intranet	X	√
23	Conferencing between departments via the intranet	X	√
24	Reference of users to other libraries/ centers for needed information	√	X
25	Dissemination of information materials in anticipation of user needs	√	X
26	Dissemination of information materials on user request	√	X
27	Receipt of queries and requests through e-mail	√	X
28	Receipt of queries and request through phone	√	X

Question 2: What are the challenges to effective access to library and information services in the NNPC corporate headquarters' library?

The question as to the challenges to effective access to library and information services in the library was answered by analyzing the frequency counts and mean scores of respondents. The mean score of 2.5 was used as a criterion mean point in determining this. The mean scores were also ranked from the 1st to the 8th. The summary of the analysis is presented in Table 5, which shows that the major challenges to effective access to library and information services in the library are that regularity of user education and instruction is poor and that technology for user education and instruction is inadequate, there is lack of instructional materials for users to learn library skills on their own and that ICT infrastructure is inadequate, all having a mean score of 2.3 respectively. Others make up the minor challenges.

**Table 5: *Challenges to effective access to library and information services in the NNPC corporate
headquarters' library***

S/N	CHALLENGES	SA	A	D	SD	$\bar{x}$	RANK	Decision
1	Library's internet connection is unsteady	8	4	3	8	2.2	3rd	Disagreed
2	Intranet server network is unsteady	6	7	3	7	2.2	3rd	Disagreed
3	Regularity of user education and instruction is poor	6	6	6	8	2.4	1st	Disagreed
4	Technology for user education and instruction is inadequate	5	5	9	6	2.3	2nd	Disagreed
5	Method of user education and instruction is uncomfortable	4	2	11	6	1.9	6th	Disagreed
6	Lack of instruction materials for users to learn library skills on their own	5	4	11	5	2.3	2nd	Disagreed
7	Lack of a knowledge map to guide and direct intranet users	5	4	10	6	2.2	3rd	Disagreed
8	Information on the intranet is not properly organized	6	3	6	9	2.1	4th	Disagreed
9	Intranet web page design is complex	5	5	6	6	2.0	5th	Disagreed
10	Library skills among users is inadequate	3	6	9	6	2.1	4th	Disagreed
11	Library operation hours is inadequate	4	3	7	10	1.9	6th	Disagreed
12	Space in the library is not enough	3	4	9	10	2.0	5th	Disagreed
13	ICT infrastructure is inadequate	8	3	7	6	2.3	2nd	Disagreed
14	Breach of intranet security	4		11	6	1.9	6th	Disagreed
15	Publicity for library's resources and services is inadequate	5	3	12	5	2.2	3rd	Disagreed
16	Unavailability of most library resources in suitable formats	5	4	8	7	2.1	4th	Disagreed
17	Size of library resources is inadequate in my field	4	4	10	5	2.0	5th	Disagreed
18	Quality of library resources is not satisfactory in my field	4	3	11	6	2.0	5th	Disagreed
19	Library is noisy	-	4	6	16	1.5	8th	Disagreed
20	Library furniture is not comfortable	-	2	11	13	1.6	7th	Disagreed
21	Library staff are incompetent	-	2	11	12	1.5	8th	Disagreed
22	Library staff are not enough	2	5	12	6	2.0	5th	Disagreed
23	Attitude of library staff is discouraging	-	3	8	14	1.5	8th	Disagreed
24	There is not enough time to physically visit the library	-	6	11	9	1.9	6th	Disagreed
25	Inability to have access to services and resources of the library when not physically present in the headquarters	3	5	9	7	2.0	5th	Disagreed

***Question 3: What are the strategies that can
help improve effective access to library and
information services in the NNPC corporate
headquarters' library?***

In answering the research question as to the
strategies that can help improve effective access
to library and information services in the library,
the frequency counts and mean score of
respondents were analyzed. The mean score of
2.5 was used as a criterion mean point in
determining this. The mean scores were also
ranked from the 1st to the 9th. The summary of
the analysis is presented in Table 6 and it reveals
that among all the strategies, with a mean score

of 3.5, the respondents believe that the library
should acquire more information resources in
their fields. This is followed by intensification of
digitization and its extension to all formats,
having a mean score of 3.4; and the acquisition
of state of the art technology for user education
and instruction through demonstration, the need
to upgrade ICT infrastructure and supplement it
with new purchases and the development,
communication and enforcement of security
policies, all of which have mean scores of 3.3
respectively. The least strategy with a mean
score of 2.4 is that the library should extend its
operation hours.

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Table 6: *Strategies that can help improve effective access to library and information services in the NNPC Corporate Headquarters' Llibrary*

S/N	STRATEGIES	SA	A	D	SD	x̄	Rank	Decision
1	Library's internet should be upgraded and the bandwidth increased	13	8	1	3	3.1	5th	Agreed
2	A timetable should be devised for user education and special library staff put in charge of executing it	7	15	3	1	3.1	5th	Agreed
3	State of the art technology should be acquired and used for user education and instruction through demonstrations	12	12	1	1	3.3	3rd	Agreed
4	Library users should receive personalized user education according to what they are comfortable with	7	15	2	1	3.0	6th	Agreed
5	Library should produce its own instruction materials for users to learn library skills on their own	9	15	-	1	3.2	4th	Agreed
6	Library should put more effort in teaching library skills to users while also testing their understanding before dismissal	4	15	3	2	2.7	8th	Agreed
7	Library should extend its operation hours	4	9	9	2	2.4	9th	Disagreed
8	Library should create more space within for users and groups	8	12	4	1	3.0	6th	Agreed
9	ICT infrastructure needs to be upgraded and supplemented with new purchases	14	5	1	1	3.3	3rd	Agreed
10	Publicity for library's resources and services should be intensified through various means preferable to users	11	11	1	1	3.2	4th	Agreed
11	Library should intensify digitization and extend it to all formats	17	5	2	1	3.4	2nd	Agreed
12	Library should acquire more information resources in my field	14	11	-	1	3.5	1st	Agreed
13	Library should discard resources that lack quality and replace them with new acquisitions	14	5	4	2	3.1	5th	Agreed
14	Library should become more strict in enforcing silence in the library	12	10	2	1	3.2	4th	Agreed
15	Library furniture should be changed to comfortable ones	8	6	8	3	2.7	8th	Agreed
16	Library staff should be retrained	8	11	2	1	2.7	8th	Agreed
17	More persons should be employed as library staff	9	8	6	1	2.8	7th	Agreed
18	Library staff should be reoriented on user courtesy	18	11	3	2	2.8	7th	Agreed
19	There is need to upgrade browser software	17	2	2	3	3.1	5th	Agreed
20	There is need for a redesign of information on the intranet	21	9	-	1	2.8	7th	Agreed
21	Security policies should be developed, communicated and enforced	14	8	2	1	3.3	3rd	Agreed
22	Off-headquarters library services should be initiated for users who are not within the headquarters at some certain period of time	14	5	5	1	3.2	4th	Agreed

Discussion of Findings

Library and Information Services Rendered in the NNPC Corporate Headquarters' Library

The library and information services rendered in the library are not far from special services as the library is a special one. According to the questionnaire, the library serves as a space for group study and meeting. In the interview, the library manager agreed that this permission is being granted by the library as an access strategy to draw people to get to appreciate it. This space can be the carrels in the library as long as the group does not disturb other users, or more preferably, the audio visual room space which is somewhat secluded from the reading space.

As information and reference services exist to help users access the holdings and services in the library, both actively and passively (Hans & Goulding, 2003), the library also offers reference services using its reference resources such as the dictionaries and encyclopedias.Added to this,

they also offer loan services so that users can borrow books to read for a certain period of time. E-books are not being borrowed. To a low extent the library offers bibliographic services such as indexing. This is in a bid to provide effective and easy access for their users. There is also an in-house quarterly bulletin being published by the library to communicate various things about the library to the users.

The library trains and coaches its users on library use. This is still in line with Hans and Goulding's proclamation that information professionals provide induction and training courses to educate users to use the digital library. In NNPC corporate headquarters' library, this is carried out in various ways such as publicity through memorandum inviting staff to the library and on users' visit (on the spot). Most times, such training and coaching are carried out in collaboration with the NNPC training school or specially (one-on-one) to management.

In order to keep users informed in their fields, the library creates and manages alerts from the EBSCOHOST database. Users get to receive these alerts on their computers in their offices and can read them when convenient. In addition, the library carries out research services based on the strategies of the NNPC in order to help the corporation plan; and they also bind, photocopy and print information materials. These are all supported by the data contained in the observation checklist.

Challenges to Effective Access to Library and Information Services in the NNPC Corporate Headquarters' Library

From the analysed data, the respondents agree that everything that has to do with user education and instruction makes up the chief challenges to effective access to services. It is found that most of the library users do not have time to visit the library physically hence they make heavy use of the e-resources in the intranet. It is most likely that these same users are finding it hard to make effective use of the resources on this intranet and as such require education and instruction to help them out. As it still relates to user education and instruction, it is found that the users of the library expect the library to beef up on the regularity of user education and instruction. They also want to be comfortable and to have special publications meant for their education and instruction as it relates to library skills.

Revealing more challenges, the library manager stated in the interview that uneven library development across the libraries of NNPC in different parts of the country has made most of these outside libraries depend so much on the headquarters' library, thereby giving more responsibilities to the already-busy library.

There are also few professionals in the library, amounting to a deficiency in the human resources/power. Fit to be likened to the findings of Ani (2007), is the case of infrastructural challenge. According to him, this is being faced in libraries and information institutions in Nigeria. The ICT infrastructure of the NNPC corporate headquarters' library is poor while only few staff of the library have computer skills to an appreciable level. The same problem with computer skills goes for most of the library users who find it hard to properly navigate the intranet and locate the information they want. Added to these, the furniture and equipment of the library such as the shelves, tables, chairs etc. are in bad shape.

When it comes to the archival and records management function of the library, there is absence of archives policy. This has resulted to a certain level of prolonged abandonment of the archives and records in the library because since they have not been prepared for proper consultation, hardly do people use them.

There is also delay in fund release for the library leading to possible loss of passion and drive on the part of the library management when the fund seems to take eternity to come. The library does not also have a security gate. This leaves it prone to such dangers as people stealing the materials or unintentionally leaving with the library's resources.

Strategies that Can Help Improve Effective Access to Library and Information Services in the NNPC Corporate Headquarters' Library

From the results obtained, it is clear that most of the suggestions made were accepted by the respondents as viable. The respondents are justly putting themselves first by agreeing unanimously that the library should acquire more information resources in their fields. It is also in a bid to have the best access that they are agitating for intensification in the digitization process so that they will be able to have access to resources in formats that are convenient to them. As much as Fabunmi, Paris and Fabunmi (2006) agree that the major purposes of

digitization is to enhance access and improve preservation of library materials, the users' agitation rings true with Kadiri and Adetoro (2012), and Singh and Nazim (2008) who proposed that as information and communication technology (ICT) is known to knowledge managers and users, it is a technological tool that can be used to manage information explosion.Consistent with Charletain's (2009) proposal for constant education and reeducation, the library users also believe that state of the art technology should be employed in educating and instructing them as it concerns the library and its holdings. They want the library to also upgrade their ICT infrastructure and enhance security. To the respondents the library's operational hours are fairly okay.

Recommendations

Based on the problems revealed in the course of this study, the researcher makes the following recommendations to enhance library and information services in NNPC corporate headquarters' library:

1. The library administration can go into writing and publication of awareness articles in the in-house bulletin. Such articles will help create awareness among the staff of the corporation that the library is around and active. Added to these awareness articles, space can be sought for by the library administration to include library advertisement or some other promotional elements;

2. There is need to teach the users library skills because it is only with these skills that they will be able to have maximum access to the services. Since most of the users have access to the library through the intranet, the library administration can prepare tutorial videos that are easily downloadable and put them up on the intranet so that users can learn library skills through them;

3. As most of the works in the corporation are technical, the library can become a great backbone to the training of workers of the corporation by providing pre- and post-training support to both the trainers and the trainees. This support can come in form selective dissemination of information as to the projected information need of each individual;

4. Staff of the library should engage in constant, meaningful and necessary participation at workshops and seminars for library and information science. This will keep them well informed and continuously in tune with latest practices in the field;

5. There should be a coming together of all librarians of the corporation in different parts of the country. Through this forum, common challenges can be shared and possible solutions discussed among the librarians to the good of the corporation.

Conclusion

Corporations open up their own libraries because libraries matter in the formation and reformation of the psychological and intellectual aspects of their staff. But sometimes it seems that the efforts being made by the library do not reach or show on the overall development of the staff. This may be because the library's services have not been streamlined properly to effectively achieve this. This is why it becomes necessary that from time to time the library needs to assess her services in order to find out where it is erring and where it is doing well.

Studies, mostly in form of scholarly articles in journals, have made several attempts to conduct library and information services' assessment in different places and different fields. It is in light of the above that this work has emerged to particularly throw light on the services of the corporate library at the Nigerian National Petroleum Corporation (NNPC) headquarters, Abuja. This study has led the researcher to understand that there are appreciable efforts being made already by the library management to see to it that the library becomes more effective- something that cannot be done away with- in the work life of the staff of the NNPC. The benefits which the staff of the NNPC get from the library range from professional to personal ones.

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