

**CONTENT QUALITY AS DETERMINANT OF EFFECTIVE UTILISATION OF
LIBRARY PORTALS BY RESEARCHERS IN SELECTED UNIVERSITY LIBRARIES
IN KWARA STATE, NIGERIA**

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Abstract

The study investigates content quality as determinant of effective utilisation of library portal by researchers in selected university libraries in Kwara State, Nigeria. To achieve this, three research questions with one hypothesis were formulated. Theses cover content quality as determinant for effective utilisation of library portal by researchers. A descriptive Survey research design was adopted. The study covers four (4) universities selected in kwara state and the target population for the study comprised 2,520 researchers, the study used simple random sampling technique, 345 as sample size. The study adapted structured questionnaire to collect data from researchers and descriptive statistics such as frequency count; percentage; mean and standard deviation for the analysis of data. Data was collated and subjected to comprehensive data analysis using Statistical Package and Service Solution (IBM-SPSS) version 22.0. The hypothesis is test at 0.05 level of significance. Findings of this study revealed that information gotten from the university library portal is useful, good, appropriate and usually from an authority and the library portal last update date impacts the content quality of the portal. Also, the findings revealed that there is lack of awareness about the available databases, Internet facilities are not adequate and the cost of access to the internet is too high. The study concluded that content quality determines effective utilisation of university library website portal. It was recommended that the library should improve more on the content quality of the library portal and in creating and designing university library portal, the website portal should be designed with links to various databases and awareness should be made on them.

Keywords: Content quality, Library portals, Researchers, University

Introduction

The emerging of new technologies have not only transformed the libraries and the library professional but also, they have brought about a new generation of library patrons who are very passionate about technology. Therefore, the success of libraries in their role is determined by the level of satisfaction enjoyed by the patrons they serve which also relies on speed of delivery of information services and the accuracy of information through the help of the new technology (Kiruku & Mutula, 2021). Among many libraries, University libraries are libraries found in universities of higher learning which support their parent institution in learning, teaching, research, community development and disseminate information to their potentials users which include students, academic staff, non-academic staff and researchers. Researcher could also be postgraduate students, lecturers, librarians and professionals who embark on making enquiry on a problem. Oyedokun et al. (2021), regarded University libraries as the heart and intellectual nerve block of their parent institution that uses the library websites to enhance their presence and profile in an online environment. Universities libraries have adopted every measure to ensure that its objectives of information provision and dissemination are reached and achieved. Among such measure is the use of the library portal.

According to Joint (2005), a "portal" is a type of searchable network information retrieval service that provides content access and is driven by an efficient search engine. Is gateways that offer descriptions of content and information sources, this was supported by Barman (2014), who stated that Library portals offer access to a broad array of resources and services to libraries such as online databases, e- journals, web-OPAC, new addition and any other static information about

library services. Tenya, Maina and Awuor (2024) pointed out that accessibility to information on library portal depends on if the content is systematically organized for example according to disciplines and the interface is user-friendly thus well guiding and with appealing screen colors then users will be motivated to access information. Joint (2005) noted one important aspect of portals that is perceived as high quality, is their capacity to search across several dispersed resources. A library portal is only one possible component of library websites. Thus, a library portal is domiciled in a website. Holland, Kanzow, Wiegand and Kanzow (2024) characterized sites which were scored across four spaces: (1) conventional quality and chance of predisposition (2) coherence, (3) extensiveness of data, and (4) specialized and practical viewpoints. Thus, the quality of a library portal is measured by the content of the portal.

The content of the library portal is also imperative to the quality of a portal, Tella (2019), opined that there must be a balance between design and content of a website, in such a way that the content must be accessible and organized and the design have to adhere to design trends and etiquette that is esthetically agreeable. Such design must be the one in vogue and accepted by users of the portal. The content convey in a library portal is defined by the quality information and how well the data fits the demands of the users, this is crystal clear that the content quality of a library portal should always indicates features such as Functional fit-to-task, Customized information, Trust and Completeness. Functional fit-to-task and information quality are combined to create information fit-to-task. Information fit-to-task refers to providing relevant/appropriate information to help the user accomplish their intended goal. Customized Content is also defined as the website's interactive features, which signify the users' capacity to alter the information displayed on the platform. Trust is having confidence that the data

introduced on the site is valid and exact (Longstreet, 2010). Hence, the desired and expected features of content quality of library portal such as authority and up-to datedness, search bar, navigational tool, authority and search bar in other to enable effective utilization of the portal. etc.

The content quality represents the relevant information resources which determines the effective utilisation level of a library websites. Utilization of portal can only be effective when the portal retains its users at the first encounter of usage. Utilization is the amount of effort or capacity spent interacting with an information system per unit of time. Examples include connect time, frequency and number of computer sessions, time spent using different system functions, number of records updated are ways to define utilization (Yakin & Tinmaz, 2015). Ejikeme, Obayi and Ukamaka (2021), opined that, in planning and utilization of a portal, all stakeholders must be involved and must be designed from customer perspective; needs to be simple to use, dependable and predictable. Hence, planning any portal framework for utilization, designers need to listen to the voice of the customer and develop the ability or the vision to imagine the outcomes of a portal

There are several studies on Content quality as determinant of effective Utilization of Library portal by researchers, Ejikeme, Obayi and Ukamaka (2021), findings on extent of utilization of portal services available in the libraries indicated that portal services are utilized to a low extent in the university libraries. The quality of a site (exactness, believability, and clarity) assessed by Ling et al. (2024), the discoveries evaluated that nature of statin-related sites intended to be poor. Based on the researcher's knowledge, it seems there are little studies on content quality and effective utilisation of library portal therefore, against the foregoing, this

study examined the Content quality as determinant of effective Utilisation of Library portal by researchers in some selected University libraries in Kwara state.

Statement of the problem

Utilisation of library portal is the primary aim of its existence in the library which is gear towards meeting users' needs regardless of their location, especially in this era of new technology. University libraries need to ensure that the information in the portal is used to the optimal level by ensuring that information content available on library portal are captivating, easily navigated and use. It is evident that the demand for electronic information have increased due to proliferation of information. The library portal is the place where organized information can be retrieved, but when such information available in the library portal cannot be easily navigated and meet the needs of its users, when such information is quantity base rather than quality base, this can hinder effective utilisation of the portal.

On this premise, personal observation revealed that the problem associated with effective utilisation of library portal is lack of relevant information that can help researchers to obtain what they want and this is because such information are quantity base information rather than quality base, users will not want to stay long nor come back to use the content of the site, thus the extent or degree at which such site is used is low. Despite several studies that have been done, it seems not solved the problems on the effective utilisation by researchers of University library portal. Failure to carry out this study, the problem would persist. Therefore, the study investigated content quality as determinant to effective utilisation of library portal by researchers in selected universities in Kwara State, Nigeria.

Research Questions

The research questions are guided by the objectives of the study:

1. What are the content quality features available on portal of university library in selected universities in Kwara State, Nigeria?
2. What is the level of utilisation of the university library portal in selected universities in Kwara State, Nigeria?
3. What are the challenges facing by researchers towards effective use of library portal in selected universities in Kwara State, Nigeria?

Hypotheses of the study

The following null hypotheses was formulated and tested at a 0.05 level of significance.

1. H_{01} : There is no significant relationship between content quality and effective utilisation of university library portal

Review of Related Literatures

The English term "portal" comes from the Latin word "porta," which meaning "gate." In the purest definition of the word, a portal is something that acts as a doorway to another object. A portal is a website that offers access to a variety of library services and resources, such as online databases, e-journals, Web OPAC, new additions, and any other static information on library service (Mane & Panage, 2015). Oyedokun et al. (2021) stated library portal as effective communication channels and interactive interface between library and the users. It is an access key to library resource at a glance. The study on undergraduate students' satisfaction with their

ability to access the University Library portal and the results showed that respondents are satisfied with the University Library Website, especially the output (contents) (Tella, 2019). Tenya, Maina and Awuor (2024) asserted that attraction to well-organized content encourages easy access and use. Moreover, visual design centers on the question of whether the site's observable layout and content make sense to a viewer such that he or she can use the site for his or her intended purposes.

Content, according to Baker (2016), is information created via the editing process that is eventually meant for publishing for human consumption. It is imperative for library personnel to bear in mind that the portals' content richness is contingent upon the collections, services, and facilities they provide their clientele (Devi & Verma, 2018). According to Mohammed, Garba and Umar (2016), investigated to determine the strengths and limitations of the university libraries with operational websites, they examined the content of each library and provided suggestions. The research found that there was insufficient general information available about the library, its services, and its actual collections. Mohammed, Garba and Umar (2016) assessed that Nigerian university libraries are still in the early stages of developing their websites, as seen by the examination of a few of their websites and how their features and content compare to global trends. Therefore, it is important to remember that a stunning library is nothing more than a dormant and inefficient information system without a strong website. Keeping the library portal up to date is paramount to a lively portal which will encourage effective utilisation.

The extent to which the library resources are been used depend largely on users' skill and knowledge of information search and retrieval. Library user education is useful to make library users acquire necessary skills to make them competent library users and independent researchers

towards effective utilization of information resources which becomes essential tool libraries employed (Onyeke et al., 2023). Hashim, Shuhidan, Anwar and Yunus (2022) examined the utilization of Web-Based Library and Information Services (WBLIS) in academic libraries. Digital technology promotes the use of WBLIS, including during the COVID-19 pandemic. This study reveals that the library environment is a significant predictor of WBLIS utilization among postgraduate students.

Onuoha et al. (2020) examined the availability and utilization of e-resources in university libraries for effective research output by undergraduates of Social Studies in south-east, Nigeria. The results showed among others that students use e-library resources but not to the maximum because they lack ICT skills and do encounter problems while using them. Ejikeme, Obayi and Ukamaka (2021) The study was carried out in Nnamdi Azikiwe Library, University of Nigeria Nsukka (UNN) and Felix Aghagbo Nwako Library, Nnamdi Azikiwe University Library (UNIZIK), Awka. Findings on extent of utilization of portal services available in the libraries indicated that portal services are utilized to a low extent in the university libraries. Furthermore, librarians did not significantly differ in their opinions on the availability of library portal services and on the extent of utilization of library portal services in the libraries under study. Mole (2017) examined the utilization of online information resources by undergraduate students in the University of Nigeria, Nsukka. The results of the study show that most of the online information resources are not used by the undergraduate students. Just a few of them are highly used. Some of the academic purposes for the use of the resources include to do course assignment and project works and to stay up-to-date on social events. The major problems responsible for the low

utilisation of the resources include incessant power failure, limited available computers in the university library, and server's low bandwidth.

Ajani, Ismaila and Ayodele (2021) investigated the utilization of library database for academic activities by Kwara State University lecturers during COVID-19 pandemic period. The findings of this research revealed among others that very few of the lecturers were aware of the subscribed online database; the major sources of awareness of the existence of the Elsevier database by the lecturers were through Conferences/Seminars/Workshops/Lectures. Abdulrahman, Yunisa and Onuoha, (2019), The study investigated the challenges associated with accessing and utilizing library e-resources by Economics Education students' in South East Nigeria. The findings revealed that, there were a number of challenges that was identified, commonly which include slow internet speed, struggle in finding related information, slow speed of the internet affected the speed at which information is retrieved, limited computer system, power outage, lack of ICT skills, insufficient Database in Economics education, Inadequate user ability in manipulating e-resources, expensive internet subscriptions, limited access to e-resources, and poor networking system.

Methodology

The study adopted a descriptive survey design to investigate content quality as determinant of effect utilization of university library portal in selected university libraries in Kwara State. The targeted population of this study comprised of all researchers of the University of Ilorin Library, Kwara state University library, Al-Hikmah University Library and landmark University library respectively. Research population is described as any group of individuals

that has one or more characteristics in common and are of interest to the researcher (Otzen & Manterola 2017).

Records of the 2023/2024 academic session of the selected universities revealed that the University of Ilorin has one thousand four hundred and twenty- eight (1,428) researchers, Kwara State University Library has five hundred and fifty five (555) researchers, Al-Hikmah University has two hundred and fifty three (253) researchers and landmark University library has two hundred and eighty-four (284) researchers totalling two thousand five hundred and twenty (2,520) researchers. The study used 345 as sample size by using Taro Yamane formulae and simple random sampling technique was used to give every respondent an equal chance of being selected. The study adapted structured questionnaire to collect data from respondents and descriptive statistics such as frequency count; percentage; mean and standard deviation was used for the analysis of demographic data and research questions. Data was collated and subjected to comprehensive data analysis using Statistical Package and Service Solution (IBM-SPSS) version 22.0.

Data Presentation, Analysis and Discussion of Findings

Table 1: Distribution of the Questionnaire, Response Rate and Percentage

S.N	Name of Institution	Copies Questionnaire Administered	Copies of Valid Questionnaire Retrieved/ Used for the Analysis	Missing/Invalid Questionnaire
1.	University of Ilorin library, Ilorin	24	11.4%	1
2.	Kwara State university library, Malete	71	100%	0

3.	Al-Hikmah University	88	41.7%	
	library, Adewole, Ilorin			13
	Landmark University		12.3%	4
	Library, Omu-Aran	26		

Table 1 showed the return rate of the questionnaire distributed. Kwara State University had highest return rate (100%) of questionnaire distributed while Al-Hikmah University had (41.7%), University of Ilorin had 11.4% and landmark University had 12.3% return rate.

Demographic information of the respondents

This section presented demographic information of the respondents in terms of gender, age, marital status and school.

Table 2: The distribution of the respondents based on gender

Gender	Frequency	Percentage %
Male.	120	56.9%
Female.	84	39.8%
Total.	211	100%

Table 2 showed the distribution of respondents based on gender. The figure revealed that out of 211 respondents, 118 (55.9%) were males while 83(39.3%) were females. This implied that more male students than the female participated in the study.

Research Question 1: what are the content quality features available on portal of university library in selected universities in Kwara State, Nigeria?

Table 3: Mean and standard deviation of content quality of university library portal

S/N	Content quality of university library portal	SA	A	SD	D	Mean	SD
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1	The last update date of a portal impacts the content quality of the portal	84 (39.8)	116 (55.07)	2 (0.9)	7 (3.2)	3.33	0.665
2	Web-Documents on library portal are reliable	71 (33.67)	129 (61.7)	7 (3.3)	2 (0.9)	3.29	0.575
3	Availability of contact information i.e. address and email ID of the library portal	95 (45.0)	103 (48.8)	5 (2.4)	6 (2.8)	3.37	0.675
4	Completeness and unambiguity of the information make library portal more credible and quality.	64 (30.6)	128 (60.7)	7 (3.3)	10 (4.7)	3.18	0.709
5	Information on university library portal is current and accurate	95.0 (45.09)	90 (42.7)	16 (7.6)	8 (3.8)	3.30	0.772
6	Security of the university library portal makes it more credible and quality	72 (34.1)	109 (51.7)	217 (8.1)	11 (5.2)	3.16	0.784
7	The information gotten from my university library portal is useful, good, appropriate and usually from an authority	95 (45.0)	95 (45.0)	11 (5.2)	8 (3.8)	3.33	0.746
8	The information provided by my university library portal is fun, exciting, cool, imaginative, entertaining, and flashy	78 (37.0)	102 (48.3)	16 (7.6)	13 (6.2)	3.17	0.820

Weighted mean= 3.27

Table 3 revealed that the most common content quality features of university library portal in selected universities in Kwara State, Nigeria were: Availability of contact information

i.e. address and email ID of the library portal ($\bar{x} = 3.37$, $SD = 0.675$); The last update date of a portal impacts the content quality of the portal ($\bar{x} = 3.33$, $SD = 0.665$), and The information gotten from university library portal is useful, good, appropriate and usually from an authority ($\bar{x} = 3.33$, $SD = 0.665$) amongst others. Therefore, finding of this study revealed that information gotten from the university library portal is useful, good, appropriate and usually from an authority. This assertion is in affirmation with a study conducted by Pareek and Gupta (2013), that the information on the library website is well written and understandable, and the website provides information about the author of the website. In the same vein, this study also found that the portal last update date impacts the content quality of the portal. This mean that the portal is updated continuously. This finding corroborates the work of Owoicho and Ibrahim (2023), that the level of competitive information on university library website was high, some of the reasons for the usage of university websites include: to check resumption date, reliable and up-to-date information.

Research Question 2: what is the level of effective utilization of the university library portal in selected universities in Kwara State, Nigeria?

Table 4: mean and standard deviation of the level of effective utilization on the university library portal of the respondents.

S/N	Level of effective utilization of library portal	VHL	HL	VLL	LL	Mean	SD
1	The University library portal is easy to use	90 (42.7)	105 (49.8)	6 (6.8)	8 (3.8)	3.33	0.688
	The University library portal is user friendly						
2	The information provided by the university library the portal was easily understood by me	66 (31.3)	126 (59.7)	1 (0.5)	16 (7.6)	3.23	0.600

3	Messages on the screen of the university library portal are usually helpful during the search	70 (33.2)	124 (58.8)	3 (1.4)	12 (5.4)	3.25	0.624
4	I could move around the university library portal with ease	69 (32.7)	116 (55.0)	4 (1.9)	20 (9.5)	3.20	0.693
5	I quickly became skillful with the use of the university library portal	88 (41.7)	97 (46.0)	5 (2.4)	17 (8.1)	3.29	0.721
6	The university portal library is complex to use. I found terminologies used in the library portal easy and clear to understand	77 (36.5)	97 (46.0)	8 (3.8)	24 (11.4)	3.18	0.785
7	I found it easy to move from one page to another on the university library portal	80 (37.9)	112 (53.1)	4 (1.9)	9 (4.3)	3.31	0.648
8	The university portal is always straightforward to perform search	84 (39.0)	107 (50.7)	7 (3.3)	8 (3.8)	3.30	0.703

Weighted mean= 3.26

Table 4 revealed very high level of effective utilization of the university library portal in selected universities in Kwara State, Nigeria Were: The University library portal is easy to use and the University library portal is user friendly. ($x = 3.33$, $SD = 0.688$); I found it easy to move from one page to another on the university library portal. ($x = 3.31$, $SD = 0.648$), and the university portal is always straightforward to perform search. ($x = 3.30$, $SD = 0.703$) amongst others. The finding implies that effective utilisation of library portal is triggered by these factors

picked by the respondents and this means there is high level of usage of library portal by the researchers of the libraries

Research Question 3: what are the challenges facing by researchers towards effective use of the university library portal in selected universities in Kwara State, Nigeria?

Table 5: mean and standard deviation of challenges faced by researchers on the effective use of university library websites of the respondents.

S/N	Challenges of effective utilization of library portal	SA	A	SD	D	Mean	SD
1	Lack of awareness about the available databases	77 (36.5)	84 (39.8)	22 (10.4)	22 (10.4)	3.05	0.956
2	Non- availability of network/ data	68 (32.2)	76 (36.0)	44 (20.9)	30 (14.2)	2.76	1.008
3	Internet facilities are not adequate	68 (32.2)	72 (34.1)	43 (20.4)	22 (10.4)	2.91	0.983
4	Power outage	64 (30.3)	76 (36.0)	39 (18.5)	26 (12.3)	2.87	0.999
5	The cost of access to the internet is too high	51 (24.2)	98 (46.4)	40 (18.5)	16 (7.6)	2.90	0.866
6	Lack of information searching and retrieving s	62 (29.4)	82 (38.9)	34 (16.1)	27 (12.8)	2.87	0.992
7	Difficulty in finding relevant information	40 (19.0)	85 (40.3)	52 (24.6)	28 (13.3)	2.67	0.943
8	Lack of access to the databases	58 (27.5)	78 (37.0)	33 (15.6)	36 (17.1)	2.77	1.048
Weighted mean= 5.97							

Table 5 revealed the challenges faced by the researcher on the use of the university library portal in selected universities in Kwara State, Nigeria were: Lack of awareness about the available databases. ($x = 3.05$, $SD = 0.956$); Internet facilities are not adequate. ($x = 2.91$, $SD = 0.983$), and the cost of access to the internet is too high. ($x = 2.90$, $SD = 0.866$) amongst others. This is in line with the findings of Ajani, Ismaila and Ayodele (2021), that very few of the lecturers were aware of the subscribed online database; the major sources of awareness of the existence of the Elsevier database by the lecturers were through Conferences/Seminars/Workshops/Lectures.

Hypothesis 1: There is no significant relationship between content quality and effective utilisation of university library portal in Kwara State

Table 6: given a summary of the test of hypothesis two, that there is no significant relationship between content quality and effective utilization of library portal in selected university library in Kwara State, Nigeria. To test hypothesis one, the data collected were analyzed using Pearson's product moment correlation.

Variable	Mean (x)	SD	N	Df	Correlation R	Sig.p	Remark
Content quality	21.35	6.58	211	210	0.881	0.002	Sig.
Effective Utilisation of library portal	16.70	5.30	211				

a= 0.05

Table 6 revealed that the mean and standard deviation scores of content quality were ($x=21.35$, $SD=6.58$) while those of effective utilization of library portal were $x=16.70$, $SD= 5.30$. The results also showed that the relationship between content quality and effective utilization of library portal in the selected university was positive and significant ($r=0.881$; $df=210$, $p<0.05$). Hence, one can deduce that there is a positive relationship between content quality and effective utilization of library portal in the selected university libraries in Kwara State, Nigeria. The inference drawn from this finding is that the effective utilization of library portal of the selected

universities is related to content quality of the portal that is, as the independent variable (content quality) increases, the dependent variable (effective utilization of library portal) also increases. This was found to be significant. Therefore, the null hypothesis one was rejected, meaning that effective utilization of library portal is determined by its content quality. The variables that were tested under content quality include functional fit-to-task, customized information, trust and completeness. Those tested under effective utilization of library portal were perceived quality, content, accessibility. Correlation was significant at $p < 0.05$ which is less than 0.881. This implies that content quality is significant.

Recommendations

Based on the findings of this study, the following recommendations were made:

1. The library management should ensure that in creating and designing the university library portal, the librarian and researchers need to be involved and awareness should be made continuously to keep effective utilisation of the portal.
2. In creating and designing the university library portal, library portal should be designed with links to various databases, the design should be done in such a way that information searched for are easily done and retrievable hence, researcher should develop their skill for information search for and retrieve.
3. There should be regular review and update of the library portal content quality to keep pace technology trends and user need in order to ensure effective utilisation of the library portal.

4. Internet facilities should be provided by the library management for the researchers adequately especially those that would like to visit the library.
5. Librarians should be motivated to participate in continuous training on how to ensure that their users make effective use of the library portal.

Conclusion

The study investigated Content quality as determinant of effective Utilisation of library portal by researchers in selected universities in Kwara State, Nigeria. The focus was to determine the level of effective utilisation of library portal which is determined by the content quality of the portal. It is crystal clear from the findings of the study that information gotten from the university library portal is useful, good, appropriate and usually from an authority. Also, it was found that the portal last update date impacts the content quality of the portal and there is high level of usage of library portal by the researchers of the libraries. Content quality influence the effective utilization of university library portal. Hence, there was a significant relationship between content quality and effective utilization of university library portal.

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