

CHALLENGES FACED BY LIBRARIANS IN REPACKAGING INFORMATION FOR ACADEMIC USE IN PRIVATE UNIVERSITIES IN ABIA STATE, NIGERIA

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Abstract

This study investigates the challenges faced by librarians in repackaging information for academic use in Private Universities in Abia State, Nigeria. A descriptive survey design was employed, targeting 38 professional librarians from three private universities: Gregory University, Rhema University, and Clifford University. These institutions were selected due to their established operational frameworks, excluding newer universities who must have not been fully engaged in information repackaging services. Total enumeration sampling was used due to the manageable population size, and data collection was collected through a validated 'Google Form' questionnaire, achieving an 89.5% response rate. Findings reveal that information repackaging significantly enhances accessibility (100%), clarity of complex materials (94.1%), and overall user experience (91.2%). Negative aspects such as bias introduction (67.6%), generalization or omission of critical details (58.8%), and oversimplification reducing value (52.9%) were noted. Findings identified challenges to include inadequate funding (88.2%), limited access to modern technology and unreliable internet connectivity (70.6%) each, and lack of skilled personnel (61.8%). These challenges notably affect user satisfaction, with 35.3% reporting very significant impacts and 38.2% reporting significant effects. Strategies to address these challenges include increased funding (97.1%), regular staff training (85.3%), leveraging advanced digital tools (73.5%), and fostering collaboration with other institutions (82.4%). The study recommends that addressing

financial, technological, and infrastructural constraints is essential to optimize library services and sustain user satisfaction in private university libraries.

Keywords: Repackaging information, Academic use, Information management, Information dissemination, Information services, Academic research, Information access.

Introduction

Libraries have historically been central to the academic ecosystem, serving as essential hubs for acquiring, preserving, and disseminating knowledge. Traditionally perceived as repositories of books and journals, libraries have undergone a profound transformation in recent decades. In today's information-driven society, the role of academic libraries has expanded to include curating, organizing, and repackaging information to meet the diverse needs of students, researchers, and faculty. This evolution mirrors broader shifts in the academic landscape, where the demand for accessible, tailored, and high-quality information services has become increasingly critical (Ibegwam & Agboke, 2022; Onwuekwe & Onah, 2024).

As rightly observed by Obi and Nsirim, (2022), the paradigm shift in the information seeking behaviour of users to electronic information resources has influenced libraries to respond by digitization of its resources and the provision of databases for users to access digital materials. A key concept within this transformation is the repackaging of information. This process involves reformatting, summarizing, translating, or customizing information to ensure its relevance and accessibility for specific user groups. For academic users, such services are indispensable in fostering learning, driving innovation, and enabling informed decision-making. Libraries now play

a more dynamic role in supporting teaching, learning, and research by not only providing access to information but also ensuring that it is relevant and user-friendly (Nepali & Tamay, 2022; Egbe & Aboh, 2025).

In private universities, the demand for customized library services has grown exponentially due to the intense competition for academic excellence. These institutions often aim to distinguish themselves from public universities by offering superior academic resources and services. However, meeting these expectations poses significant challenges. Libraries in private universities often face constraints such as limited funding, infrastructural deficits, and the rapid proliferation of digital resources (Omekwu & Echezona, 2022). These challenges are particularly pronounced in developing regions like Nigeria, where resource limitations and infrastructural inadequacies can significantly hinder libraries' ability to meet the growing demand for tailored academic services.

Private universities occupy a unique position within the higher education sector. Unlike public institutions that benefit from government funding, private universities rely heavily on tuition fees and private investments to sustain their operations. This financial model presents both opportunities and challenges for libraries. On one hand, private universities often have greater flexibility to innovate and adopt new technologies. On the other hand, they may face financial constraints that limit their ability to invest in robust library resources and services (Ezeani & Igwesi, 2021).

In this context, libraries in private universities are increasingly tasked with providing customized information services tailored to their academic communities' specific needs. Students require access to textbooks, research articles, and multimedia resources aligned with their coursework. Faculty members seek support for literature reviews, data analysis, and research

publication. Researchers depend on libraries for specialized databases, citation management tools, and other resources that facilitate scholarly work (Echem & Lulu-Pokubo, 2021; Onwuekwe & Onah 2024). By repackaging information to meet these diverse needs, libraries enhance their relevance within the academic ecosystem.

Abia State in Southeastern Nigeria provides a compelling case study for examining the challenges and opportunities facing libraries in private universities. Over the past two decades, the state has witnessed a significant increase in private universities established with the goal of providing high-quality education that rivals or surpasses public institutions. These institutions often aim to compete with their public counterparts by providing high-quality academic resources. While carrying these ambitions, many private university libraries in Abia State face significant challenges related to funding, infrastructure, and human resources. For instance, some of these libraries struggle to acquire basic academic resources such as textbooks and journals due to budgetary constraints. Others lack the technological infrastructure necessary to support access to digital resources. Broader systemic issues such as unreliable electricity supply and limited internet connectivity further exacerbate these challenges (Oyadonghan, Fyneman & Eke 2019; Nworie, Ubochi, Iwuchukwu & Njoku, 2023). These challenges have profound impact on repackaging of information to their users.

Statement of the Problem

Libraries in universities play a crucial role in supporting academic excellence by providing tailored access to information resources that meet the specific needs of students, researchers, and faculty. In Abia State, Nigeria, the demand for customized library services has grown significantly with the rise of private universities and their ambition to compete with public institutions. Central

to this effort is the process of information repackaging, which involves reformatting, summarizing, and organizing knowledge resources into more accessible and user-friendly formats. This process is vital for fostering research, teaching, and learning.

However, librarians in private universities in Abia State face numerous challenges in fulfilling this role effectively. Limited funding restricts their ability to invest in modern information communication technology (ICT) infrastructure, skilled personnel, and digital tools necessary for repackaging information. Inadequate internet connectivity and lack of access to scholarly databases further hinder their capacity to provide timely and relevant information services. Additionally, resistance to change among library staff, coupled with high staff turnover rates, exacerbates the problem by limiting the adoption of innovative practices.

The evolving expectations of academic users present another significant challenge. Students and researchers increasingly demand instant access to personalized and digitized content, yet many libraries lack the resources and expertise to meet these demands. Furthermore, copyright restrictions and limited collaboration between librarians and faculty members pose additional barriers to effective information repackaging. Addressing these challenges is essential for improving the quality of library services and ensuring that private universities in Abia State can meet the academic needs of their communities effectively.

Despite the critical role of information repackaging in enhancing academic outcomes, there is limited empirical research focusing on private university libraries in Abia State. This gap in knowledge leaves library administrators without adequate data for strategic interventions. This study seeks to explore the specific challenges faced by libraries in private universities in Abia State in repackaging information for academic use. It also aims to propose evidence-based strategies for

overcoming these barriers and enhancing library services to better support teaching, learning, and research activities.

Objectives of the Study

The specific objectives of this study are to:

1. examine the impact of information repackaging on the quality of library services provided to library users.
2. identify the challenges faced by librarians in private universities in Abia State in repackaging information for academic use.
3. find out the extent to which these challenges affect users' satisfaction with library services.
4. explore strategies for improving information repackaging processes in private university libraries.

Literature Review

The concept of repackaging information has been widely discussed in library science literature. Repackaging involves transforming raw data into formats that are more accessible and relevant to specific user groups (Echem & Lulu-Pokubo, 2021; Dawha & Aliyu, 2023). Libraries achieve this through processes such as abstracting, indexing, summarization, and digitization. Okorafor and Eze (2019), on their part notes that information repackaging involves transforming raw data into formats that are more comprehensible and usable for specific audiences. These efforts are particularly critical in academic settings where researchers require precise and tailored information to advance their work. Academic libraries play a central role in this process by organizing and disseminating knowledge resources in ways that align with institutional goals and user needs.

In the quest to ascertain the correlation between information repackaging and service delivery in academic setting, Onwuekwe & Onah (2024) examined the relationship between information repackaging and service delivery in Donald Ekong library, University of Port Harcourt. The findings showed a significant relationship between language repackaging and service delivery in library. There was also a significant relationship between content repackaging and service delivery in library. The study recommended that the librarians should take appropriate measures in offering standardized language repackaging to sustain high quality of service delivery, but librarians should also intensify efforts at rendering content repackaging to promote the overall service delivery in the library.

Similarly, a study by Oyadonghan, et al. (2019) on information repackaging and its application in academic libraries concluded that information repackaging is a way of improving library services, particularly in this era of electronic information. Librarians must take information repackaging very seriously with the intent of implementing it in routine library services to users.

Studies have highlighted several factors that influence the effectiveness of information repackaging in libraries. Agboke & Oladokun, (2024) noted that copyright restrictions often limit libraries' ability to modify or adapt certain materials for academic purposes. Echem & Lulu-Pokubo, (2021) emphasized the need for continuous training of library staff to equip them with the skills necessary for handling digital resources and repackaging information effectively. Studies by Oden & Owolabi, (2021); Nworie, et al., (2023) and Akawu, Abubakar, Adamu & Mohammed (2024) emphasizes the challenge posed by rapidly evolving user expectations; students and researchers increasingly demand instant access to personalized and digitalized content.

Studies by Bello and Ojo (2018), Nworie, et al. (2023); George, Fadimu & Babatunde, (2024) identified inadequate funding as a major barrier, noting that many libraries lack the financial resources to invest in modern tools and technologies required for effective information repackaging. Adebayo and Olatunji (2020) and Tsenongu, Osuji and Aguwa, (2024) also highlight the issue of inadequate funding, which limits access to technological tools and skilled personnel. Also, technological challenges such as inadequate ICT infrastructure and lack of digital literacy among librarians have been noted as significant barriers (Familoni & Onyebuchi, 2024; Agboke & Oladokun, 2024) . Efe and Sahabi, (2021) in their study examined the awareness and use of electronic information resources by undergraduate students of Kaduna State University (KASU), Nigeria. Findings indicated that all the respondents used Internet source more than others probably because it is easy to use and they lack skills for accessing other e-resources collection. The study concluded that large percentages of Undergraduates are not aware of e-resources, those that are aware don't have the required skills or expertise to use the resources, thus, affected their level of usage.

In the context of Nigerian private universities, additional challenges such as limited collaboration between librarians and faculty members, poor internet connectivity, and resistance to change have been reported (Chukwu & Nwachukwu, 2022). Also, challenges such as limited access to scholarly databases and high staff turnover further complicate the process of repackaging information. These issues underscore the need for targeted interventions to enhance the capacity of libraries to meet academic demands. Private university libraries in Nigeria often operate under stricter budgetary constraints compared to their public counterparts (Tijani & Ivongbe, 2021; Akintola, Ojo, & Adedeji, 2022). This financial disparity impacts their ability to

invest in infrastructure, staff training, and modern technologies necessary for efficient information repackaging.

The importance of repackaging information cannot be overstated as it enhances the usability of library resources, supports academic research, and promotes lifelong learning. In their submission, Echem & Lulu-Pokubo (2021) in a study titled 'packaging and repackaging of information products and services for effective service delivery', averred that the mission of libraries is to carry out information management responsibilities in the areas of acquisition, organization, preservation and dissemination of information to clientele and the clientele is expected to be satisfied with the services provided. One way in which user's satisfaction can be achieved is by repackaging the information to meet their needs in this era of ICT expansion. This advancement has posed challenges which call for changes in library services.

Studies suggest that libraries can overcome these barriers through strategic planning and collaboration. User-centered approaches such as conducting regular needs assessments have been shown to improve service delivery (Irenoa, Emillian & John, (2019; Onwuekwe & Onah, (2024). Furthermore, Nworie, et al. (2023) and Ibegwam, Agboke & Ezeibe, (2023), advocate for partnerships between libraries and external organizations to share resources and expertise. This approach aims to enhance the services and capabilities of libraries by leveraging the expertise and assets of partnering entities, ultimately benefiting the community they serve. In the face of these challenges, and considering the ever-increasing need for information repackaging, there is sadly limited empirical research specifically on private universities in the Eastern geopolitical zone of Nigeria. This study therefore, focuses on private universities in Abia State, a region where the demand for tailored library services continues to grow.

Methodology

The study used a descriptive approach, adopting a survey questionnaire method for data collection. Three (3) private universities in Abia State namely; Gregory University, Uturu, Rhema University, Aba, and Clifford University, Owerinta, were selected for the study. The reason for exclusion of the other private universities in the state is because they are newly established institutions, thus may not yet have been fully engaged in information repackaging services. The total population was thirty-eight (38) professional librarians. Gregory University has thirteen (13) librarians, Rhema University, has eleven (11) librarians, Clifford University has thirteen (14) librarians. Considering the manageable nature of the population, total enumeration technique was used to capture all the professional librarians in these institutions. The decision to use only professional librarians is born out of the belief that their professional background, experience and expertise would provide valuable insights and credible data relevant to the research objectives. Questionnaire instrument was used for data collection. The questionnaire was subjected to validation by two professionals in the field of library and information science. The administration of the instrument was done online using 'Google form', thus the library staff filled and submitted the questionnaire through the same medium. Thirty-four (34) of the returned questionnaire representing 89.5% were found usable. The questionnaire included the impact of information repackaging on the quality of library services, the challenges faced by librarians in private universities in Abia State in repackaging information for academic use, the extent to which these challenges affect users' satisfaction with library services, and strategies for improving information repackaging processes in private university libraries in Abia State. The study employed the use of descriptive statistical analysis to analyze the data. The study consequently used frequency counts and percentages in charts and tables for data presentation.

Results and Discussion

Demographic Information

Figure 1: Gender distribution of the respondents

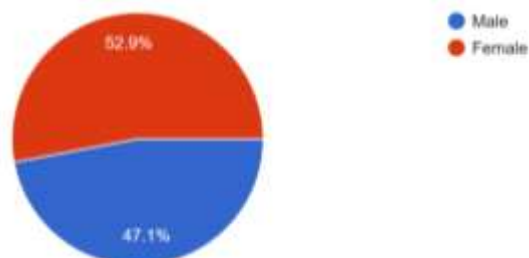


Figure 1 shows that 18(52.9%) of the respondents were female while 16(47.1%) were male.

Figure 2: Years of Professional experience

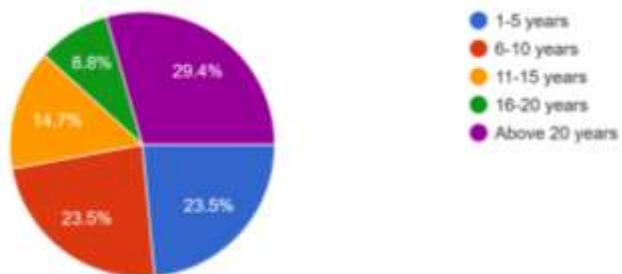


Figure 2 indicates that 8(23.5%) have worked between 1-5 years, another 8(23.5%) also reported to have between 6-10 years of professional experience, 5(14.7%) reported work experience of between 11-15 years, 3(8.8%) reported to have worked between 16-20 years, while 10(29.4%) reported to have above 20 years of professional experience.

Figure 3: Highest Educational Qualification

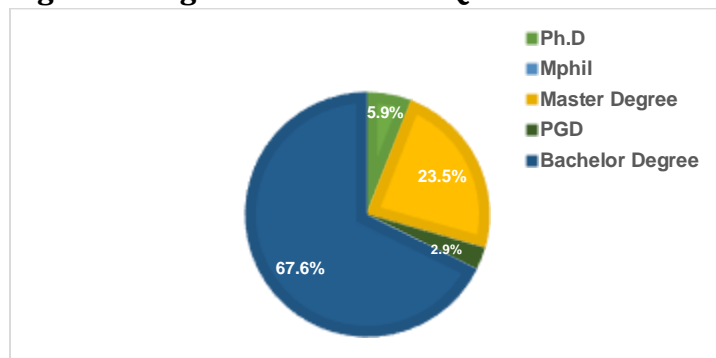


Figure 3 indicates that 2(5.9%) of the respondents had PhD, 8(23.5%) had Master Degree, 1(2.9%) had Postgraduate Diploma, while 23(67.6%) had Bachelor Degree.

Research Question 1: How does repackaging impact the quality of information services provided to library users?

Table 1: Impact of repackaging on Information Services

Response	Frequency	Percentage
Enhances accessibility of information for library users	34	100%
Improves the clarity and understanding of complex materials	32	94.1%
Repackaging helps to meet the specific needs of different user groups	29	85.3%
Information repackaging reduce the time spent by users on searching and retrieving relevant materials	31	91.2%
Repackaging leads to loss of context	13	38.2%
Oversimplification may lead to reduced value	18	52.9%
Repackaging leads to generalization or omission of critical details	20	58.8%
Repackaging may inadvertently introduce bias	23	67.6%
Repackaging increases the risk of errors	8	23.5%
Hinder research productivity	10	29.4%
Repackaging align with the library's mission to support academic success and research excellence	25	73.5%
Repackaging contributes to a better overall user experience in the library	31	91.2%

Table 1 shows librarians response on the impact of repackaging on the quality of information services provided to library users. The findings indicate that repackaging information enhanced accessibility of information for all users (100%), improved clarity and understanding of complex materials (94.1%), a better overall user experience and reduced time spent on searching for materials (91.2%), addressing specific needs of different user groups (85.3%), and aligning with the library's mission to support academic success and research excellence (73.5%). These revelations agrees with prior findings by Oyadonghan, et al. (2019), Echem & Lulu-Pokubo (2021), Onwuekwe & Onah, (2024) who reported numerous impacts associated with repackaging on information service delivery. Furthermore, findings revealed negative impacts, such as the

introduction of bias (67.6%), generalization or omission of critical details (58.8%), and oversimplification reducing value (52.9%), which cannot be ignored.

Research Question 2: What are the major challenges faced by librarians in private universities in Abia State in repackaging information for academic use?

Table 2: Challenges in Repackaging Information

Response	Frequency	Percentage
Inadequate funding	30	88.2%
Lack of skilled personnel	21	61.8%
User education and training	19	55.9%
Limited access to modern technology	24	70.6%
Inadequate infrastructure, such as unreliable internet connectivity	24	70.6%
Copyright and intellectual property issues	13	38.2%
Insufficient resources or materials	18	52.9%
Poor collaboration with other libraries or institutions	23	52.9%
Limited awareness among users	18	47.1%
Resistance to change	19	55.9%
Information overload	10	29.4%
Adaptation to diverse needs of the users is challenging	20	58.8%
Lack/Inconsistent policies	18	52.9%

Table 2 above shows library staff response on the major challenges faced in repackaging information for academic use in the private universities under study. Findings indicate that inadequate funding is the most significant challenge (88.2%), followed by limited access to modern technology and inadequate infrastructure like unreliable internet connectivity (70.6%). Poor collaboration with other libraries or institutions (67.6%) and lack of skilled personnel (61.8%) are also prominent issues. Challenges in adapting to diverse user needs (58.8%), resistance to change, and insufficient user education and training (55.9%) were noted as well. Insufficient resources, limited user awareness, and lack or inconsistency in policies each recorded 52.9%. In contrast,

copyright and intellectual property issues (38.2%) and information overload (29.4%) were not considered major challenges by the respondents. These findings align with previous studies such as Amaechi, Enweani & Eke, (2018); Khumalo, (2020); Akwang (2021), as well as Sahabi & Otobo, (2021), highlighting budget constraints, inadequate training of librarians to acquire requisite skills, and technological deficiencies among librarians as major impediments to effective information service delivery.

Research Question 3: To what extent do these challenges affect users’ satisfaction with library services?

Figure 5: Extent of effect on user satisfaction

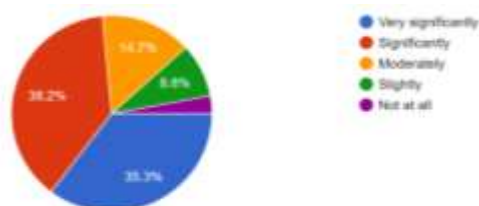


Figure 5 shows the extent of the effect of challenges faced in repackaging on users’ satisfaction with library services. 13(38.2%) reported significant effect, 12(35.3%) reported very significant effect, 5(14.7%) reported moderate effect, 3(8.8%) reported slight effect, and 1(2.9%) reported that the challenges do not affect users’ satisfaction at all.

Research Question 4: What strategies can be adopted to address challenges of information repackaging for improved library services?

Response	Frequency	Percentage
Increased funding for library resources and technology	33	97.1%
Understanding the target audience to tailor information effectively	26	76.5%
Regular staff training and development programs	29	85.3%
Collaboration with other libraries and institutions	28	82.4%

Implementation of advanced digital tools and software	25	73.5%	Table 3: Strategies for improved information repackaging
Leverage technology, such as AI tools for efficient content organization	25	73.5%	
Use of visuals like infographics or charts to enhance understanding	22	64.7%	
Provision of multiple formats such as text, video, audio to cater to different preferences	25	73.5%	
Feedback from users to improve future iterations	28	82.4%	
Advocacy for better policies and support from university management	24	70.6%	

Table 3
above

shows suggested strategies for improved information repackaging. The highest response rate, 97.1%, emphasized the need for increased funding for library resources and technology. Regular staff training and development programs followed closely at 85.3%. Collaboration with other libraries and institutions, along with user feedback for improving future iterations, garnered 82.4%. Tailoring information effectively by understanding the target audience received 76.5%, while implementing advanced digital tools, leveraging AI for content organization, and offering multiple formats like text, video, and audio scored 73.5%. Advocacy for better policies and support from university management was supported by 70.6%, and the use of visuals such as infographics or charts to improve comprehension was endorsed by 64.7%. These findings aligns with those of Echedom and Okuonghae, (2021), and Okuonghae and Igbibovia (2025) who also emphasized that several strategies like leveraging on emerging technologies is essential for information repackaging.

Recommendations

Based on the findings of this study, the following recommendations are made for private university libraries in Abia State to overcome existing challenges, enhance the quality of their

information services, and maintain a positive impact on user satisfaction and academic achievement.

1. Management of private universities should ensure adequate funding of their libraries to overcome financial constraints.
2. Private university libraries should invest in training and retraining of staff to support efficient information repackaging and delivery.
3. Libraries should adopt advanced digital tools such as artificial intelligence, machine learning, or data visualization software to enhance the efficiency and effectiveness of repackaging processes.
4. Private university libraries should strengthen partnerships with other libraries and academic institutions to share resources, expertise, and innovative strategies for repackaging information.
5. Libraries should regularly evaluate the impact of repackaging initiatives on user satisfaction through measurable indicators such as usage statistics, feedback scores, or service reviews.

Conclusion

The findings of this study highlight both the benefits and challenges of information repackaging in private university libraries in Abia State. While repackaging significantly enhances accessibility, clarity, and user experience, addressing its associated challenges particularly inadequate funding, technological limitations, and infrastructure gaps remains critical for sustaining user satisfaction and optimizing library services. The recommended strategies offer practical solutions for overcoming these challenges and ensuring that repackaging continues to contribute positively to academic success and research excellence in academic libraries.

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