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AVAILABILITY OF INFORMATION RESOURCES AS CORRELATE OF SERVICE DELIVERY IN GOVERNMENT-OWNED COLLEGES OF EDUCATION LIBRARIES, KWARA STATE.

Waheed Akolawole Salami

Librarian, Kwara State College of Education Ilorin,

Kwara State Nigeria

Mariam Omobolanle Uthman

Librarian, Federal College of Education Okene, Kogi State, Nigeria

and

Roseline Toyosi Adeyemo

Librarian, Flora Schools Ilorin, Kwara State, Nigeria

Abstract

This study examined the availability of information resources as a correlate of service delivery in government-owned Colleges of Education libraries in Kwara State. A descriptive research design with a correlational approach was adopted. The population comprised 388 lecturers, from which 90 respondents were selected through simple random sampling, with 30 lecturers drawn from each institution. Data were collected using a structured questionnaire with a modified rating scale and analysed using Pearson Product Moment Correlation (PPMC) and multiple regression statistics. Findings revealed a significant positive relationship between information resources availability and service delivery ($r = 0.994$, $p < 0.001$). Furthermore, information resources jointly explained a very strong proportion of variance in service delivery ($R = 0.997$, $R^2 = 0.995$, Adjusted $R^2 = 0.995$). Regarding relative contributions, relevance ($\beta = 0.364$, $t = 7.155$, $p < 0.001$), accessibility ($\beta = 0.268$, $t = 7.065$, $p < 0.001$), and adequacy ($\beta = 0.360$, $t = 9.723$, $p < 0.001$) significantly predicted service delivery. However, availability ($\beta = 0.003$, $t = 0.067$, $p = 0.946$) and currency ($\beta = 0.017$, $t = 0.741$, $p = 0.461$) did not make significant independent contributions. The study concludes that information resources contribute effectively to service delivery when they are relevant, adequate, and readily accessible. It recommends strengthening the provision of relevant,

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adequate, and accessible information resources to support effective library service delivery, thereby improving users' access to relevant academic information and strengthening the effectiveness of library services.

Keyword: Resource Availability, Infrastructural Facilities, Service Delivery, Academic Libraries, Library Services, Information Resources.

Introduction

Libraries play a pivotal role in supporting teaching, learning, and research activities in higher institutions. The major concern of every library today is to be self-sufficient in resources and to provide an optimal level of service to reach more potential users. Colleges of Education libraries are established to provide information resources that support the education and research activities of students aspiring to become teachers. Government-owned Colleges of Education libraries in Kwara State were established by statutory legislative provisions to serve the interest of the general public in the state who wish to engage in the teaching profession. Public institutions, like government-owned Colleges of Education in Kwara State, are concerned with the provision of teaching, research, and community services (Ogunode, 2020). In Colleges of Education, the library serves as an academic support system that provides access to relevant information resources needed for effective teacher education and academic development. Libraries are central to the academic reputation of institutions as they support teaching, learning, and research (Dada et al., 2025). The effectiveness of library services in Colleges of Education largely depends on the availability of adequate information resources.

The main aim of Colleges of Education libraries is to acquire information resources in different formats and various fields of human knowledge and to process, organize, disseminate, and provide access to them. For Colleges of Education libraries to achieve their goal of providing information and access to users, provision of information resources play significant roles. In the context of this study, information resources in libraries include textbooks, journals, reference materials, electronic resources, and other learning materials that support the academic programmes of the institution. According to Tondo (2022) information resources in the library range from print to non-print resources, print resources

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comprising textbooks, hard-copy journals, and other instructional materials in print, while non-print resources include electronic formats.

The availability of information resources will enable library staff to perform their duties effectively and encourage users to utilize library resources. Inyang and Ekeng (2023) stated that the availability of information resources means that the state in which materials can be easily accessed, obtained, and used in the library. The availability of information resources is the condition of having a large volume of intellectual outputs in a library. The availability of information resources is the extent to which the college libraries provide the requisite resources, such as, technology, and printed and non-printed materials, to meet the needs of clients (Nwofor & Nwafor, 2025). The availability of information resources in the library collection is by the way of demonstrating to library users that there are materials for consultation to support their study, learning, and research.

To fulfill the mission of supporting the educational objectives of its parent institution which include teaching, learning, research and cultural development, the college library has to develop and maintain standard and relevant information materials such as reference and non-reference books both in print and electronic format, journals, audio collections, visual collections, audio-visual collections, Internet connectivity and access, professional librarians (resource persons) and provision of adequate library services (Okhakhu at al., 2022). These information resources are carefully selected, acquired, processed and made available for use in higher education institution libraries.

The availability of information resource is the act of making information materials available to the users in such a way to satisfy the needs of library patrons makes effective service delivery. Ikhenoba and Atakpa (2023) described service delivery as the process of rendering quality services by public institutions to consumers of their products and services. Service delivery is the formalized provision of library resources in various forms by a librarian who serves as an intermediary between users and available information materials. Obuezie and Echedom (2023) pointed out that services delivered in the library include: general reference service, loaning of books and other materials for photocopying services, selective dissemination of information and indexing services, assisting users to locate

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information items, orientation, services, one-to-one library instruction services, abstracting services, translation services, referral services, document delivery services, bibliographic verification services, bibliotherapy services, reader advisory services, selective dissemination of information services, display of new arrival services, table of content services, in-service training of staff, production of guide for publicity and education, contributing to or preparing library publication services. The service delivery in the colleges of education could be influenced by the availability of information resources.

In many Colleges of Education, libraries face the many challenges includes unavailability of adequate library resources as a result of inadequate funding, poor maintenance culture, obsolete library materials, poor ICT facilities, shortage of skilled personnel, poor maintenance of facilities, limited access to electronic resources, security issues, inadequate facilities for special users, increasing user population, and poor policy and planning. Okwu and Opurum (2021) opined that most libraries in Nigeria lack the required resources to satisfy users' needs. These problems may hinder librarians from providing efficient services to users and may also limit students' ability to access relevant academic information. Consequently, the quality of service delivery in such libraries may be affected. Service delivery in libraries encompasses circulation, reference, serial, and reserve sections. The quality of services in these sections often depends on the level of information resources available within the library system. Therefore, the availability of adequate information resources is crucial for improving library service delivery in Colleges of Education. This study, therefore, seeks to examine availability of information resources as correlate of service delivery in government-owned colleges of education libraries, kwara state.

Statement of the Problem

Libraries in Colleges of Education are expected to provide adequate information resources and services that support teaching, learning, and research activities. However, many of these libraries face numerous challenges that affect their ability to deliver effective services to users. A major challenge is the inadequate availability of relevant and up-to-date information resources such as books, journals, and electronic materials. Inadequate information resources may negatively affect the quality of services provided by librarians and

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limit users' access to information resources. As a result, students and lecturers may not fully benefit from the services provided by the library. Despite the important role that library resources play in enhancing service delivery, there is still concern about whether Colleges of Education libraries possess adequate information resources and to effectively serve their users. Therefore, this study sought to investigate the relationship of resources availability on service delivery in Colleges of Education libraries in Kwara State.

Objectives of the Study

1. To examine the relationship between availability of information resources and service delivery in government-owned Colleges of Education libraries in Kwara State.
2. To establish the joint contribution of availability of information resources to service delivery in government-owned Colleges of Education libraries in Kwara State.
3. To identify the relative contribution of availability of information resources to service delivery in government-owned Colleges of Education libraries in Kwara State.

Research Questions

1. What is the relationship between availability of information resources and service delivery in government-owned colleges of education libraries, kwara state?
2. What is the joint contribution of availability of information resources to service delivery in government-owned colleges of education libraries kwara state?
3. What is the relative contribution of availability of information resources to service delivery in government-owned colleges of education libraries, kwara state?

Literature Review

The primary objective of establishing Colleges of Education in Nigeria is to produce skilled teachers who can teach effectively at the primary and secondary school levels with high-quality education that fosters intellectual growth, critical thinking, and innovation, ultimately contributing to an improved education system and national progress. These institutions aim to produce well-trained teachers with the knowledge and skills necessary to meet the demands of building an educated population. Teachers are key human resources needed for the smooth functioning of any educational enterprise (Edut & Etete, 2019). Thus, their commitment to service delivery is crucial for the attainment of the goals of the school

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system. Likewise, attaining the goals of Colleges of Education is intricately linked to service delivery to users, as they play a crucial role in shaping the academic and professional development of students. This is corroborated by Ogunode et al. (2022), who stated that the students and staff of tertiary institutions are strong members of the institutional community and their roles are irreplaceable. Therefore, there is a need for Colleges of Education to acquire adequate information resources and infrastructural facilities that can enhance service delivery to satisfy the aim of establishing the Colleges of Education.

The availability of information resources in college libraries serves different purposes that are in line with the objectives of establishing the College of Education. Availability of information resources and refers to the presence of adequate information resources in the library for use by users (Ayaowei et al., 2024). It is necessary for any standard college library to provide information resources to its users in large quantity. The availability of library resources can enhance service delivery in Colleges of Education in Kwara State. Therefore, information resources in libraries include both printed and non-printed materials. According to Ugba et al. (2019), the concept of information resources is used to mean anything that can provide intellectual stimulation to the reader/learner, and it includes books, periodicals, newspapers, pamphlets, ephemeral materials, audio materials, films, graphics, computers, etc., as well as individuals and objects in the community. Information resources include textbooks, magazines, newspapers, journal publications, encyclopedias, dictionaries, periodicals, monographs, articles, dissertations, documents, CD-ROMs, DVDs, audio-visual tapes, projectors, cassettes, radio, television, cable satellite, and the Internet, among others. Obona et al. (2024) opined that the availability and effective use of resources are vital for improving the quality and efficiency of teaching, research, and community engagement in tertiary institutions. Availability of relevant information resources in Colleges of Education libraries is capable of enhancing service delivery.

The availability of information resource is the act or practice of making relevant and up-to-date library resources available to satisfy the needs of library patrons. According to Inyang and Ekeng (2023), the extent to which information resources and services are available for teaching, learning, and research is the use of information resources and services.

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The availability of information resources involves the extent to which library users can find and obtain the information materials they need for learning, teaching, research, and other academic activities. The availability of information resources in the library collection is one way of demonstrating to special library users that there are materials for consultation to support their study, learning, and research (Nwofor & Nwafor, 2025), The concept of availability of information resources could be refers to the state in which intellectual materials are stored in the college libraries and can be easily obtained for use. The availability of information resources is the condition of having a large volume of intellectual outputs in a library. The extent of availability of information resources the colleges of education libraries is the extent by which the library staff will offer a better service delivery to the users.

Provision of adequate resources has a significant influence on users' readiness to access the various collections in the library to complete coursework, widen their knowledge, and prepare for lectures. Despite the importance of college libraries in information dissemination, the regular usage of library resources depends on the availability of information resources. Inadequate library resources in Colleges of Education libraries could result in a shift from using library to self-help means of study (Solanke & Nwalo, 2016). Several factors could be attributed to the non-use of library resources in Colleges of Education, including inadequacy, inadequate information resources, irrelevant information resources, Lack of current information resources, lack of proper arrangement of information resources, and lack of easy accessibility. Availability of library resources and service delivery measure how satisfaction library users are, as there is a significant relationship between the availability of library resources and service delivery. Good service delivery means library provide prompt information resources to support staff and students in their educational activities (Obona et al., 2024). Adequate availability of information resources will create a positive and productive learning environment and enhance service delivery in college libraries.

Therefore, the availability of resources in college libraries will enhance the quality of academic staff service delivery and can significantly influence and enhance students' academic performance, school effectiveness, and improved educational goal attainment

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(Tamunokonbia & Nwaogu, 2021). In Colleges of Education, information resources are fundamental to the effective functioning of the library and the delivery of quality services. These resources include both printed and non-printed such as books, journals, digital databases, and multimedia materials, they enable libraries to meet the evolving demands of the information profession and support teaching, learning, and research activities. According to the World Education Summit (2021) report, a well-equipped library housing a wealth of useful books or informative multimedia resources, coupled with a motivating ambiance, not only attracts users to the library but also develops dedication toward academic activities. Information resources can be said to be the physical expression of academic activities, as they represent a consciously designed and controlled environment with the sole aim of promoting the usage of college libraries by students and staff, which is part of teaching and learning activities within the institutions.

Researchers such as Olayode et al (2021) investigated the influence of information resources availability on information deliver in college libraries in Lagos and Oyo States, Nigeria. The study found that textbook, electronics information resources and journals were available and that the availability of these resources significantly influence information delivery. The study also revealed that significant effect of information resources availability on information delivery, indicating that libraries with available resources were better positioned to provide good service delivery. Similarly, Idris et al. (2026) conducted study on the relationship between availability of information resources and service delivery. Their study found that a significant positive relationship between digital resources availability and service delivery. The study indicated that digital resources availability was a stronger predictor of service delivery. The common ground is that literatures agreed that availability of information resources has a positive influence on service delivery.

The services delivered in Colleges of Education are numerous. Through the effective provision of information resources by college libraries, lecturers and students have access to information resources that can enhance their academic activities. The success of libraries in Colleges of Education in this information age relies greatly on the nature of available information resources, how readily available these resources are to users, and how easy users

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are while accessing the library resources. It is, however, regrettable that college libraries are still lagging behind in terms of the availability of information resources that could facilitate effective service delivery to the user community (Okhakhu & Ogbe, 2022). Without adequate information resources, libraries cannot carry out their primary function of service delivery, and users cannot feel satisfied. Unfortunately, most college libraries in Nigeria today cannot boast of adequate information resources that can serve the needs of the user community. In most cases, the available information resources are not current, are insufficient, and are grossly inadequate compared to the user population of the institution. It is also observed that the resources of these libraries are largely print-based, with little or no provision for electronic resources like e-journals, e-books, and electronic databases such as JSTOR, AGORA, ERIC, and EBRARY. Many academic libraries, including those in colleges, are gradually losing their users to Google and online-based electronic resources, which users now rely on for current information resources anywhere and anytime with little or no access restrictions. This can be attributed to insufficient information resources which have a significant effect on service delivery.

Methodology

The study employed correlational survey research design to examine the relationship between resource availability and infrastructural facilities on service delivery in government-owned Colleges of Education libraries in Kwara State. Correlation research design investigates relationships between variables without controlling or manipulating any of them. A total of 388 lecturers in government-owned Colleges of Education were selected for the study. Participants covered in this study were lecturers in government-owned Colleges of Education. A sample size of ninety (90) respondents was selected for the study, with thirty (30) lecturers drawn from each institution through a simple random sampling technique to ensure equal representation. Data were collected using a researcher-modified rating scale. All the data collected were analyzed using Pearson Product Moment Correlation (PPMC) statistics. The null hypotheses were tested using a t-test of simple linear correlation statistics at a 0.05 level of significance.

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Results and Discussion

Research Question 1: What is the relationship between availability of information resources and service delivery in government-owned colleges of education libraries, kwara state?

Table 1: Pearson correlation analysis on the relationship between availability of information resources and service delivery.

Variable		Availability of Information Resources (AIR)	Service Delivery (SD)
Availability of Information Resources (AIR)	Pearson Correlation	1	.994**
	Sig. (2-tailed)		.000
	N	83	83
Service Delivery (SD)	Pearson Correlation	.994**	1
	Sig. (2-tailed)	.000	
	N	83	83

The results presented in Table 1 revealed the relationship between availability of information resources and service delivery in government-owned Colleges of Education libraries in Kwara State. The Pearson Product Moment Correlation Coefficient shows a very strong positive relationship between availability of information resources and service delivery, with a correlation coefficient of r = 0.994**.** This indicates that as the availability of information resources increases, the level of service delivery also tends to increase substantially. The relationship is statistically significant at the 0.05 level because the significance value is p = 0.000**,** which is less than 0.05. This finding aligns with the position of Omeluezo, et al. (2024), that the availability of information resources is essential for enabling library users to obtain relevant and current information for supporting the provision of

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library services. Adequate availability of information recourses gives the college libraries the materials needed to respond to the users' information needs.

Research Question 2: What is the joint contribution of availability of information resources to service delivery in government-owned colleges of education libraries kwara state?

Table 2: Multiple regression analysis on joint contribution of availability of information resources to service delivery.

Model Variable	R	R Square	Adjusted Square	F	P. Value
Availability information resources	.997[a]	.995	.995	6765.017	.000[b]

Table 2 indicates that there is very strong positive relationship between availability of information resources and service delivery. The findings revealed an R-value of 0.997, indicating a very strong positive relationship between availability of information resources and service delivery. The R^2 value of 0.995 indicates that availability of information resources jointly explains 99.5% of the variation in service delivery. The adjusted R^2 of 0.995 further indicates that the model remains highly consistent after adjustment. The regression model produced an F-value of 6765.017 with a p-value of 0.000, which is less than the 0.05 significance level. This means that the regression model is statistically significant**.** This finding is consistent with Olayode et al. (2021), who found a significant influence of information resource availability on information service delivery in college libraries in Lagos and Oyo States, Nigeria. Their study emphasized that adequate provision of information resources enables college libraries to provide effective information services to their user communities.

Research Question 3: What is the relative contribution of availability of information resources to service delivery in government-owned colleges of education libraries, kwara state?

Table 3: Regression Analysis on relative contribution of availability of information resources to service delivery.

Components of Information Resources	Beta (B)	t-Value	Sig. Value
Availability of Information Resources	.003	.067	.946

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Relevance of Information Resources	.364	7.155	.000
Currency of Information Resources	.017	.741	.461
Accessibility of Information Resources	.268	7.065	.000
Adequacy of Information Resources	.360	9.723	.000

Findings from Table 3 revealed that relevance of information resources made a significant positive contribution to service delivery, with a Beta value of 0.364, t-value of 7.155, and significance value of 0.000. Since the p-value is less than 0.05, relevance significantly predicts service delivery. Similarly, accessibility of information resources made a significant positive contribution to service delivery, with a Beta value of 0.268, t-value of 7.065, and significance value of 0.000. This indicates that accessibility significantly predicts service delivery. Adequacy of information resources also made a significant positive contribution to service delivery, recording a Beta value of 0.360, t-value of 9.723, and significance value of 0.000. This means that adequacy significantly predicts service delivery. However, availability of information resources did not make a statistically significant independent contribution to service delivery ($\beta = 0.003$, $t = 0.067$, $p = 0.946$), and currency of information resources also did not make a statistically significant independent contribution ($\beta = 0.017$, $t = 0.741$, $p = 0.461$), as their p-values were greater than 0.05 when the other components were considered simultaneously. The findings indicate that relevance, accessibility, and adequacy of information resources made significant positive relative contributions to service delivery while, availability and currency did not make significant independent contributions when all the components were considered together. The above findings correspond with Aliyu and Jibrilla (2024) reported that although Nigerian university libraries provided diverse resources and services, gaps remained in the adequacy and accessibility of some resources, particularly digital resources, and recommended improvements to enhance service delivery.

Recommendation

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- Management of Colleges of Education libraries should ensure that information resources acquired are closely aligned with the teaching, learning, research, and information needs of lecturers and students.
- College management should provide sustainable funding and administrative support for library resource development.
- College management should ensure the acquisition of relevant textbooks, reference materials, journals, databases, and other electronic resources to address deficiencies of information resources.
- College libraries should improve access to both print and electronic resources by strengthening cataloguing and classification systems, providing functional library automation systems, improving internet connectivity, and ensuring that users can easily locate and retrieve needed materials.
- College libraries should periodically assess the relevance, adequacy, accessibility, and utilisation of information resources through user surveys, usage statistics, and collection evaluation.

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