

**PREPAREDNESS FOR ADOPTION OF PATRON DRIVEN ACQUISITION  
FRAMEWORK IN SELECTED FEDERAL UNIVERSITY LIBRARIES,  
NIGERIA**

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**NOVEMBER, 2023**

**DECLARATION**

I affirm that this thesis is my original work and that it has not been submitted for degree or awards at any other university/institution.

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## **DEDICATION**

This work is dedicated to the Almighty God, who has given me good health, and to my late father, who helped me greatly with my academic program.

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**ABBREVIATIONS AND ACRONYMS**

ALA-	America Library Association
CDP-	Collection Development Policy
DDA-	Demand Driven Acquisition
FUT-	Federal University of Technology
ILL -	Inter Library Loan
LDI-	Library Development Intervention
LMS-	Library Management Software
NISO-	National Information Standards Organization
OPAC-	Online Open Access Catalog
PDA-	Patron Driven Acquisition
PGS-	Post-Graduate Student
UL-	University Library
UNI JOS-	University of Jos
UNI AGRIC-	University of Agriculture
UNI LORIN-	University of Ilorin
TETFUND-	Tertiary Educational Trust Fund

## ABSTRACT

The patron-driven acquisition (PDA) framework is an evolving method of acquisition in the area of collection development that supports academic libraries in developing vast collections of content that will meet patrons' needs. Evidence indicates that the existing collections of selected universities in Nigeria do not meet users' needs due to a lack of updated print materials, high subscription costs, and a low budget. Therefore, the purpose of the study is to determine the level of preparedness for the adoption of the patron-driven acquisition (PDA) framework in selected Federal University libraries in Nigeria. The objectives of the study are to establish whether graduate students' information needs are fulfilled, identify the existing acquisition method, assess library staff preparedness, and assess technical and library management preparedness for the adoption of the PDA framework in selected federal university libraries in Nigeria. The study is based on the theory of organisational readiness for change, and a descriptive survey design was adopted. The total population of the study is 14,365, and a sample size of 599 was determined using Krejcie and Morgan's sample size determination table for a population of 15,000. Of the 599 sample size, 4 were university librarians, 217 were library staff, and 378 were graduate students. Simple random sampling techniques were used for selecting graduate students and library staff due to the large number of their populations. Descriptive statistical analysis was used to analyse the data obtained from the quantitative method, which is presented in tables and figures. Data from interviews is presented in terms of themes, policy frameworks, and funding. The study revealed that graduate students' demand for information was low, mostly for academic activities, except for citing and citation management. The use of electronic resources was more prevalent than print among students, although satisfaction derived from both resources was less than 60%, which may not fulfil their information needs. The existing acquisition method showed that the use of other acquisition methods, such as interlibrary loans, usage-based subscriptions, and consortia, which are components of PDA, is low, implying that the studied university libraries have yet to adopt PDA. In terms of preparedness, the findings showed that library staffs have a high level of awareness and basic knowledge of the PDA method, although they seem to lack the skills required to carry out key PDA activities. The studied libraries were prepared in terms of ICT infrastructures, except for Uniagric and Futminna, which lacked internet connections. Most staffs were not trained on critical areas of the PDA method, and library management was not prepared to adopt the PDA method due to a lack of active use of collection development policies, which contain key processes of the PDA method, and a continued decline in funding. This has affected the acquisition of critical infrastructure and the training of staff towards the adoption of the PDA method. The study concludes that the low usage of electronic resources at Futminna could be attributed to a lack of access to relevant information resources due to insufficient subscriptions to databases. The low usage of print in the rest of the selected universities will also limit students' access to relevant materials that are only available in print, reflecting the reasons for graduate students' needs not being fulfilled. Therefore, the study recommends the full adoption of the PDA approach to fulfil users' immediate needs. Once this recommendation is addressed, the adoption of the PDA approach will fulfil users' needs and provide a return on investment for the selected Nigerian university libraries.

## **CHAPTER ONE**

### **BACKGROUND TO THE STUDY**

#### **1.1 Introduction**

This chapter provides background on how to build a collection using the patron-driven acquisition (PDA) approach, which is a vital part of modern collection. It also presents a statement of the problem and lists the objectives of the study and the research questions. Lastly, the purpose of the study, limitations and delimitations, assumptions of the study, the theoretical and conceptual framework are explained, and key terms are defined.

#### **1.2 Background to the Study**

Collection building in University libraries is the process of establishing valuable, balanced collections over time within a specified budget, depending on the library's users' evaluation and continuing information demands. It also provides criteria for selection, resource sharing, item replacement, and regular accessioning (Kaur and Guar, 2017). The aim of building library collections is to deliver high-quality information resources in print as well as access to electronic resources that are expected to meet users' information demands for assignment, coursework, citing and reference management (Gregory, 2019). Therefore, a well robust collection-building policy will create effective, well-balanced collections that meet the needs of their users.

A collection-building policy is a documented strategy created by individual libraries to address weaknesses within their collections while maintaining their inherent strengths. This policy plays a pivotal role in guiding the selection of collection content

that caters to users' needs (Uganneya, Anunobi, and Ape, 2017). It ensures that libraries adhere to standard criteria, including accuracy, currency, adequacy, dependability, relevance, durability, and value for money, when choosing information resources for acquisition or subscription, all in pursuit of meeting users' needs (Mohammed, Alhassan, and Oyedum, 2018). This objective is accomplished through the collaboration of subject librarians with faculty members and students to identify recommended titles that align with the curriculum of the parent institution for acquisition (Walter *et al.*, 2020).

The acquisition of information resources involves employing methods such as direct purchases to obtain print materials, including books and journals, from bookstores or vendors (Kaushik, 2022). In the direct purchase method, librarians have the sole authority to procure items for users, focusing on just-in-case scenarios and expanding the collection's size (Biswas, and Sahoo, 2022). Another method is Inter-library loan (ILL), where users can request to borrow items from other libraries for a limited time. This approach is commonly used when libraries aim to build their collections based on actual usage (Lehman, 2014)

Furthermore, electronic resources, such as e-books and e-journals, are typically subscribed to on a periodic base. This entails libraries paying annual fee for access to electronic bibliographic databases (Memusi, 2022). The approach is often librarian-mediated and operates on a 'just-in-case' principle, where information resources are subscribed to speculatively in the anticipation that they will eventually be of use to their users (Yusuf, and Abdullah, 2021). Similarly, other university libraries often subscribe to electronic resources through consortiums to provide a broader range of

information resources that can meet their users' needs at a reduced cost. This practice frequently results in better value for the money invested.

At the same time, electronic resources were also acquired through use-based subscriptions, in which libraries obtain electronic resources based on a pay-per-use Framework (Nixon *et al.*, 2010). This means that electronic resource subscriptions are determined by immediate usage, a necessity resulting from continuous budget cuts, the high cost of resources, and increased demand for new information by users. Consequently, most university libraries worldwide are struggling to adequately meet their users' needs (Walters, 2012). To compensate for the lack of information resources, libraries need to transition from a 'just-in-case' approach to a 'just-in-time' collection development strategy, which focuses on obtaining information when the user needs it (Roll, 2016).

Just-in-time acquisition, also known as patron-driven acquisition (PDA), is an approach that advocates for meeting users' immediate needs by activating acquisition methods such as usage-based subscriptions and interlibrary loans. This method ensures that libraries only pay for what is used for interlibrary loans and user access. It is also an evolving approach that allows patrons to request information resources meet their immediate needs (Noordeloos, 2014). The National Information Standards Organization (NISO) describes PDA as a procedure used by information centers to acquire both print and electronic resources needed at a particular point in time from the vast potential titles available in the pool. This means that the resources acquired will be used at least once. Hence, libraries save costs in the case that the titles are not used (National Information Standards Organization, 2021). This approach concurs with Nixon *et al.* (2010), who argued that using the PDA technique will boost

circulation since patrons choose materials that will be more valuable and contribute to their learning process.

In developed countries, the adoption of Patron-Driven Acquisition (PDA) has played a crucial role in managing library budgets and has seen significant improvements, resulting in a substantial return on investment while effectively meeting users' information needs (Crane and Snyder, 2013). This has garnered widespread support and recognition among librarians globally, with extensive coverage in the literature of library and information sciences (Noorhidawati, 2020). To harness the benefits that PDA offers, libraries must be adequately prepared. This preparedness is essential for guiding the process of meeting the immediate demands of users, which is the primary focus of PDA (Abdullah *et al.*, 2018).

The adoption of a Patron-Driven Acquisition (PDA) framework in academic libraries necessitates a diverse skill set and expertise from library staff. This includes proficiency in collection development, vendor management, technical capabilities, effective communication, customer service, and adept project management (Kato, Kisangiri, and Kaijage, 2021). Furthermore, library staff should excel in collection development to discern and curate relevant, high-quality resources that align with the needs of their patrons (Gregory, 2019). Success in adopting the PDA framework relies on their ability to identify and select resources that cater to patron requirements (Katsirizika, 2020). In addition, library staff must be capable of negotiating contracts and maintaining vendor relationships. It is crucial for them to identify and assess vendors offering PDA services and to negotiate favorable terms and conditions (Emery, Stone, and McCracken, 2019).



Library staff are expected to have a strong technical skills of library systems, such as Integrated Library Systems (ILS) in order to enable them effectively manage PDA programs such as creating PDA profiles for different subject areas or resources (Ward, Freeman, and Nixon, 2015). Also, staffs are requiring continuing monitoring and analysis of usage data to ensure that the collection meets the needs of the patrons. This is in line that staff must be able to analyze and interpret data, identify trends, and adjust collection development strategies accordingly (Hunt, 2017). Before adopting PDA, library staffs need to understand how to determine users' needs, evaluate vendors, and establish selection criteria. They can achieve this through various initiatives such as reading online research, interacting with colleagues, and attending conferences. Additionally, attending seminars and workshops can equip library staff with skills to search for relevant information resources, evaluate reputable vendors, and negotiate with them to provide collections that meet users' needs (Yusuf, 2019).

One of the most important factor that also contributes to the adoption of new practices, such as the PDA framework, is perceived benefit. Therefore, library staff's perception of the benefit is essential for the acceptance of new acquisition practices like PDA (Roll, 2015). It has also been observed that benefits can either be the key to achieving effective change or the greatest impediment to its successful adoption (Mushi *et al.*, 2020). Library staff's positive perception of the framework, such as bringing a return on investment, a variety of collections, meeting the immediate demand of patrons, and enhancing users' satisfaction, helps in the successful adoption of the framework (Noordeloos, 2014).

Technical preparedness is also another important factor in the successful adoption of a PDA Framework in academic libraries (Acheampong, and Dei, 2020). Library should

have a well robust technical infrastructure to support the PDA framework. This includes Infrastructures, and technical support among other (Linde *et.al*, 2014). University libraries should have a robust technical infrastructure to support the PDA framework. This includes having adequate server space, network bandwidth, and ILMS which are components of infrastructure in order to manage the PDA framework.

Zhu *et al.*, (2015), libraries need to ensure that their servers have enough storage capacity and processing power to handle the large volume of data generated by PDA transactions. Another important aspect of the technical infrastructure is network bandwidth. Since PDA involves frequent downloading and accessing of e-books and other digital materials, libraries must have sufficient bandwidth to support this activity without causing delays or interruptions (Lamothe, 2013).

Libraries also need to have an Integrated Library Management System (ILMS) that can manage the PDA framework effectively. The ILMS should be able to track PDA usage and transactions, provide usage statistics and reports, and integrate with other library systems such as the discovery layer and authentication systems (Zhang, 2013). In addition, ILL systems can provide a foundation for implementing PDA by establishing relationships with other libraries and building a network of potential partners for resource sharing. This network can be leveraged for PDA acquisitions, as libraries can collaborate on purchasing and sharing access to materials (Levenson, and Hess, 2020).

Technical support is also another important aspect of the technical preparedness to adopt a patron-driven acquisition (PDA) framework in academic libraries (Walter,

2012). Technical support help address any technical issues that may arise during the adoption and ongoing use of the framework (Buabeng-Andoh, 2012). Staff members require adequate training to effectively manage and operate the hardware and software components of a PDA framework. This required training of library staff in key areas such as database management, server administration, and troubleshooting (Ivongbe, Abdulsalami , and Omorogbe, 2021). Libraries also rely on vendors to provide technical support for the hardware and software components of a PDA framework. This can include support for issues such as software upgrades, maintenance, and data migration (Barros-Justo, Benitti, and Matalonga, 2019).

Phillips (2015), stated that libraries provide user support to patrons who encounter issues when accessing and using the resources provided through a PDA framework. This can include support for issues such as access problems, software compatibility issues, and user authentication problems. Therefore, hardware and software components of a PDA framework require ongoing maintenance and upgrades to ensure that they remain up-to-date and function effectively. This can include tasks such as data backup, system upgrades, and hardware maintenance (Islam, Manivannan, and Zeadally, 2016).

Adopting a PDA framework requires changes in collection development policies, budget allocation, and staff training. Library management needs to be aware of these changes and be prepared to adapt to them to ensure that the PDA framework is successful. This is because academic libraries represent a significant shift in how materials are acquired and made available to users (James *et.al*, 2011). Therefore, library management needs to be prepared for this change by considering a number of

factors, such as collection development policies, budget allocation, and staff training (Seejane, 2017).

According to Seejane (2017), the collection development policy for a PDA Framework should prioritize user needs and preferences, while also ensuring that the library's budget is used effectively and efficiently. This includes establishing usage thresholds for materials, regular evaluation through feedback from users, and criteria for selection and de-selection in order to align with users' needs. For academic libraries to effectively adopt the PDA Framework, they need to allocate significant portions of their budget to three main areas such as collection development budget, Technical infrastructure budget and staff training (McCombie, 2021).

Collection development budget is very important in library setting. This is because it enable libraries to purchase e-books and digital resources in high demand and multiple copies of frequently used titles (Majid, 2018). Technical infrastructure budget also help to develop and maintain the technical equipment needed for the effective implementation of the PDA framework (Roll *et.al*, 2016). Staff training and development budget equip library staff with the necessary skills and knowledge to manage the PDA more effectively( Saidu, Alabi, and Momohjimoh, 2022).

In developed countries, most university libraries, such as Kent, California in the United States (U.S.), Oxford in the United Kingdom (U.K.), and Wuhan in China, have print collections that include textbooks, encyclopedias, magazines, and other serial materials (Oxford University Library, 2023). Additionally, most of these university libraries subscribe to electronic databases such as ProQuest, Scopus, and Web of Science (Downey *et al.*, 2014). However, in American students have reported facing challenges due to a lack of sufficient print materials to meet their demand for

information while carrying out assignments and research (Basar *et.al*, 2021). A similar situation was reported at the university library in Wuhan, China, where users expressed a demand for updated content in the self-built databases to aid them in writing these and other academic activities (Sha, 2021).

Mohammed, Alhassan, and Oyedum (2018) stated that all information resources should be easy to find, accurate, up-to-date, sufficient, reliable, useful, and long-lasting, and that they should be accurate enough to meet users' demands in relevant areas of study. Nevertheless, several universities libraries in developed countries, such as the U.S., U.K., and China, have received criticism from dissatisfied students regarding their inadequate print materials and outdated self-built databases. This means that students' information demands are not adequately fulfilled in certain areas, such as writing assignments and research work. This can result in a poorly written and incomplete assignment or research paper. This is because the basic aim of collection building is to meet users' needs in terms of adequacy and currency, as advocated by PDA (Bryson, 2004).

In recent years, California University in America, Oxford in United Kingdom, and Wuhan in China have been utilizing the 'just in case' framework to acquire resources through direct purchase and periodic subscriptions in meeting user's needs. Additionally, used-based subscriptions and inter-library loans, which are components of PDA framework, are also used to provide users with items that are missing from existing collections. These combined methods have consistently help in meeting the immediate demands for information of users (Oxford University, 2023).

One example is the University of California library (UCL) which has a large collection of print materials that are available to its users. However, not all of these resources meet immediate user's needs. To address this issue, UCL adopted PDA method to support the just in case approach where the library only purchases or subscribe to resources when there is a demonstrated need for them. By combining these two methods, UCL is able to provide its users with access to the resources they need while also being mindful of the resources it uses to build and maintain its collection (University of California, 2023).

A study conducted by the Association of Research Libraries in 2016 found that PDA adoption rates vary widely among libraries and that many libraries are still in the process of exploring PDA options or has yet to fully implement the method. The study found that PDA adoption rates were highest among libraries in North America, with lower adoption rates in Europe and other regions (Association of Research Libraries, 2016). Furthermore, a more recent study conducted by online computer library center (OCLC) in 2021 revealed that even though PDA adoption has increased in recent years, it is still not a universal practice among academic libraries. The study found that while some libraries have adopted PDA for certain types of materials, such as e-books, there are still many libraries that have not adopted PDA for any materials (Online computer library center, 2021).

Tanasse (2021) argued that many universities in developed countries that have not yet adopted the PDA method still solely depend on the just-in-case approach. This has resulted in limited access to materials that users need for their coursework or research. The study further stressed that libraries are also struggling to keep up with the changing needs of their patrons. This means that most university libraries in

developed countries that have not yet adopted the PDA framework such as used-based subscriptions and inter-library loan system are finding it difficult to provide their users with items that are not available in their existing collection. While the just-in-case acquisition method may have been effective in the past, it may not be sufficient for meeting the immediate needs of users in today's rapidly changing information landscape (Roll, 2016).

Jabaily, and Glazier (2019) affirms that the just-in-case approach may not be able to adequately fulfill the immediate demands of users in meeting their academic needs. This is due to several challenges, such as the high cost of subscription, shrinking library budgets, and growing needs of users (Yalcin, 2019). As a result, users may not be provided with electronic resources that are missing from existing databases as advocated by PDA framework.

In terms of preparedness, an analysis of current job postings analyzed job postings for academic library positions related to PDA in the United States, Canada, and the United Kingdom. The study found that library staff positions related to PDA tended to require skills in collection development, budgeting, data analysis, and vendor management (American Library Association job post, 2023). The situation in the UK and China was similar because university library staff is expected to have basic skills at the point of recruitment and are also allowed to update their skills, as in the case Reading University Library (Reading University Library, 2023). However, most university libraries in developed countries that have adopted the PDA framework did not cite technical skills as one of the significant skills towards the adoption of the framework. Nonetheless, the adoption of PDA requires library staff to have a good understanding of the technical aspects of PDA platforms. This means that most

university libraries are likely to face challenges in the area of technical expertise to manage PDA systems.

University libraries in developed countries like U.K., U.S., and China have access to a wide range of ICT infrastructure that can support the adoption of PDA. Some of the available ICT infrastructure for PDA adoption in academic libraries in developed countries include: online catalog system, electronic resource management systems, inter-library loan systems and digital repositories (Voravickositt, 2017). However, the study was not explicit on other ICT infrastructure such as internet network, server capacity and reliability. Even though, internet network, server capacity and reliability are very important towards the adoption of PDA framework. This is because inadequate network and server capacity can result to slow download speed and system downtime, which can negatively affect the aim of adopting PDA framework such as provision of patron driven needs.

The availability of digital content is increasing in many university libraries in African countries, such as South Africa, Kenya, and Tanzania. These libraries continue to build print collections in various formats, including textbooks, journals, serials, references, theses, and dissertations (South Africa University Library, 2023). Additionally, they have subscribed to bibliographic databases such as Sabinet, ProQuest, and Ebscohost to meet the growing demand for digital content among users (Vukeya, 2017).

The situations in Kenya and Tanzania differ slightly from that of South Africa, as they are part of consortia that provide university libraries with access to more relevant information supporting academic activities in the digital era (Kenyatta University



Library, 2023). Despite these efforts, users still face challenges related to the lack of access to full-text articles.

In Africa, many graduate students in South African universities could get all the information they needed for their classes and research from the collections already there. However, few students were still unsatisfied with the print collections in meeting their demand for course-work and assignment (Kekana and Kheswa, 2022). The situation in South Africa differs from that of Kenya and Tanzania universities, where graduate students' needs are not being met due to a lack of electronic resources to meet their information demand for research (Merande, Mwai, and Ogalo, 2021). This means that the existing collections of most university libraries in Africa do not fulfill the demand for information due to insufficient electronic content and outdated print, which is likely to affect their performance in key areas of academic activities such as research, assignments, and coursework.

University libraries in countries like South Africa, Kenya, and Tanzania still rely heavily on the acquisition of print through direct purchase and inter-library loan requested for items not in the existing collections (Cape Town University Library, 2023). Studies revealed that the use of inter-library loan in most university libraries in Africa has been low due to the proliferation of online resources and the availability of print (Bangani, 2018). Therefore, the continuous demand for electronic resources has prompted university libraries in Africa to subscribe to electronic databases on periodic-based either as individual libraries or through consortium.

Although, the development of standard collections necessitated the use of acquisition methods such as direct purchase and inter-library loans for print, at the same time,

subscriptions to electronic resources are based on use-based and periodic-based (Nixon *et al.*, 2010). This means that the low use of inter-library loans and the lack of use-based subscriptions indicate that most Africa university libraries are yet to adopt PDA framework. Therefore, the lack of adoption of PDA could make it challenging for several university libraries in Africa to provide users with items that are not available in their existing collections.

In terms of preparedness, most university library staff in South Africa, Kenya, and Tanzania possesses a range of skills and expertise that are essential for the effective management of library collections and services. Some of the key skills and expertise include collection development skills, communication, vendor management, and technical skills that aim at maintaining relevant and up-to-date resources that meet the needs of their users (Masenya, and Ngulube, 2020). However, most of the staff lacks skills in the area of project management, which is very critical to the adoption of the PDA framework. This is because a lack of project management skills is likely to result in library staffs inability to plan projects, budget them, and work closely with stakeholders to ensure the successful adoption of the PDA framework, as stated by (Lockhart, and Majal, 2012).

In terms of technological preparation, several African university libraries have established library management systems such as the Integrated Library Management System (ILMS), computers, servers, and an internet connection, allowing libraries to provide users with access to purchase prints and subscribe to bibliographical database sources (Ocks, and Gabriel, 2021). Studies have indicated that several university libraries in Africa faced challenges such as low-speed internet and unreliable databases (Okocha, 2021). Low-speed internet and unreliable databases could result in

the slow and delayed delivery of content to users. Therefore, the PDA framework advocates for fast and efficient delivery of materials to meet the immediate demand of users.

In terms of library management preparedness, most African university libraries already have collection development policies that provide library personnel with guidance on selection criteria such as format, currency, and relevance of information resources. The policy also references popular acquisition techniques such as direct print purchases and periodic subscriptions to electronic resources via individuals or consortiums (University of South Africa library policy, 2016). The policy seems not to be effective in some areas of collection building in most African university libraries. One instance is in Kenya, where the collection development policy of the University of Nairobi Library does not explicitly capture the criteria for selection or the role of users in building balanced collections (Kamau and Elegwa, 2022).

Yakubu (2023) stressed that for university libraries to fully build collections that meet the immediate demand of users, there is a need to effectively develop a policy that guides library staff on the best way to acquire information resources. This implies that most African university libraries were not prepared to adopt usage-based subscriptions, which is a proponent of PDA. This is because a lack of selection criteria may have a negative impact on the common practice of establishing collections that are appropriate to fulfill users' demands for information while carrying out assignments and courses as advocated by PDA.

In Nigeria, university libraries have continued to purchase print resources such as textbooks, reference materials, and serials to suit users' information needs while

carrying out academic activities (University of Lagos library, 2022). To meet the ever-increasing need for electronic resources in this digital era, university libraries subscribed to databases such as ProQuest, Science Direct, Research4Life, and Ebsco-Host (University of Nigeria Library, 2022). In order to improve access, cost-effectiveness, and the overall quality of resources available to their students and faculty, supporting research, teaching, and learning in the digital age.

Adeyalo and Ogunniyi (2020) conducted research to determine the information demands of users in Nigeria's southern region. The findings of the study revealed that users' information needs were mainly focused on research assistance for journal publications, research support for conference/workshop papers, current knowledge development in their business, and classroom assistance. However, the study also revealed that users are facing significant challenges in fulfilling their information needs due to a lack of updated textbooks and current periodicals in the library. As a result, the available print collections in most university libraries in Nigeria are obsolete, which could lead to users' dissatisfaction with the printed resources. This situation implies that the information needs of users in certain areas, such as research, coursework, and assignments, are unlikely to be met due to a lack of current print materials that are relevant to their information demands.

The Nigerian government launched the Library Development Intervention (LDI) initiative in 1993 via the Tertiary Education Trust Fund (TETFUND) to fund the purchase of information resources to fulfill users' demands. The intervention has been significantly delayed owing to the procedure of obtaining funding and the mandatory formula requiring libraries to spend 70% of their intervention on the procurement of print materials via direct purchase (TETFUND, 2021). University Libraries also

employ inter-library lending to get material that is not accessible in their current holdings (Tella, and Sidiq, 2017). According to research done at university libraries in south-south Nigeria, inter-library lending is widely utilized to meet users' information needs (Iyishu, 2021). This implies that, despite the fact that users must pay for the services, most university libraries in southern Nigeria employ inter-library loans to fulfill the demand for physical print that is absent from their current holdings.

Furthermore, most Nigerian university libraries have continued to expand their digital resources via the subscription of electronic databases on a recurring basis (Onyeneke, and Ahaneku, 2020). This implies that most university libraries are unlikely to provide users with missing electronic resources that are not in their databases, which may result in users' information requirements not being sufficiently met for the completion of research and assignments. This is because most university libraries in Nigeria have yet to embrace used-based subscriptions, which is one of the components of PDA framework. This framework addressing users' needs that are not adequately met due to the high cost of print resources, subscriptions, and shrinking library budgets.

In terms of staff preparedness, a study has shown that most library personnel in southern Nigerian universities have the essential technical skills such as downloading, troubleshooting, and using the internet for searching and retrieving information that enable them to identify and uncover appropriate information sources that meet the demands of users (Adedara, 2022). To adopt the PDA framework successfully, library staff must have technical skills related to discovery tools and ILMS. These skills include knowledge of the systems' functionality, customization, and troubleshooting (Darling-Hammond *et. al*, 2020). Considering the fact that the library staff in southern

Nigeria lacks technical skills in the areas of system functionality and customization, they are not prepared to adopt the framework. This is because knowledge of system functionality and customization enables the staff to effectively implement and manage PDA framework in academic libraries. By doing so, libraries can better serve their users and meet their information needs effectively.

In terms of ICT infrastructure, most university libraries have computers, servers, ILMS, and internet connectivity, allowing library staff to perform key collection-building activities such as accessing online publisher's catalogue, sending emails to faculty members and using searching engine to identify titles to be acquired (Onoriode, 2016). Despite this, studies have shown that university libraries in southern Nigeria have issues ranging from a lack of sufficient computers, internet connectivity, and insufficient finances to automate collection building processes (Okwu and Edemi, 2019).

Furthermore, some of the university libraries that acknowledge using ICT infrastructures for few collection development activities also faced challenges of inadequate knowledge of library staff in application of ICT in building effective collections (Owolabi *et.al*, 2022). This means that most of the university libraries in southern Nigeria are not prepared to adopt the use-based subscription which is a component of PDA framework. This is because lack of adequate internet connectivity could result in limited access to relevant resources that fulfill user's urgent needs, as advocated by the PDA framework.

In terms of library administration, the establishment of a Collection Development Policy (CDP) is critical for standardizing library acquisition procedures and increasing user interest in utilizing University libraries in southern Nigeria (Okwu and Echem, 2019). However, several studies have revealed that many university libraries in southern Nigeria have yet to fully implement the collection development policy due to challenges such as funding, the high cost of information resources, and a lack of adequate skills in carrying out major acquisition operations (Obiano, 2021). This implies that majority of university libraries in southern Nigeria are not prepared to embrace used-based subscription as advocated by PDA. This is due to the fact that most university libraries lack written collection development strategy that guide the process of building collections using used-based subscription in order to meet the immediate needs of users as advocated by the PDA framework.

Reviewing the websites of the selected Nigerian university libraries, it is evident that most of the libraries have several collections of printed materials in the form of textbooks, journals, and reference materials (University of Jos library, 2022). It also showed that most of the databases the selected university libraries subscribed to were related to their areas of expertise (Ternenge, and Kashimana, 2019). For instance, the University of Ilorin and Jos has continued to subscribe to databases such as Sci-Direct, Springer, Agora, Hinari, and ProQuest that cover conventional subject areas (University of Ilorin Library, 2022).

Similarly, the situation is different at the Federal University of Technology Minna and the University of Agriculture Makurdi, where ProQuest and Agora were widely subscribed to due to their specialized areas (the Federal University of Technology

Minna library, 2022). Despite that, several studies conducted on the satisfaction level of graduate students in North-central Nigeria have shown that the majority of graduate students were not satisfied with the existing collections of the libraries studied in meeting their demand for information in carrying out academic activities such as coursework, assignments, and research, due to a lack of availability, adequate printed materials, and relevancy in both print and electronic resources (Onwukanjo *et al.*, 2017; George *et al.*, 2022 ).

Furthermore, the lack of updated and relevant information resources in the studied libraries will likely affect graduate students' ability to meet the demand for information that will fulfill their needs in critical areas of academic activities. This is because one of the aims of university libraries is to provide relevant and current resources that satisfy users' needs in meeting academic activities (Adamu and Ajayi, 2023).

According to the collection development policies of the studied universities, it is evident that libraries have continued to use the librarians' mediation approach to acquire print resources through direct purchase. In contrast, interlibrary loan is used at the request point for materials not available in the selected libraries' existing collections (CDP Unilorin Library, 2023). Several studies have demonstrated that inter-library lending for books and journals were not effectively active in the selected university libraries owing to several problems, such as a lack of funds, insufficient information resources, and the policy that guides the process (Tella and Sidiq, 2018).



This implies that the selected university libraries will be unable to avail users with items that are not already in their collections. This is because lack of inter-library lending will restrict users' desire for information, limiting their ability to fully meet their demands for coursework and research work, as advocated by the PDA framework. Similarly, the increasing demand for digital information has prompted libraries, particularly in the selected universities, to subscribe to electronic resources on a quarterly basis, which has not been sufficiently addressing the urgent need of users due to budget cuts (Yarima and Saidu, 2020).

Looking at the fact that the selected universities are unable to avail users with missing information resources from current databases, which may negatively affect graduate students' desire for information in carrying out academic activities such as assignment, coursework completion, and research. Methods such as inter-library lending and used-based subscription, which are component of the PDA framework, have been promoted for addressing users' demands despite budget cuts. This begs the issue of why the chosen university libraries have failed to completely embrace the PDA framework.

The selected university libraries have not fully adopted PDA component such as used-based subscriptions and inter-library loan for electronic resource. This is because of several challenges such as lack of library skills in key areas of acquisition, inadequate infrastructure, a weak policy framework, and a decline in the budget (Yusuf *et al.*, 2018). These observations necessitated a study to determine the level of preparedness in terms of individual library staff, technical aspects such as ICT infrastructures and

training, and managerial aspects towards the full adoption of the patron-driven acquisition (PDA) framework.

### **1.3 Statement of the Problem**

Collection building is a critical function in university libraries, as it ensures that acquired materials meet the immediate demands of users. Universally accepted standards dictate that library collections should be built using a combination of just-in-case methods such as direct purchase and subscription of electronic resources in providing information resources for users. In the event that the just-in-case method could not meet the demand of patrons, PDA components such as interlibrary loan systems and used-based subscriptions are triggered in order to meet the immediate demand of users. These methods facilitate the acquisition of print and electronic resources to meet the academic needs of students. By utilizing these methods, university libraries can ensure that their collections are comprehensive, up-to-date, and relevant to the academic community they serve.

As mentioned earlier, the selected university libraries rely on the just-in-case method to acquire print materials through direct purchase and periodic subscriptions to electronic resources. As a result, the existing collections are unable to fully meet users' demands for information required to carry out academic activities. Cases of outdated print and insufficient electronic resources have been reported, especially by postgraduate students. This can be attributed to the high cost of electronic subscriptions and scholarly print, as well as continuous budget cuts.

Considering the fact that the selected Federal universities are yet to adopt PDA framework whose components such as inter-library loans system and use-based subscriptions, among others, aim at closing gaps in a situation where information

resources are lacking in the just-in-case approach. The studied university libraries are likely not to adequately meet their user's needs. Based on the aforementioned, it is important to examine the level of preparedness of selected Federal University libraries in Nigeria towards the adoption of the patron-driven acquisition framework in terms of staff, technical, and management preparedness as they are vital to the successful adoption of the PDA framework in the selected Federal University libraries.

#### **1.4 Purpose of the Study**

The purpose of the study is to assess the level of Preparedness for Adoption of the Patron-Driven Acquisition (PDA) framework in order to meet needs of graduate students in selected Federal University libraries in Nigeria.

##### **1.4.1 Objectives**

The specific objectives of the study are:

- i. To determine the level at which information needs of graduate students are fulfilled in selected Federal University libraries in Nigeria.
- ii. To assess the existing acquisition methods in selected Federal University libraries in Nigeria.
- iii. To determine the level of library staff's preparedness for Adoption of Patrons-Driven Acquisition (PDA) framework selected Federal University libraries in Nigeria.
- iv. To establish the level of Technical preparedness for Adoption Patrons-Driven Acquisition (PDA) framework.

- v. To establish the level of Management preparedness for adoption of Patrons-Driven Acquisition (PDA) framework selected Federal University libraries in Nigeria.

### **1.5 Research Questions**

- i. Are the information needs of graduate students the selected Federal university libraries in Nigeria fulfilled?
- ii. What are the existing acquisition methods in the studied university libraries?
- iii. What is the level of library staff's preparedness for the adoption of Patrons-Driven Acquisition (PDA) framework?
- iv. What is the level of technical preparedness for the adoption of Patrons-Driven Acquisition (PDA) framework?
- v. What is the level of management preparedness for adoption of Patrons-Driven Acquisition (PDA) framework?

### **1.6 Significance of the Study**

- i. The study may inform librarians on how to effectively identify users' needs as well as build a balanced collections
- ii. The study may help graduate students in identifying collections that will be relevant to their research work;
- iii. The study may provide information that can be used by Government, universities, library management, and policymakers to evaluate and improve the readiness of their libraries for the adoption of PDA frameworks.
- iv. The study will enable Government, universities, library management, and policymakers to make informed decisions regarding the adoption of PDA frameworks and other alternative methods of collection building.

- v. It may also serve as background literature for scholars that intend to conduct research on acquisition of information resources in Nigeria tertiary institutions.
- vi. The study can also enhance policy shift in order to accelerate the adoption of PDA in Nigeria University libraries.

## **1.7 Limitation and Delimitation**

### **1.7.1 Limitation**

The limitations of this study on the preparedness for the adoption of the patron-driven acquisition (PDA) framework in selected Federal University libraries in Nigeria is the potential for limited generalizability. The findings and recommendations of this research may primarily apply to the specific universities and libraries selected for the study. Due to the diverse nature of universities across Nigeria and variations in their resource allocation, infrastructure, and administrative policies, it may not be feasible to extend the results to all Federal University libraries in the country

### **1.7.2 Delimitation**

This study was delimited to Four Federal University libraries in North-central Nigeria. There are Six (6) Federal University libraries in North-central Nigeria. Out of which four (4) were selected on the basis of having automated their libraries which is usually the first stage in the process of adopting the PDA framework. The selected federal University libraries also has adequate staff strength in different category that could respond to key issues on adoption of PDA framework which other restricted Federal university libraries does not have due to the fact that they are newly established.

### **1.7.3 Assumptions**

The following assumptions were made:

- i. That adopting the PDA framework in the selected university libraries will give users more access to a wide variety of collections that meet their immediate needs.
- ii. That graduate student know their information needs, which can informed PDA framework
- iii. That the level of Staff preparedness toward adopting the PDA framework among the selected university libraries will determine the level of success.
- iv. That the availability of ICT infrastructure will enhance the successful adoption of PDA framework
- v. That the level of Management preparedness is a determine factor for PDA Adoption.

## **1.8 Theoretical and Conceptual Framework**

This research is hinged on organizational preparedness for change theory and the researcher has developed a conceptual framework as part of the thesis structure framework.

### **1.8.1 Theoretical Framework**

Theory of Organizational Readiness for Change (ORC) is adopted for the study. Weiner, (2009) describe the theory as a multi-level framework which underlined the need of developing organizational readiness for change and offered numerous techniques for developing organizational readiness for change with the following key proponent of implementation. Capability: task demands (library staff preparedness) , resource availability (Technical preparedness), and situational factors (Management preparedness). Therefore, employees are more likely to execute change, put in more

constructive effort, be more persistent, and cooperate when an organization's readiness for change is strong, according to the factors outlined by weiner .ORC (organisational readiness for change) is a universal concept that is required for implementing any changes in any sector which include the libraries. The theory informed this study by systematically assessing and understanding the factors influencing the preparedness for the adoption of a patron-driven acquisition framework in selected Federal University libraries. This approach can provide a comprehensive understanding of the organizational context and inform strategies for successful adoption of the framework.

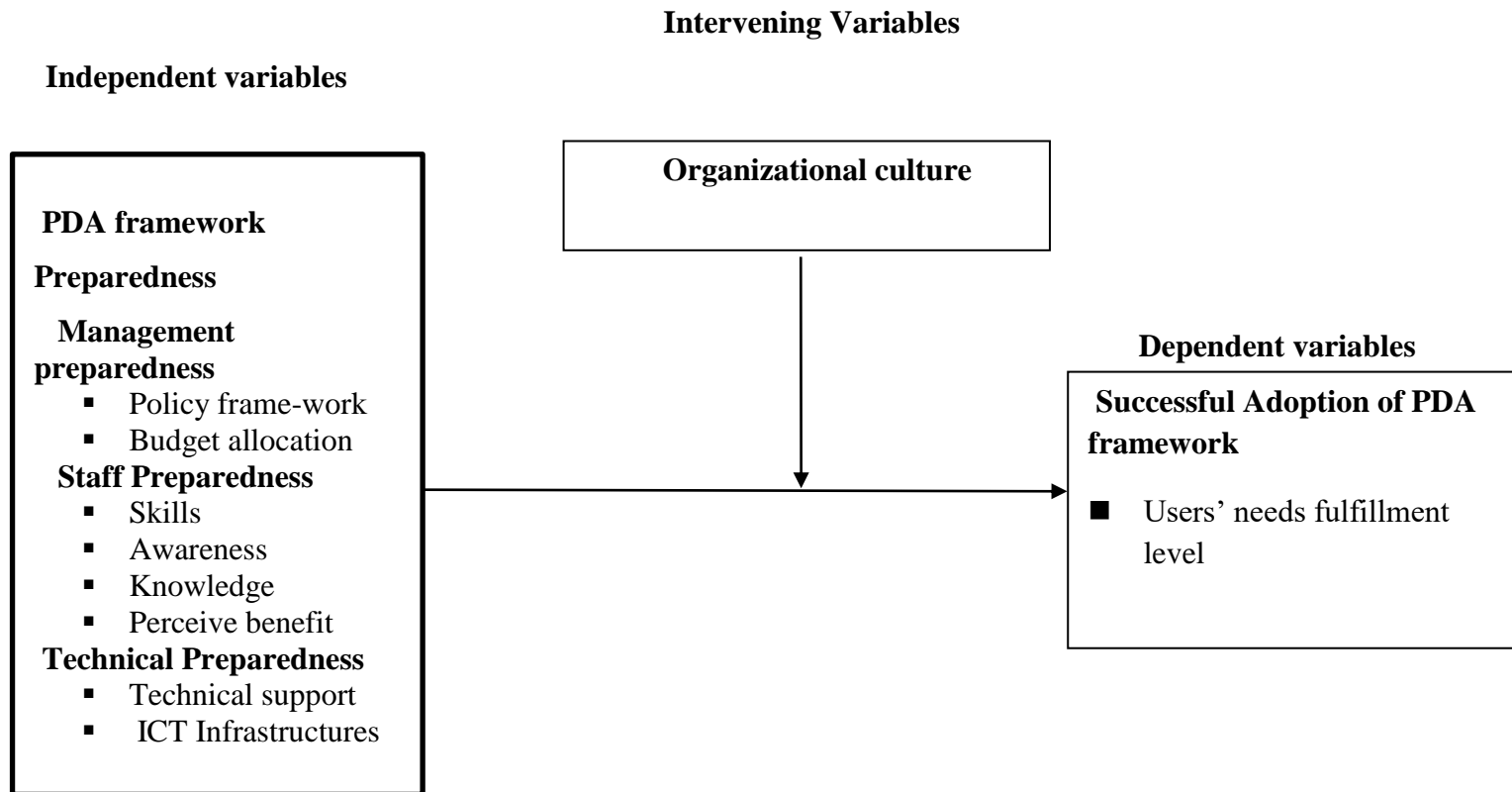
For example, Qomariyah et al.'s (2020) research looked at organizational preparation for Library 4.0: A Case Study at X Library. According to the statistics, the average organizational readiness for implementing Library 4.0 is 2.60. This indicated that the X Library is not yet finished and that some additional work is required to implement Library 4.0. It was also observed that almost all of them are not prepared, but there is one indicator that they are: the policies and practices. Leadership is a crucial component related to contextual elements affecting Library X's readiness for Library 4.0, therefore there is a lack of organizational preparation.

### **1.8.2 Conceptual Framework**

The conceptual framework explains the dependent variables, independent variables, and intervening variables on the preparedness for adoption of patrons-driven acquisition framework in some selected Federal University libraries. Therefore, figure 1.1, shows the interaction among the independent, dependent and intervening variables

The independent variable for this study is preparedness, while the dependent variable is adoption, which depends on the preparedness of the PDA method. The study's independent variable (preparedness) was measured through the following parameters: staff preparedness (skills, awareness, knowledge, and perceived benefits); technical preparedness (ICT infrastructures and training); and management preparedness (policy and budget allocation). The dependent variable was adoption, measured in terms of users' needs and return on investment to the library. The intervening variable parameters (organizational culture).





**Figure 1.1:** *Conceptual Framework for preparedness for adoption of PDA Approach*

## 1.9 Operational Definition of Terms

- i. **Adoption plan** : is the process involve in the implementation of new innovations in libraries
- ii. **Patrons:** In this study, it is refer to individuals or group who use the library's resources and services in meeting their needs
- iii. **Patron-Driven Acquisition framework:** is a Framework of acquisition that allows libraries to acquire information resources when it is sure that patrons will utilize the information resources for their immediate demand.
- iv. **Policy framework:** it is a document that guides libraries on the entire process of acquiring information resources.
- v. **Preparedness:** it is defined as a level of readiness towards adoption of Patrons-Driven Acquisition in university libraries. Preparedness is a key indicator towards successful adoption of the PDA approach in academic libraries

## **CHAPTER TWO**

### **REVIEW OF RELATED LITERATURE**

#### **2.1 Introduction**

This chapter delves into a comprehensive exploration of the literature surrounding user needs, information sources, and user satisfaction within the context of academic libraries. Encompassing a multifaceted approach, it addresses use-based, period-based, subscription, inter-library loan, consortium, and direct purchase. Additionally, crucial themes, such as library staff skills, knowledge initiation, awareness, and perceived benefits, in shaping preparedness for the adoption of PDA framework. Availability of ICT infrastructure and the provision of technical support—critical components for a seamless adoption process. Furthermore, it delves into policy development and budgeting, integral facets of management preparedness and summary of research gap.

#### **2.2 Users information needs in Academic Libraries**

Academic libraries are expected to provide exceptional information services that assist community teaching, learning, and research (Adeniran, 2019). According to the America Library Association (ALA), the fundamental objective of academic libraries is to provide information that meets the needs of users of all categories, such as faculty members, undergraduate and graduate students (America Library Association, 2016). As a result, it is critical for academic libraries to understand their users' information demands. Despite the fact that information requirements differ between individuals and groups of users.

Furthermore, users are expected to demand for information in areas of needs such as research support, development in field of study, job related issues and academic work as per their categories (Humbhi, 2022). For example, information needs of faculty members ranging from information on class tutorials, reading, research and communication with other faculty members (He, 2012). Graduate students, on the other hand, have a variety of information needs, including academic information, career information, leisure information, job updates and worldwide information, personal development information, and political information (Goerge *et al*, 2022).

Faculty members from Lincoln University in New Zealand conducted research on the library. The study's findings demonstrated that faculty members' information needs spanned from information on class tutorials to reading and communication with other faculty members (He, 2012). Similarly, a study was also conducted at the University of Bangladesh where faculty members' information needs were focused on teaching (Mostofa, 2013). This suggests that the majority of faculty members just want information on teaching. Despite the fact that research is critical to faculty members' continuing growth, it was not part of their demands.

In Sri Lanka, a study was also conducted on information needs by Gunasekera and Balasubramani (2022), where he concluded that Academic sociologists' information demands are complex, and they rely on a wide range of information sources to meet those needs. The study explores the need to understanding that information needs of individual/ a group varies depending on their needs. Although the study could not really say weather information sources used was able to fulfill the student information need which the current study seeks to address.

Furthermore, according to the findings, faculty members' most essential aim for information needs was to publish a scientific publication, whereas upgrading technical knowledge was their least important goal at PNU University, Mazandaran, Iran (Azadeh and Ghasemi, 2016). This means that information on class tutorials were not part of their needs. Therefore, the lack of demand for information on class could affect faculty member's ability to deliver the current content to students at the right time.

A study was conducted at the University of Nigeria Nsukka to identify the information needs of faculty members of the Faculty of Administration in areas such as research support for journal articles, research support for conference/workshop papers, information on current developments in their field, and assistance with student education. Others included book development research assistance, general knowledge, current events, and health issues (Ugwoke and Asogwa, 2015). However, the study merely highlights the information requirement of administration faculty instructors. As a result, the demand for identity information cannot be generalised.

In the other-hand, students consider themselves in a position needing the knowledge to deal with how they see fit, the demand for information develops. In other words, more information is needed to perform a job, resulting in an information requirement, which has been articulated and interpreted in different ways by numerous scholars (Adeniyi, 2007).

In United Kingdom, there was no clear evidence of a difference in the information needs of PGT students across the country, according to Dye's (2013) findings. While international students needed the same amount of knowledge as UK-domiciled students, they also needed information about the practicalities of relocating to, living

in, and studying in the UK. These included specifics on visas, accommodations, and the availability of language assistance or course information in a foreign language or course information in a foreign language. According to the study, the information most needed by internationals is in the area of social needs such as living and lodging. However, the study could not ascertain the academic needs of international students, which could give the library idea of acquiring information resources that meet users' needs as the present study addressed.

In Russia, Abdulkhakova *et al.* (2021) study titled "Information needs of students at the Kazan State Institute" emphasized that students can obtain information about essential documents, major scientific events, and the contents of these documents from the institute's website. However, the lack of students demanding for information in key areas of needs such as research will affect the output of their thesis. Therefore, the present study looked at information demand of graduate students in the area of research.

A survey was undertaken at Delhi University in India to assess the information needs of foreign graduate students. According to the study by Singh *et al.* (2015), students' information demands, independent of their field of study, include information for producing research articles and conducting research. However, a lack of demand in the areas of citing and citation management, as well as field of study information, may have a negative impact on students' academic achievement. As a result, the current study identifies citing and citation management, as well as field of study information, as some of the needs mentioned by graduated students at the selected Federal universities in Nigeria.

Konyana (2022) did a study on the information needs of potential postgraduate students in Kwazulu-Natal, South Africa. The postgraduate market, according to the survey, is diversified and has specific information demands. The findings provide institutions with a framework for evaluating prospective postgraduate students' information needs when applying to master's and doctorate programs at public universities. According to the study, prospective master's and PhD candidates must have job-related information. The current study, in contrast to the previous study, was able to clearly characterize the needs of postgraduate diploma program students.

The requirements and expectations of library users regarding information services provided: a case study of four public university libraries in Kenya's western region. Postgraduate student needs, according to the report, have yet to be met. The survey also acknowledged the bad condition of affairs, which included weaknesses in information materials infrastructure, a declining budget, facilities, and inexperienced personnel (Nyakweba *et al*, 2022). However, the research did not identify the specific information needs of students, whereas the current study focused on the demands voiced by graduate students at selected Nigerian schools.

Museve and Namande (2020) discovered that most students seek information for academic objectives, while some use it for other information-related requirements, in a study on evaluating the information needs of final-year diploma students at Kitale Polytechnic library Trans-Nzoia County, Kenya. According to the findings, the library's collection does not successfully meet the information demands of students.

The study could only address the information needs of diploma students and would not be applicable to the needs of master's and doctorate students. As a result, the current study identifies all graduate student groups' information needs.

Gyesi (2020) conducts a study on the information needs and seeking behavior of graduate students at the University of Professional Studies in Accra (UPSA) and in Ghana. The study shows that information on job related issue, career development, academic activities and social aspect were identify as the key needed information of graduates students. The study was not deep in explaining the category of graduate student involved in the research. Hence the particular study address specific information needs of graduate student in order to align the users with information resources that will meet the demand of the needs.

At the National Institute for Legislative and Democratic Studies (NILDS) in Nigeria, Asogwa and Daniel (2021) investigated the information needs of postgraduate students. The findings revealed that postgraduate students' information needs vary, but academic information is the most important information needs that meet the immediate demand of the students. On the other hand, students stated that there is a need for more copies of significant literature, library orientation for new students, and increased borrowers' privileges, among other things.

Emmanuel and Jegede (2011) conducted a similar study at Obafemi Awolowo University (OAU) in Nigeria to assess information needs among MBA students. According to the report, MBA graduate students' knowledge of government policies, business/management, financial/economic, strategic/operational planning, scientific



research findings, and corporate growth information ranked first. Legal, general, worldwide, and social activities were also necessary, with knowledge regarding government/political activities coming last on the list of MBA students' information priorities. Even though the context could not be generalized due to the fact that information needs vary, the researcher was able to provide detailed information demands of MBA students. As a result, the current study intends to identify the information needs of each type of graduate students, which may aid in collecting information needs based on user demands.

Although, studies on information needs of graduate students in libraries are available, no research on information needs of graduate students as it relate to preparedness for adoption of PDA method in selected Nigerian universities was discovered. This is in light of the preceding that the study established evidence that filled the existing knowledge gap.

### **2.2.1 Information sources in Academic libraries**

Information sources are considered anything that provides information and increases or add to existing knowledge (Anunobi and Emezue, 2020). These information sources include textbooks, journal articles, conference proceedings, and dictionaries, which cover subjects taught in academic institutions and can be accessed through print or database subscriptions (Iwara, 2015). Academic libraries acquire print sources because only some information, such as local publications, is found in a subscribed database, as most of the acquired print remains in the library's permanent collections. On the other hand, electronic sources are subscribing to provide users with multiple access points to information resources (Wu, 2005).

In meeting graduate students' information needs, academic libraries are constantly attempting to acquire collections through a hybrid source (electronic and print) to fully support graduate research and other academic activities (Njoroge and Mutwiri, 2022). Therefore, both sources expose students to adequate, relevant, and current collections on their subject of interest that will assist in completing coursework and research writing (Saeed *et al.*, 2022).

According to a study on the use of information sources and services in university libraries in India conducted by Khan and Khan (2016), sources such as electronic journals, e-books, e-databases, pre-prints, numerical and graphical data, library catalog, instructional materials, patents, standards, and so on are accessible on the Web. Bhatia (2011) reported using electronic resources at degree college libraries in Chandigarh, northern India. A systematic questionnaire was created and distributed to 770 randomly selected respondents. According to the findings, electronic databases are used by the majority of respondents (47.27%), electronic journals (39.22%), bibliographic databases (31.56%), and CD-ROM databases (29.35%). Despite the fact that the current study was unable to determine the amount of utilization, both investigations analyze potential sources of information.

A survey was conducted to investigate the information sources of foreign graduate students at Delhi University. Singh *et al.* (2015) show that electronic sources, such as e-journals and e-books, are the most preferred information sources. The above findings only explained the preferred information sources of international students in meeting their needs which is likely not to be the same with the larger population of graduate students because their needs might likely not be the same.

The majority of sociologists depend on books and periodicals, preferring print over electronic media. Despite the fact that the study discovered that academic sociologists utilize IT-based services, citation analysis of their postgraduate theses demonstrated that they depend on print sources. In Tanzania, Ruzegea and Msonde (2021) explored the characteristics that predict successful e-resources utilization among students. The survey was employed in the research, and the data was analyzed using SPSS. Furthermore, regression analysis and one-way ANOVA were used to identify the predictive variables and differences in e-resource utilization across student groups. According to the statistics, students utilized e-resources more often than postgraduates. The research was unable to forecast the causes and amount of utilization of print materials by graduate students, which the current study aims to solve using a quantitative method approach.

Salubi *et al.* (2018) conducted a study on information resource use among South African generation Z students and discovered that the majority of respondents, 82.3%, were between the ages of 18 and 23, with an average daily library use duration of two hours. Wi-Fi is the most commonly used library resource; however, e-books and e-journals should be used more frequently. According to e-librarian statistics, undergraduate students account for less than 6% of total electronic database users, with 62.3% preferring print information resources. The study was fairly thorough in its analysis of undergraduate students' use of electronic resources, but it never addressed their use of print materials, which is what the current study attempts to uncover.

Abu *et al.*, (2022) evaluated postgraduate information sources in universities in Benue State, Nigeria. The results also indicated how library personnel in Benue State served

the information demands of university postgraduate students using, among other things, the internet, conferences, libraries, selective distribution of information (SDI), and current awareness services (CAS). The study solely described the role of library employees in offering information sources. However, the research did not discuss the use of information sources by graduate students, which the present study seeks to address in order to obtain information resources based on graduate students' information demands.

The research of Anunobi and Emezie (2020) focused on postgraduate students at Nigeria's Federal University of Technology in Owerri. To determine the best information sources for the study, a questionnaire and interviews were used to collect data for the descriptive survey. According to the survey results, FUTO postgraduate students prefer electronic sources of information for research. The survey also found that the most important considerations for selected sources were ease of use, convenience, and currency. It was also shown that just a small percentage of postgraduate students considered library database subscriptions to be viable sources of information for research.

Okon and Olat-lawal (2013) stated that graduate students from the University of Uyo's Department of Educational Technology and Library Science were surveyed on their usage of electronic resources. Three (3) study hypotheses were developed and tested on a sample size of 36 graduate M.Sc. and Ph.D. students from the Department of Educational Technology and Library Science at the University of Uyo. The data was examined using the T-test and analysis of variance (ANOVA). Cybercafé is used by the majority of respondents to access internet-based electronic resources. On a regular basis, male and female postgraduate students use electronic resources at the

University of Uyo's educational technology and library science department. To estimate the frequency of utilization for graduate students based on gender, the study used hypothesis testing. The current study seeks to ascertain the extent to which both resources are employed in answering research questions.

Even though studies on information sources of graduate students in libraries are available, no research has been discovered to have extensively discuss the usage of the available information sources as it relate to meeting users information needs of graduate students in selected Nigerian universities. This is in light of the preceding that the study filled the existing knowledge gap.

### **2.2.2 Users satisfaction in Academic libraries**

Academic libraries are not just to stock information resources but also to ensure that student's academic needs are met (Aliyu and Joseph, 2017). In order to fully satisfy patrons' needs, academic libraries strive hard to acquire quality information resources relevant to students' subjects of interest (Yeboah *et al.*, 2018). Graduate student satisfaction is a means by which students determine whether available information resources meet their required needs and expectations in terms of content and currency (Tiemo and Ateboh, 2016).

According to Iwhiwhu and Okorodudu (2012), user satisfaction with library information resources and services is a method by which users assess the sufficiency of the library information resources and services provided to them and whether or not they are satisfied. Similarly, library user satisfaction refers to how users feel after using the library's information resources and services, as well as their desire to return to the library in the future if they require the information again (Ikenwe and Adegbilero-Iwari, 2014). According to (Ijiekhuamhen, Aghojare, and Lerdinand,

2015), the amount of library utilization is determined by users' satisfaction with the accessible information resources and services.

Peng *et al.* (2022) in China employed SPSS statistical software to conduct multiple linear regression analyses of spatial satisfaction to compare student happiness across three Wuhan colleges. According to the findings, five spatial elements have a substantial impact on students' happiness with library space, including service facility availability, interior design quality, physical environment features, spatial variety, and learning space controllability. The study focuses on students' satisfaction with the building's services and space. However, satisfaction is largely graded based on the quality of accessible information resources in the examined libraries, which the current study attempts to analyze in order to satisfy users' requests, which is one of the library's primary purposes.

In India, Saika and Gohain (2013) assessed student and researcher satisfaction with Tezpur University's library resources and services. To meet their information needs, 82.39% (131) of users borrowed text books, 7.87% (127) reviewed journals, and 75.47% (120) read newspapers, according to statistics. The research described how users at the university in question met their information needs. However, it is unknown whether their information needs were addressed using the information resources. These are the areas that the current study intends to thoroughly examine in order to ensure that consumers' needs are fully addressed.

Motiang, Wallis, and Korodia (2014) conducted a study at the University of Limpopo in South Africa to assess user satisfaction with library services, which revealed that users visit the library frequently, use the books, and are satisfied with the library hours, registration process, and staff members. Topics for improvement include

expanding the book and journal collection, adding photocopy machines, improving internet access, extending library hours, and improving library personnel services. Despite the fact that the survey stated that users preferred the use of print and went on to emphasize the importance of improving print resources in the library, the study was unclear on the degree of satisfaction with the usage of existing print in satisfying users' demands.

According to Wanyonyi et al. (2018), the research sample in Kenya included 265 study participants. Data was gathered using questionnaires and an interview schedule. Data were descriptively analyzed and shown in tables and graphs using SPSS 22. On qualitative data, thematic analysis was undertaken. The availability of information resources on user satisfaction at the Pwani University Library, according to the research findings, has a substantial influence on user pleasure. Using regression analysis, the coefficient of determination,  $R^2$ , was 0.400, indicating a 40% variance attributed to the influence of services provided and user satisfaction at Pwani University library. The study described the impact of information resource adequacy as a positive predictor of user happiness. However, the current study employs a quantitative technique to assess graduate students' satisfaction in terms of quality in meeting the requests of their consumers.

Agboola *et al.* (2019) assessed postgraduate students' satisfaction with library services at the Federal University of Agriculture, Abeokuta, in Nigeria. According to the data, library collections are acceptable resources; books and newspapers are generally available; however, PG students do not read newspapers. The PG students consume a large number of electronic periodicals. According to the research, most students used personal internet service modems. Students were dissatisfied with the accessibility to

electronic databases and the manner in which users' information expectations were met in terms of service quality.

Ogbuiyi and Okpe (2013) did a similar study on library resource and service utilization in Nigerian private universities. The study's objectives were to examine both user satisfaction with library products and service perception. According to the findings, 60% of respondents thought the textbooks were adequate, 72% said the newspaper supply in the library was consistent, and 59.9% considered the reference services were excellent. Despite the existence of studies on user satisfaction with library information resources, no study has been found to address user satisfaction in terms of the content and currency of information resources (print and electronic), which are a measure of quality in determining whether patrons' information needs are met in the selected Nigerian universities. This is in light of the earlier statement that the research attempts to fill a knowledge gap.

### **2.3 Collection building in Academic libraries**

Collection development is a fundamental duty in academic libraries that ensures the availability of information resources to support the teaching, learning, and research functions of the institution. Collection building in academic libraries refers to the process of developing and managing a library collection of materials, such as books, journals, databases, and other resources, to support the academic community's research, teaching, and learning needs (Mwilongo, Luambano, and Lwehabura, 2020).

According to the report provided by Association of research libraries on collection building activities in the united states between 2014-2015. The report shows that academic libraries continue to invest heavily in electronic resources, but also face budget constrain and challenges in managing print collections (Association of



research libraries, 2016). Similar study titled changing role of academic libraries in the digital age and the challenges of collection building. The study suggests that academic libraries need to adopt new method of collection building that is more flexible, collaborative, and responsive to user's needs (Horava, 2010).

According to Foster and Gibbons (2020), university libraries in the United Kingdom are increasingly focused on producing digital collections to fulfill their users' evolving needs. Furthermore, academic libraries are using novel collection building methods, such as demand-driven acquisition, which allows users to select and acquire literature depending on their needs. One of the most significant issues that university libraries in South Africa face is a lack of funding for collection development.

Higgs and Aschman (2018), many academic libraries struggle to maintain their collections and acquire new materials due to inadequate budgets. In addition to funding issues, academic librarians in South Africa facing challenges in building and maintaining collections. The author highlights the importance of conducting users' needs assessments and collaborating with faculty members to develop collections that support teaching and research (Dlamini, 2010). Similar study carried out on collection development practices at the University of Johannesburg provides insights into the challenges and opportunities of building collections in an academic library context. The authors highlight the importance of developing a comprehensive collection development policy, conducting user needs assessments, and collaborating with faculty members to develop collections that support teaching and research (Matapo and Botha, 2017).

Waithaka and Kiplang'at (2016) investigate Kenyatta University Library's collection development practices. According to the report, the library has issues such as

insufficient financing, a lack of library staff, and insufficient storage space for materials. Despite these obstacles, the library has developed a reasonably extensive collection that meets the demands of its patrons. Strathmore University conducted a similar study. According to the survey, one of the primary challenges encountered by the library is the limited availability of information resources. To address this issue, the study suggests that the library use current acquisition procedures that would improve the provision of suitable information resources that fulfill the needs of users (Owino and Wekesa, 2017).

A study on collection development and management practice in Nigeria was undertaken. According to the survey, most university libraries in Nigeria have a limited budget for collection development, which has an impact on the quality of their collections. The study also advises that academic libraries work with other institutions to build electronic resource consortiums in order to improve access to information resources (Adetimirin and Adekunle, 2016). A similar study found that inadequate financing, bad selection procedures, and a lack of user input in collection development decisions were among the difficulties confronting collection development in Nigerian university libraries (Daramola, 2018).

Ogunsola (2017) explores academic libraries' collection growth and administration strategies in southwest Nigeria. According to the report, libraries confront a number of problems in collection development, including limited financing, a shortage of educated workers, and insufficient infrastructure. According to the study, university libraries should adopt a more realistic acquisition strategy based on user demands. Ukwoma and Okafor (2020) investigate the collection development and administration procedures at Nigeria's Federal University Ndufu-Alike in Ebonyi

state. According to the report, the library has issues such as insufficient budget, a shortage of competent workers, and a lack of facilities. To address these issues, the report suggests library collaboration, more financing, and the utilization of digital resources.

The situation is similar in north-central Nigeria, where university libraries face particular collection-building issues due to the region's idiosyncrasies. Mohammed and Mohammed (2016) used a survey technique to investigate collection development practices in north-central Nigeria. According to the survey, some of the biggest obstacles faced by these libraries in growing their collections were insufficient funding and a lack of current and relevant materials that satisfy the needs of the users. In a related study, Ibrahim (2017) used a qualitative approach to investigate the challenges of collection development in academic libraries in north-central Nigeria. According to the survey, some of the obstacles experienced by these libraries in building their collections were insufficient money, a lack of trained people, and a lack of cooperation from professors.

### **2.3.1 Acquisition Method in Academic Libraries**

Acquisition methods are the various approaches used by libraries to create information resources in print and electronic formats (Abdulsalami and Arowolo, 2019). Methods such as the direct purchase of print, periodic-based subscriptions, consortia, inter-library loans for information resources and used-based subscriptions are commonly used in acquiring library information resources (Shou and Kimaro, 2021).

Library-based direct purchases and periodical subscriptions are foundational methods to acquire print and electronic resources through vendors. Inter-library loans, consortia, and usage-based subscriptions, as stated by Link *et al.* (2012), PDA components that are used as a complementary method in acquiring resources if the foundation methods can no longer meet the immediate demand of users' information needs (Walker, 2012; Adesanya, 2015; Ezeh, 2020).

Scholarly publishing is the information economy in which university libraries operate, and significant changes are already taking place in traditional publishing and pricing tactics. Library consortiums have long been regarded to boost purchasing power while decreasing costs (Turner, 2014). Consortia are considered as an effective short-term strategy of enhancing individual libraries' purchasing power, as well as a long-term opportunity to optimize chances for joint collection creation and resource sharing. They enable libraries to provide users with access to a much broader range of goods than any single library could (Landesman & Van Reenan, 2000).

The most major benefit of libraries engaging in consortium contracts for licensed electronic resources is that they can give access to material that many would not be able to pay individually. Clement (2007) found that the capacity of consortium members to supply more material to consumers was the most major advantage of consortium involvement in the United States in her 2006 study of 92 consortiums. However, the research sought to demonstrate if the material obtained via consortiums fits the demands of certain consumers. Similarly, Turner (2014) found that the majority of academic libraries active in consortia can give users with access to a greater context of electronic resources. The research also discovered that pooled subscription fees in consortia result in cost reductions in the academic libraries

investigated. However, the research should address whether the consortiums provided a return on investment to the libraries questioned.

Damerchiloo *et al.* (2019) present findings from an investigation at an Iranian institution into the impact of an academic library consortium on research output. The primary goal of the study was to examine how well the consortium's subscription services met user requests and the quality of publications referenced by scholars. According to the data, around 33% of the journals subscribed to by the academic libraries consortium are included in the published articles.

Babarinde *et al.*, (2019). The findings highlight six universities' previous efforts to form a later abortive and unsuccessful consortium. The authors also identified challenges to implementing consortiums in libraries, such as unreliability of electronic infrastructure, insufficient ICT skills, sporadic access to internet facilities, a lack of staff training, and access to electronic materials. Consortium prospects, such as sharing existing resources, collaboration on collection development, and sharing electronic resources, were highlighted, as were some of the ingredients that make it. However, the study shows that the six libraries do not have a supplementary method to satisfy patrons' information needs, which the current study seeks to address.

Lu and Chambers (2013) investigated the PDA consortium technique at the University of Colorado in the United States. According to the research, implementing a consortium PDA program has an effect on library catalogs, cataloging departments, and cataloging processes. The article discusses the CU PDA initiative, focusing on how MARC records are generated and supplied to CU libraries before and after title acquisition. It investigates features of record editing and update, such as vendor-

supplied data quality, local expectations, and best practices for Prospector, a regional unified catalog in which all CU system libraries participate. The authors also discuss how they identify and manage cataloging mistakes, as well as how they handle PDA titles that are duplicated in other CU library e-book packages. The authors, however, were unable to explain the benefits of employing the PDA consortium technique or whether Colorado University offers alternate acquisition strategies.

Arizona State University, according to Richardson (2013), developed the patron-driven acquisitions (PDA) consortium initiative in 2009. The method developed enables Arizona Board of Regents (ABOR) University teachers and students to get access to a core library of e-books made available via resource discovery services and online catalogs. These books are far less expensive than a single ABOR college's equivalent subject. One of the evolving Frameworks in digital research is the patron-driven paradigm presented here. While the Arizona University Library Consortium claims success, scholarly publishing concerns are raised by the patron-driven model. More research was needed, however, to evaluate whether the PDA consortium technique was suitable to Arizona University's teachers and students in the United States.

Similarly, members of the Ontario Council of University Libraries (OCUL) enthusiastically engaged in the September 2010 pilot of the patron-driven acquisitions (PDA) consortium program. The OCUL understood that developing a system enabling patrons to acquire titles for multiple collections would be difficult. As a result, the consortium assisted in carefully balancing the needs of individual members. The study outlines the project and evaluates the data from three separate angles, with the goal of collectively understanding PDA's issues and prospects (Devis *et al.*, 2012).

The paper described applying the PDA approach to balance existing collections in a pilot study, implying that the PDA method is a supplemental method. The current study, however, addresses the existing acquisition approach by using a questionnaire to collect data.

Patron-driven acquisition (PDA) techniques for both electronic and print books are commonly utilized in university libraries. Vendors give title-level MARC data to aid with catalog finding, however handling these records can be onerous. Colorado State University Libraries (CSUL) implemented four PDA techniques over the last two years. Because these records are becoming a more important part of the collection, CSUL recognizes the significance of carefully creating record management rules and processes to accommodate a variety of acquisition tactics. Draper (2013) investigates four PDA techniques, cataloging standards and practices, and personnel levels in record administration. However, the author should have highlighted the amount of satisfaction of the Framework's clientele. The pilot study had an impact on the research's findings as well. As a result, the current study was able to investigate the amount of application of the acquisition strategy in the analyzed libraries by employing a questionnaire as a data collection tool from library professionals in selected Nigerian university libraries.

A study was also conducted to investigate the factors impeding the Consortium of Tanzanian University and Research Libraries' (COTUL) effective expansion. We employed a mixed research design. Data was gathered through interviews, questionnaires, and observations. In this study, 58 professional librarians were chosen at random. The study investigated librarians' knowledge of COTUL, as well as its organizational structures, strengths, and issues. The findings revealed that librarians

must be aware of COTUL, limiting its growth, and that current organizational structures must be sufficiently supportive to COTUL functioning. The study highlights problems such as the requirement for a sustainable financial base, researcher awareness of e-resources, and insufficient search skills (Msuya and Mungwabi, 2015). However, the study mainly tackles the problems involved with adopting library consortiums, despite the fact that they were unable to determine whether the library consortium established is related with the PDA Framework.

In Kenya, a Niche (2021) study of the influence of library consortiums in the University of Nairobi library found that library consortiums were the most commonly used Framework of acquisition in the library. The study also found that implementing the library consortium might have a substantial impact on user satisfaction by offering expanded access to information resources to suit their need. The investigation, however, needed to determine whether the adopted library consortiums were user-centered. The current study looked into whether or not selected Nigerian university library consortiums use the PDA approach.

In Nigeria, research on the creation of university library consortiums was performed. The paper highlights the efforts of the National institutions Commission in designing various programs and receiving funding, including a \$293,000 (US) grant from the Open Society Initiative for West Africa to boost connectivity in selected Nigerian institutions from late 2004 to late 2006. Consortia appear to fail despite efforts to form them due to restrictions such as a lack of ICT infrastructure and government backing (Ossai, 2010). However, given the conclusions were reliant on other writers' opinions, the researcher needed to objectively confirm them.

Furthermore, to improve the quality of higher education and research in the country, the author proposes the formation of an academic library consortium, which can pool



and share available resources and jointly update collections at a lower cost (Dada and Kayode, 2018). However, the study population needs to include librarians in academic libraries. Hence, the present study critically interviewed the university librarians to determine the use of library consortiums to acquire electronic resources in the selected Nigerian university libraries.

Bassil (2015) investigated academic library consortium trends in north-central and south-eastern Nigeria. Academic libraries in Nigeria, according to the report, have yet to completely embrace library consortiums, with just two of the four academic libraries assessed having operating library consortiums. The research also highlights the significance of collection development strategies for electronic resource subscriptions. It also recommended that a shared budget and improved financing among university libraries would boost the likelihood of library consortia adoption. The report examined libraries' attempts to completely implement consortium, one of the PDA method's components. However, owing to the research's size constraint, the study region is tiny and could not be utilized as a general viewpoint.

According to Goundar and Narayana (2014), one of the US university scientific libraries in India spends 76 percent of its journal budget on titles from ten major publishers, including Elsevier, Springer, Wiley, Harcourt, Kluwer, Plenum, Blackwell, AIP, Marcel Dekker, and Taylor Francis. However, the authors did not address whether the students of the studied library were satisfied with the quality of material offered through the periodic-based acquisition technique or the consistency of subscriptions to the 10 major databases.

In Ireland, a study was carried out in the Irish Institutes of Technology libraries on the selection and acquisition of e-books. According to the interview responses, the

teaching staff at the ITs had little influence over the e-book titles they subscribed to. The study also suggests using business methods such as consortia to acquire e-book titles from a broader range of sources to meet the demand of teaching staff (Carin and Tedd, 2012). However, the study only used the interview method to collect data. Therefore, the present study used a mixed method to collect data from library staff and the heads of libraries at the selected Nigerian universities.

In India, research was conducted to determine the main difficulties academic librarians at Mumbai University had when choosing and collecting e-resources. The study found that e-journals make up most of the library's electronic collections. Further findings also show that depending on the kind of e-resources, librarians mostly adopt the periodicals-based subscription Framework as the major acquisition Framework in university libraries (Benny, 2015). However, the study needed to ascertain whether the acquisition of electronic resources through the periodic-based subscription met the immediate demand of the users that it investigated.

In Kenya, a study was done in Mount Kenya University's main campus library. The primary purpose of the study was to learn about the library's acquisition technique and the issues associated with consumption. According to the poll, while most students profit from electronic resources, they seldom participate in the process of gaining them, resulting in poor utilization of these resources (Simotwo, 2015). However, the technique of data collecting was not explicitly stated in the study. As a result, the current study used a questionnaire and an interview to collect data in order to determine the current acquisition method.

Okogwu and Achebe (2018) discussed the difficulties that university libraries in southeast Nigeria confront while choosing and purchasing electronic content.

According to the data, university libraries select e-resources in a variety of ways. The overall mean revealed that free trial offerings with a link to their resources (mean = 3.12) rated the highest and are widely used by libraries. The use of reviews provided through electronic resources, on the other hand, has the lowest rating (mean = 2.57). Furthermore, the libraries demonstrated the use of periodical-based subscriptions in the procurement of electronic content in university libraries. However, the study did not specify whether there is another method of gathering information resources that meet customers' urgent needs, which is what the current study is attempting to answer.

Okogwu and Ozioko (2018) emphasized that among the selected Federal University Libraries in southeast Nigeria, periodical-based subscriptions are employed to acquire electronic resources. Further disclosures indicate that users of electronic resources should be more involved in the selection process. According to the study, in order to obtain information resources that will be used, consumers of electronic resources should be actively involved in the selection and acquisition of electronic resources. However, the study's conclusions only cover the perspectives of librarians at southeast federal university libraries. As a result, the current survey was conducted to get more feedback from librarians in various parts of Nigeria.

According to Adekunle *et al.* (2021), despite the large sums of money spent by academic libraries in Nigeria on subscribing to electronic resources through periodic-based subscriptions, the electronic resources are underutilized, resulting in little return on investment for the libraries. The study also recommended that libraries subscribe to a user-centered acquisition Framework in order to see a return on investment. The study sample, on the other hand, represents the views of entire academic libraries. The

current study's conclusions were solely based on the opinions of library professionals and library directors at selected Nigerian universities.

Interlibrary loan (ILL) is a vital service in academic libraries, allowing patrons to request specific books and expect them to be made available. This method is an early channel used in meeting users' needs through user-centered services such as the inter-library loan Framework. Lehigh University in the U.S. used ILL data to drive immediate purchases of titles requested by users and a more complex acquisition Framework. The university developed a Flipped inter-library loan, allowing the requested titles to become a permanent part of the library collections (Huang, 2015). However, the study could not clearly state the method of data collection, which the present study sought to address by using mixed methods to determine the usage of the inter-library loan method in the selected University libraries.

A comparable study found that Virginia Tech, a comprehensive research university with over 225 undergraduate and graduate research programs, commonly uses inter-library loans (ILL) to meet their customers' urgent needs and supplement their existing holdings. However, a particular ILL channel has frequently proven impossible to fulfill a variety of needs. Recently terminated journal subscriptions and embargoed aggregator articles were among them. The use of purchase-on-demand (POD) has allowed Virginia Tech users to complete ILL requests that would have been refused in the absence of POD (Edward and Ladd, 2014). The study was unable to demonstrate the method employed by the researcher to ascertain the channel of inter-library lending, which the current study tries to remedy through data collecting utilizing a questionnaire.

The rising cost of information resources places an additional financial burden on libraries. As a result, to meet their immediate needs, Wichita State University students continue to request textbooks through the interlibrary loan platform. An evaluation was also conducted as part of the study to determine how frequently students use the platform to request textbooks (Blackburn and Tiemeyer, 2013). However, the study was unable to show the study's population as well as the method of data collection. The current study used a large population and a mixed method to determine the level of interlibrary loan usage in acquiring information in selected Nigerian university libraries.

Gisèle (2021) urged that direct purchase/firm order and periodically based subscriptions are foundational methods of acquisition popularly used for acquiring electronic and print sources in academic libraries. A similar study by Huang (2015) stressed that Interlibrary loan (ILL) is an aspect of the PDA Framework that provides users with alternative information sources that are unavailable in their present library. These acquisition methods handle a specific request of students' needs and influence what libraries need to acquire permanently. It also drives the immediate acquisition of user-based information sources.

Richardson (2013) argued that electronic subscriptions through the PDA method consortia enable faculty members and students to have unlimited access to alternative information sources within a concise period to meet patrons' immediate demands. This is because the essence of the PDA method is to complement the existing acquisition Framework by providing alternative information sources to meet the immediate demand of patrons in case the foundation acquisition method fails to meet the patron's demand (Walters, 2012).

An investigation was carried out to discover emerging tendencies in inter-institutional borrowing and lending. Interlibrary Loan (ILL) services at North-West University in South Africa were critical to satisfying the immediate needs of library customers from 2006 to 2016. According to additional study, ILL usage in libraries has dropped over the last 11 years. Sharing information resources has become a must in many colleges, notwithstanding present economic constraints and financial difficulties. As a result, more ILL awareness and technical advances that ensure library users can seek information resources effortlessly are required (Siviwe *et al.*, 2017).

The study's goal was to investigate the practice of inter-library cooperation at Nigeria's University of Jos Library. The study used a survey technique, with a self-administered questionnaire as the instrument. A total of 56 questionnaires were randomly selected from a population of 67, with 49 completed, returned, and judged usable. In this study, the frequency count and simple percentages were used as data analysis methodologies. According to the research, the University library often shares resources with other libraries but rarely borrows from them. Books, Inter-library Loan, and Document Delivery are among the most commonly traded types of media, however they do not provide selective information transmission. Inadequate funding, apathy among participating libraries, and a lack of appropriate resources to offer are some of the challenges faced in inter-library loan practice (Jacob and Adurogboye, 2019).

A comparable study was conducted to explore inter-library loan cooperation and library service delivery in Imo State university libraries. A survey was used to study a population of 180 professional and paraprofessional workers. To produce an accurate population count, a complete enumeration sample strategy was used. The study's

findings revealed that the few areas of library cooperation in the tertiary institutions studied are interlibrary loan, exchange, and joint publication; and there is a significant relationship between library cooperation and the provision of library services in the tertiary institutions studied, with some of the challenges posed by library cooperation being insufficient funding, outdated technology, and fear of resource loss (Udo-Anyanwu, 2020). The investigation, however, was unable to establish the acquisition technique employed in the subscription of electronic resources in the University libraries studied.

#### **2.4 Library staff Preparedness**

Library staff is expected to prepare for the implementation of the PDA approach in terms of having technical skills to navigate through the entire PDA system. It is also expected that library staff should be proficient in using online databases that will be uploaded into the OPAC for patrons to trigger titles. Library staff should serve as guides to patrons in case of any eventuality. Awareness of the PDA approach in terms of knowledge is essential for successfully implementing the program. Library staff is expected to be aware of the benefit of PDA in university libraries towards meeting the demand of the patrons.

Another factor to be considered during library staff preparedness is their perception of the benefit of implementing the Method. Library staff should have a positive perception towards the adoption of the Framework by believing that the adoption of the PDA method will enable the library budget to be used judiciously to acquire information resources that will meet the demand of patrons.

### **2.4.1 Library staff skills**

The ability of staff or a library to deliver a successful operational service using various approaches for users is demonstrated by their skills, which are key performance indicators (Cherinet, 2018). In order to successfully adopt the PDA method, library staff need to have basic computer skills in the areas of selection, evaluation, and retrieval, which will enable them to have the capacity to choose relevant multi-media content, pick reliable vendors, and assess user information needs—all critical activities in the PDA adoption process (Bajpai and Madhusudhan, 2019).

In Ireland, a study was conducted on the changes and challenges of the PDA method in University libraries. The findings revealed that despite adopting the PDA method, staff in the studied libraries was not prepared to acquire new information retrieval skills (Maceviciute, 2014). However, the study did not address other areas of skills which are also critical to adopting the PDA method. This is because library staff must have navigating skills to access the records of titles available in the OPAC. Hence, the present study investigates the level of library staff skills to access the OPAC and online databases available in the libraries to retrieve the available records of titles.

In June 2012, the library adopted the PDA Method as a trial for six months in Australia. The adoption started with ordering individual eBook titles from vendors like Ebrary, EBSCO, and EBL. The essence of choosing these vendors for the PDA method adoption was that the library staff was able to negotiate with them previously and also could alter the workflow to suit their library plan (Deb and Millington, 2013). However, the study could not ascertain the level of library staff's ability to upload ebook titles into the OPAC, as well as access the titles directly from the



vendor's discovery tools. Hence, the present study seeks to determine the ability of library staff to upload MARC records on OPAC of the selected Nigerian University libraries.

The research was also conducted on Patron Driven Acquisition Method at Swinburne University of Science and Technology library in Australia. The study observed that the University had implemented a large-scale PDA method, which was said to be beneficial to the patrons. The study also discovered that patrons have high usage of titles due to their adoption. However, the lack of ability of library staff to expand the scope of the Ebooks to cover more areas to meet the patron's needs has been a major challenge in the library (Davies, 2017). This study did not ascertain the type of skills needed to expand the scope of the ebook PDA method. Therefore, it is important to know that library staff skills, such as technical skills to critically evaluate appropriate ebooks that will meet patrons' immediate demand, is critical to preparedness to adopt the PDA Framework. Hence, the current study investigated the ability of library staff to evaluate the appropriate information resources in preparation for the full adoption of the PDA Framework in Nigerian university libraries.

According to a comparable research done at the Australian National University Library in 2015, new buying Frameworks have shifted from manually picking individual titles or collections offline to enabling acquisition to be produced online via direct user participation. Patron Driven Acquisition (PDA) gives library users access to pre-loaded data in the library catalog, allowing them to request an eBook directly. The material is then made accessible without additional action from library workers (Roxanne and Heather, 2016). The research, however, did not address the library staff's capacity to pre-load data into the library catalog.

A comparative study was conducted on acquiring ebooks in academic libraries in Sweden and Lithuania. The survey results show that librarians in Sweden have

acquired skills for adopting the ebooks business method. It further shows that Lithuania librarians were seen to have fewer skills required to adopt ebooks, and a quantitative method of research was used to carry out the study (Maceviciute *et al.*, 2017). The above study shows that librarians in Lithuania may not be prepared to adopt a business acquisition method, such as the PDA Framework. This is because having the ability to choose a particular type of method that meets patrons' demands is an indicator that could lead to the successful adoption of such a method. Hence, the study only uses a quantitative research method, and the study population consists of academic librarians only. Therefore, the present study uses a mixed method to get the opinions of all the categories of library staff in terms of their ability to choose appropriate titles for the patrons to trigger acquisition in the studied selected Nigeria University Libraries

In Canada, a survey was conducted on the academic librarian's role in emerging innovations such as the PDA method in Canadian research University libraries. The finding shows librarians need skills to navigate emerging technology services like the PDA method. These skills are required for adopting the PDA method and the staff's ability to use the acquired skills to perform different activities (Ducas *et al.*, 2020). However, the study only discussed the skills required for librarians in specific research-centered university libraries but did not discuss the skills required for the library in university libraries.

The implementation of the e-book PDA Framework at Brigham Young University in the United States requires the library to put e-book bibliographic information into the catalog, giving patrons rapid access to thousands of unpurchased volumes. To choose which bibliographic entries to insert into the catalog, the library selects titles from a

list of e-books available for purchase. Duplicate titles, among other things, are deleted as part of the selection process. Schröder (2012) However, the study could not address the skills of library staff to perform the stated PDA approach operations. Hence, the present study seeks to address the library staff skills for the adoption of PDA approach in selected Nigerian University libraries.

#### **2.4.2 Perceived benefit of PDA among Library Staff**

The perceived advantage is the most crucial aspect that influences the adoption of new techniques, such as the PDA framework. As a result, library staff acceptance of innovative acquisition procedures such as PDA is dependent on their perception of the advantage (Yun-Ke, Adiputra, and De Yang, 2013). Benefits have also been seen to be either the key to accomplishing effective change or the most significant hindrance to its successful adoption (Mushi et al., 2020). The framework's positive image among library personnel, such as bringing a return on investment, a variety of collections, addressing customers' urgent demand, and improving user happiness, aids in its effective adoption (Noordeloos, 2014).

Krikelas and Kaczmarek (2014) investigated the perceived benefits and limitations of PDA among academic library professionals in the United States. The authors discovered that library workers experienced a variety of benefits from PDA, including higher user satisfaction, improved collection development, and decreased burden. They did, however, identify many concerns, such as the need for careful management of PDA programs to avoid usage, the possibility of increasing long-term expenses, and the need to reconcile user needs with economic limits.

Baker and McAllister (2018) investigated the introduction of a PDA program in an Australian academic library. The authors discovered that PDA provided various benefits to library workers, including increased user involvement and satisfaction, improved collection creation, and reduced burden. They did, however, identify several concerns, such as the need to carefully regulate PDA usage to avoid budgetary issues and the need to guarantee that PDA does not result in a loss in overall collection quality.

ProQuest performed a poll to examine librarians' attitudes on the use of the PDA method in libraries that have implemented the Framework. According to the study's findings, all survey respondents believe that PDAs can enable just-in-time access, increase the relevance of a collection by meeting users' expectations, and provide a better assessment before the buy trigger (ProQuest, 2018). Other perceived benefits, such as bringing a return on investment to libraries, were not captured in the survey. A case study was used in the research. As a result, the current study relied on questionnaires to collect information from workers at the selected Nigerian university libraries.

A study was undertaken in the United Kingdom on the perception of the PDA Framework among library professionals at a Northern-English university library. The findings reveal that making library staff at the examined university aware of the Framework will be critical in addressing client demand (Turner, 2017). This demonstrates that the perception of library workers about readiness to implement PDA is good, despite difficulties from the head of library. The preceding study explored the perceptions of the entire library staff regarding their readiness to adopt PDA. However, the current study aims to explore library staff perceptions of the importance of the PDA Framework to libraries, specifically in selected Nigerian

university libraries. This is significant because library workers are critical stakeholders in the Framework's successful implementation.

A early analysis of PDA Framework circulation usage against librarian-DDA in the United States appears to give the library a higher return on investment and may transform libraries into providers of quick information for selected print works during the same term. Because success is defined as the achievement of a desired goal, CSI Library succeeded in building a sustainable DDA within the time frame indicated while spending a reasonable amount of money (Falloon, 2017). The findings of the study were based on the Framework's adoption experience. The study, however, did not use questionnaires to collect input from library staff. As a result, the current study uses questionnaires to collect data on their impressions of the benefits of the PDA Framework in selected Nigerian university libraries.

One of the perceived benefits of the PDA, according to a study on the evaluation of online resources for college and university libraries, is the capacity to "shape the universe of titles from which patrons may choose" through high-quality librarian content selection (Walters, 2016). Similarly, the study found that the measurable value of PDA was in the free plays and the notion that only a few movies tend to draw the bulk of viewers. If fewer videos were triggered for purchase on restricted licenses rather than free plays, a library would save money (Falloon, 2020). However, the study was limited to the PDA Framework's benefit in media resources. As a result, the current study looks on the perceived advantage of the PDA Framework among library staff in selected Nigerian university libraries.

A demand-driven print book buying technique would result in significant cost savings for our library while not jeopardizing customer service. In addition to our program description, we give other data analysis approaches that other libraries could use to examine the potential impact on patron service and satisfaction (Walton et al, 2022).

In the United States of America, a study titled *Indiana Library Directors' Perceptions on Patron-Driven Acquisitions* was conducted. According to the findings, library directors believe that the PDA Framework will enable users to select quality information resources that will have a high rate of circulation among patrons. Despite the fact that the library directors admitted to having a lack of time and staff. The research was conducted using a qualitative method, with the only respondents being the heads of libraries (Freeman et al, 2015). As a result, library directors are optimistic about PDA adoption because they anticipate users will be competent selectors of information resources that will fulfill their needs. The preceding study did not place enough attention on the perceptions of other library personnel, such as academic librarians, who are important stakeholders in the adoption process. As a result, the current study will look at academic librarians' attitudes, and mixed methodologies will be used to carry out the research.

According to Rykse *et al.* (2012), Western University in Canada is migrating from pilot PDA mode to full acquisition integration. According to the findings of the study, there appears to be universal agreement on the advantages of employing a PDA collection development process. Because Frameworks are more flexible to changing user needs, they capture titles that are typically overlooked in more conventional collection development processes.

According to Alan (2017), qualitative analysis was carried out in addition to the quantitative investigation. Respondents were invited to complete a brief survey prior to the start of the PDA program. One of the survey questions asked librarians about the benefits and drawbacks of the PDA program. Fourteen librarians responded, with the majority (71%) saying that their user group uses e-books infrequently or moderately. When asked which format they preferred for themselves, the results showed a fairly even split between print (4) and electronic (3) preferences, with the majority (6) indicating it depends on the book. The ability to allow our users to select titles for the collection that they actually use was the most frequently mentioned feature of PDA (9 replies). Monitoring what was purchased via PDA was also thought to be a way to learn about new needs and research areas being pursued by Western academics and researchers.

#### **2.4.3 Initiative for acquisition of PDA knowledge by staff**

PDA is a critical variable when determining the future of acquisition of information resources and return of investment by academic libraries. For successful adoption of the PDA Framework, library staff needs to be aware in term of diverse knowledge for its adoption (Yusuf *et.al*, 2018).

A study conducted on Patron-driven acquisition in Arizona university library, USA. The findings of the study show the librarians' are aware of the patron-driven acquisition in the studied library. The study further revealed that librarians actively involved in the adoption of the Framework have good knowledge of the Framework (Guy, 2013). The study only shows the level of awareness of librarians which means that awareness is an important component for the adoption. However, the study did not indicate their medium of awareness of the librarians. Further looking at the study shows that only librarian's awareness level was captured. Therefore, the present study investigated the medium of awareness of library staff in order to assess their preparedness level in terms of Knowledge of PDA Framework in selected Nigerian university libraries.

In Sweden, another study was conducted on Patron Driven Acquisition in academic libraries where the findings revealed that librarians were not aware of the PDA Framework until late 2011. The late awareness affected the rate of PDA Framework adoption in Sweden. This is because as 2011 only one university library was able to adopt the PDA Framework due to lack of PDA Framework awareness among librarians in tertiary institutions (Byström *et al*, 2012). This shows that librarians from the said university library that adopted the Framework have the knowledge of PDA Framework.

Despite the fact that other librarians were not aware, the study was unable to identify the medium of awareness of the staff of libraries that have embraced the Framework. As a result, the current study aims to explore the medium of library staff awareness prior to the adoption of the PDA Framework in selected Nigerian university libraries. Several question-and-answer sessions were held over the winter of 2012 to ensure that



collections librarians understand the implications of the profile changes for their collecting activities.

In addition, content was placed on the libraries' intranet website, and a wiki was built as a venue for exchanging PDA Framework information. Western's Collections Consultant from Ingram came to Western in April 2012 to provide additional opportunities for questions to be answered, as well as to meet with each of the subject librarians individually to review the profiles and make changes as needed to ensure the PDA titles identified fell within the scope of our collections (Rykse *et al*, 2012). This demonstrates that Western University librarians learned about the PDA Framework through a workshop. However, only librarians responded to the poll. The purpose of this study is to determine the medium of PDA Framework awareness among personnel in a sample of Nigerian university libraries.

The goal of raising awareness of the PDA Framework is to assist libraries in better understanding how the Framework works in various settings and selecting the scenario that best meets their requirements. In addition, we wish to participate to the discussion on developing standards for best practices in adopting the ebook PDA Framework (Urbano, 2014). Furthermore, a study was conducted on patron-driven acquisition in the medical library in coastal Karnataka, India. The findings show that medical librarians are very much aware of the PDA program in terms of familiarity.

The findings further stated that the medical librarians believe that the PDA Framework will allow the patrons to develop a collection that will meet their demand. Hence, fulfilling the five laws of Raganathan (Shetty and Mallaiiah, 2016). The above study discusses the level of awareness in terms of familiarity with the Framework of

medical librarians. However, the study fails to discuss the level of awareness in terms of knowledge of other librarians especially in the University libraries. Therefore, the present study intends to investigate academic librarian's preparedness level in terms of Knowledge awareness of PDA Framework in Nigerian university libraries.

A study conducted on adoption of PDA Framework among librarians in Malaysia by Abdullah and Yusuf (2022) stress the important of librarians having a diverse knowledge of awareness is a critical preparedness factor towards the adoption of PDA Framework. Further study by Saibakumo (2021) indicate that librarian's medium of awareness through reading publication relating to emerging innovation such as PDA Framework among others is likely to provide librarian with in-depth knowledge that will be contribute to the successful adoption of the Framework.

Yusuf, (2019) asserted that medium of awareness level such as training, professional fora and colleagues that have attended conference on new innovation such as PDA Framework among other provide librarians with diverse knowledge that will help to determine the success of its adoption.

In Nigeria, a study was conducted on disruptive technology awareness level of the academic librarians in University libraries. Academic librarians are not ready for the adoption due to the believed that it will take over their job. The findings further revealed there level of awareness as being familiar with the new technology (Abayomi *et al*, 2021). The study could not discuss about the academic librarians awareness knowledge towards the effective implementation of the PDA Framework. Therefore, the present study intends to investigate the level of awareness in terms of knowledge of its benefit toward patrons and libraries at large in Nigeria.

## **2.5 Technical Preparedness**

Technical preparedness is an important aspect to consider when preparing towards the implementation of PDA Framework. ICT infrastructure such as computer can be used to installed software that will give patrons access to the PDA platform. Subscribe internet WIFI will go a long way to provide network services that will enable patrons to triggered the available titles in the OPAC as well as online databases that will provide patrons with vast range title in different discipline. However, library management software is very important in preparing towards effective adoption of the PDA Framework. This is as a result of the fact that software hosts the OPAC module that is required for patrons through the use of internet WIFI to triggered purchase as well as vendor uploading titles in the OPAC (Kapondera, 2016).

Computer systems are require by all stakeholders involve in the implementation of PDA program in order to access the OPAC module to either triggered purchase by patrons as well as vendor and librarians to have access to the upload titles in the OPAC . It also requires the stakeholders to have requisite skills to be able to access records of titles present in the OPAC module as well as the skills of using the computer systems to navigate the PDA program (Parasuraman and Colby, 2015).

### **2.5.1 Availability of ICT Infrastructures**

University libraries should have a robust technical infrastructure to support the PDA Framework. This includes having adequate server space, network bandwidth, and ILMS to manage the PDA framework. According to a study by Zhu *et al.* (2016), libraries need to ensure that their servers have enough storage capacity and processing power to handle the large volume of data generated by PDA transactions. Another important aspect of the technical infrastructure is network bandwidth. Since PDA

involves frequent downloading and accessing of e-books and other digital materials, libraries must have sufficient bandwidth to support this activity without causing delays or interruptions (El-Ghazali *et al.*, 2017).

Libraries also need to have an integrated library management system (ILMS) that can manage the PDA framework effectively. The ILMS should be able to track PDA usage and transactions, provide usage statistics and reports, and integrate with other library systems such as the discovery layer and authentication systems (Wrennall and Krammer, 2018). In addition, ILL systems can provide a foundation for implementing PDA by establishing relationships with other libraries and building a network of potential partners for resource sharing. This network can be leveraged for PDA acquisitions, as libraries can collaborate on purchasing and sharing access to materials (Kamal, 2017).

In Canada, a study was conducted on the adoption of new innovation such as PDA Framework in University libraries. The study revealed that Information Telecommunication communication infrastructure is very important for the adoption of the new innovation such as PDA Framework (Hoover, 2018). The study shows the important of ICT infrastructures as it relate to adoption of innovative services or methods in libraries. However, ICT infrastructures such as online public access catalog, internet facilities serve as a critical element for the successful adoption of PDA or not were not mention in the above study. Therefore, this present study tries to discuss ICT infrastructure such as OPAC and computers among others in the selected Nigerian University libraries.

During the 2012-2013 academic years, the University of Utah Marriott Library and Labyrinth, Inc., in Canada built a ReadCube program, which allows patrons to access titles during the PDA Framework pilot trial. The software tool was created to allow researchers to obtain particular publications quickly while lowering standard interlibrary loan and document delivery (ILL-DD) costs (England and Jones, 2014). The study was limited to the significance of the Readcube software application, which was employed as a PDA Framework platform for journal article acquisition at the University of Utah Marriott Library. However, the study was unable to address the significance and use of OPAC as a vital infrastructure required for the successful implementation of the PDA Framework.

In order to benefit from the Framework's importance, the Kansas University library launched a pilot study on the PDA Framework in 2010. Library and information technology staff who were involved in the earlier deployment of the Framework at the University of Vermont were extremely helpful in terms of sharing their codes used in loading MARC records into the OPAC (Currie and Graves, 2012). This demonstrates the importance of the Open Public Access Catalog (OPAC) in the adoption of the PDA Framework. This is due to the fact that OPAC is required for the proper upload of MARC records of titles in order for patrons to view the titles on the interface. However, the study was unable to emphasize the significance of other ICT infrastructures such as internet WIFI, which could make it difficult for the OPAC to function efficiently. As a result, the current study aims to address the availability of internet WIFI prior to the implementation of the PDA Framework in the selected Nigerian university libraries.

In Estonia, a study was conducted on Patron Driven Acquisition Framework in Tallinn University of Technology library where the researcher discussed about their first two years of experience in the Adoption of the Framework. The case study shows that the Framework enables users to borrow e-books from anywhere through the use of ICT infrastructure such as Internet at any time of day or night (Kont, 2016). This shows that the successful adoption of the Framework depend on the availability of internet for patrons to be able to access the titles as well as trigger purchase in Tallinn University of Technology. However, the study could not show the availability of other ICT infrastructures such as server. Therefore, the present study intends to fill the gap by carrying out a research on the availability of internet facilities in readiness to adopt PDA Framework in selected Nigerian University libraries.

In Pakistan, a study was carried on the adoption of new Innovation in both public and private universities. The findings revealed that ICT infrastructure such as server, OPAC, and barcode readers are very important when making preparation towards adoption of disruptive technology such as PDA (Qutab *et al.*, 2014). However, the authors fail to discuss about the need for librarians to have ICT skills as a prerequisite towards adoption as well as other infrastructures such as discovery web and internet facilities. Therefore, the present study intends to address the above gap.

A research was carried out in their University libraries on disruptive technology which include the PDA Framework. The finding revealed that the implementation of PDA Framework will have a vas effect in meeting the immediate demand of the patrons. The findings further revealed that lack of inadequate funds to procure library management software, lack of skilled professional library as well as issues related to power supply are the major impediment towards the slow implementation of PDA

Framework in University libraries in Pakistan (Jan and Sheikh, 2014). The study above only discuss about the provision of library management software which is the software that host the OPAC. However, the study fails to discuss the availability of ICT software such as internet WIFI which is critical in the preparation towards the adoption of PDA Framework.

In Malawi, a study titled the acquisition of information resources and services at public universities in Malawi. The findings of the study show that the availability of ICT infrastructure is very critical towards the adoption of disruptive technology. It also highlighted ICT facilities such as the fiber optic cable, server, and library management system (LMS) as a prerequisite towards the adoption of disruptive technology (Chaputula and Mutula, 2018). The study covers the availability of ICT infrastructure as a parameter towards preparedness to adopt disruptive technology. However, the study did not cover other disruptive technology such as PDA and librarian skills in the use of the ICT infrastructure as a measure towards the adoption in the studied libraries. This present study intends to bridge the gap in the above study.

In Ghana, a study was conducted on adoption and implementation of disruptive technology in their academic libraries. The finding shows despite the awareness of the academic librarians in terms of the benefit accrue to PDA Framework. The implementation of the PDA Framework is yet to be adopted. This is as a result of lack ICT infrastructure such as internet WIFI, lack of training as a result of the management not providing funds and the management bottleneck towards the adoption of the PDA (Johnson Dei, 2020). The study shows that the academic librarians in the studied libraries are ready towards the adoption. However, the study

could not ascertain the level of preparedness in terms of provision of other ICT software which is also critical for successful implementation of the Framework

In Nigeria, a study was conducted on preparedness towards adoption of disruptive technology like the discovery web at Federal University libraries in Nigeria. The findings show that University libraries in Nigeria are not prepared for the adoption of disruptive technology such as web discovery. The findings also show that librarians prefer the use of OPAC and were well equipped with ICT skills (Adeyemi, and Omopupa, 2020). Therefore, the above study addresses librarians' ICT skills as well as available infrastructures that are widely used in the studied University libraries. However, the status of other ICT facilities such as the internet facility was not addressed. Hence, the internet facility is one of the most important facilities that other infrastructures rely upon for successful or non-successful adoption of disruptive technology such as PDA. Thus, the present study intends to carry out research to bridge the gap that exists in the previous study.

Similar study was also conducted on new innovation which shows that academic librarians were aware of the immense benefit that new innovative method such as PDA will bring to the library. However, academic libraries are yet to implement PDA Framework due to challenges such as lack funds to acquire library management software as well as subscribe internet WIFI in order to access the Framework so as to meet the demand of the patrons. The study further stated that the adoption of ICT in the libraries is the beginning of slow penetration of PDA Framework (Aguolu, 2013). This shows that despite lack of library management software as well as internet WIFI, the above study did not mention if the OPAC module of the library management software is activated.



### **2.5.2 Technical support for PDA**

Technical support is an important aspect of the preparedness to adopt a patron-driven acquisition (PDA) framework in academic libraries (Kelly, 2016). Technical support helps address any technical issues that may arise during the adoption and ongoing use of the framework (Williams, 2015). Staff members require adequate training to effectively manage and operate the hardware and software components of a PDA framework. This required the training of library staff in key areas such as database management, server administration, and troubleshooting (Barone and Markman, 2017). Libraries also rely on vendors to provide technical support for the hardware and software components of a PDA framework. This can include support for issues such as software upgrades, maintenance, and data migration (Barros and Almeida, 2019).

Wu and Tumbleson (2013) stated that libraries need to provide user support to patrons who encounter issues when accessing and using the resources provided through a PDA framework. This can include support for issues such as access problems, software compatibility issues, and user authentication problems. Therefore, hardware and software components of a PDA framework require ongoing maintenance and upgrades to ensure that they remain up-to-date and function effectively. This can include tasks such as data backup, system upgrades, and hardware maintenance (Peterson, 2014).

Collections librarians in the United States are unaware that they still retain total control over their topic profiles and may track the development of the PDA program using the Ingram collection management system. Oasis was critical in making

collectors feel in control of their collection's progress. They will continue to monitor the subject profiles and adjust them as needed. Future librarian workshops will focus on increasing data acquisition abilities from Oasis, allowing for the evaluation of titles transmitted and titles collected for the PDA Framework (Rykse *et al*, 2012). Oasis planned to train librarians to monitor and evaluate titles using the PDA paradigm, according to the report. However, the study was unable to determine whether librarians had undergone PDA-based title selection criterion training. As a result, the project's purpose is to train library personnel in key areas of PDA Framework operations in a limited group of Nigerian university libraries.

Another study on the Adoption PDA strategy was also conducted, in which academics and staff were encouraged to make feedback on the University of Albany's present collection of video streaming platforms. This group of users expressed concerns about technical issues such as the difficulty in collecting MARC records on time, the short length of trial periods, the disappearance of videos when the vendor's rights to the films quietly expire, and the lack of platform-specific troubleshooting assistance (VanUllen *et al*, 2018). According to the study, there are technical difficulties in uploading MARC data for titles into OPAC, which could be attributable to library personnel's lack of OPAC training. As a result, the current research attempts to assess if personnel in selected Nigerian university libraries are instructed in critical areas of PDA Framework implementation.

The University of Colorado has adopted the Patrons Driven Acquisition Ebook Consortia strategy. Prior to implementation, early studies suggested that the Alliance, the vendor responsible for the PDA Framework consortium, established an email distribution list via which messages might reach the appropriate individual at

participating libraries. As each library loaded the data into its own catalog, this list was also used to alert them of MARC record availability. The Alliance compensated YBP for providing MARC documents (Denker, 2018).

Library personnel must adapt to new or changing procedures when launching a PDA strategy. A person (or individuals) will be required to submit initial batches of records as well as ongoing updates. Purchase, pay for, and catalog titles. Loans that are mediated (if you choose to mediate). Assess, assess, and modify (Cramer, 2013). However, the research did not address the requirement for library employees to be taught on new workflow difficulties as part of the adoption strategy. This prompted the current research to focus on library staff training in relation to the implementation of the PDA Framework in the chosen Nigerian university libraries.

Before the device's launch, internal PDA information sessions were held for library personnel. Desk staff answered multiple student inquiries about it and sought to explain it, but it was so new to UCD Library that even our own library staff failed to grasp PDA or what happened when a print order was executed. The topic profiles include one of the publishers' academic standards. Some of the books acquired by the publisher via PDA were revealed to be regurgitated information that was already publicly available on the internet. The major challenge with e-PDA, according to the poll, was billing, and Collection Services' Acquisitions department has four workers, but only one of them, our Acquisitions librarian, is trained to handle e-book bills (Tynan and McCarney, 2014). The lack of confidence and staff trouble describing how the PDA Framework works to clients is an indication of insufficient library staff training. Library personnel had only basic training. the generation of invoices, and

little attempt was made to teach workers in other crucial areas of adoption. As a result, the current research examined the training component of the chosen Nigerian University libraries in the case that they decide to implement the PDA Framework.

In Jordan, a research was conducted on adoption of innovative services in academic libraries. The findings revealed that despite academic librarian's awareness of the immense benefit of innovative method such as PDA Framework. Academic libraries in Jordan are yet to fully adopt innovative methods like the PDA Framework in their acquisition process. The study further revealed that challenges such as lack of training towards the use of technology in order to facilitate the adoption of the PDA Framework necessitate its slow adoption (Hamad *et al.*, 2018). The study shows that training is one of the important indicators towards adoption of PDA Framework. However, the authors fail to discuss the type of ICT facilities the training is required. The training could be for the use of computer as well as accessing OPAC with the use of internet WIFI.

An explanatory study was conducted on adoption of disruptive technology at few public and private University libraries in Bangladesh. The study shows that despite the availability of OPAC and Internet WIFI, the libraries have still not yet adopted the PDA Framework. This could be attributed to the fact that many of the studied university libraries are faced with the challenges of lack of funds, academic librarian's attitude towards the adoption, Management leadership style as well as lack of training of academic librarians towards the adoption of the PDA Framework in the studied libraries (Siddike *et al.*, 2011). The study shows that the studied university libraries lack training towards the adoption, but the study could not ascertain if the said

training was intended for academic librarians to develop skills toward the usage of the system or rather to be able to maintain the system in case the need arises.

A similar study was also conducted on the adoption of disruptive technology at Maasai Mara University library, Kenya. The study affirmed that disruptive technology such as PDA Framework has brought about new challenges faced by academic libraries in an effort to adopt the PDA Framework. However, the respondents still believe that the adoption of the PDA Framework will bring return of investment to the studied University libraries. The findings further stated the challenges to include lack of funds to provide training for academic librarians in order to have skill to access the Framework (Bii and Kelvin, 2016). Therefore, study did not show how lack of funds could also affect the training of academic librarians to maintain the system in case it ever needs a system upgrade at any point in time.

A research was conducted on awareness and acceptance of new emerging technology in academic libraries in Nigeria. The study shows that level of awareness of academic librarians and the effort they are putting towards preparedness to adopt emerging technology such as PDA Framework. The study also shows the academic libraries are prepared towards the adoption, but certain constraints such as underfunding and lacking of training of academic librarians is slowing the implementation of PDA Framework in the studied University libraries (Saibakumo, 2021). The study could not show the type of training librarians required for the implementation of the PDA Framework in academic libraries.

## **2.6 Management preparedness**

Adoption of a patron-driven acquisition (PDA) framework in academic libraries represents a significant shift in how materials are acquired and made available to users (Kumbhar, 2017). Therefore, library management needs to be prepared for this change by considering a number of factors, such as collection development policies and budget allocation (Sahu, 2015; Liu and Chen, 2016).

According to Liu and Chen (2016), a collection development policy for a patron-driven acquisition (PDA) framework in academic libraries should reflect the library's commitment to providing materials that meet the needs and interests of its users. The policy should outline the criteria for selecting materials for the PDA program, as well as the criteria for deselecting materials that are not being used (Voravickositt, 2017). The following elements should be included in the policy: material selection criteria, usage thresholds, deselection criteria, and regular review and evaluation processes to support the implementation of the PDA framework. (Walters, 2012).

For academic libraries to effectively adopt the PDA, they need to allocate significant portions of their budget to three main areas (Knievel, 2017). This includes the collection development budget, which enables libraries to purchase e-books and digital resources in high demand and multiple copies of frequently used titles (Fister, 2018). A technical infrastructure budget also helps to develop and maintain the technical equipment needed for the effective implementation of the PDA framework (Galligan and Dyas-Correia, 2013). Staff training and development budget equip library staff with the necessary skills and knowledge to manage the PDA more effectively (Alabi, 2018).

### **2.6.1 Budget Allocation for PDA framework**

The allocation of budgets for patron-driven acquisition (PDA) in academic libraries can be an important factor in preparing for the adoption of this collection development Framework. A study by Kim and Kim (2017) examined the budget allocation strategies of academic libraries that had implemented PDA. The study found that libraries typically allocated a certain percentage of their materials budget to PDA, with some libraries allocating up to 50% of their budget for this purpose.

According to Kim and Kim (2017), the success of PDA implementation in academic libraries depends on a number of factors, including the availability of funding and the ability to manage the acquisition and use of materials by patrons. The study also found that libraries needed to carefully monitor their budgets and adjust their allocation strategies based on usage data and feedback from patrons.

Another study by Conaway and Green (2016) noted that libraries that adopt PDA need to have a clear understanding of the costs involved and the potential benefits of this Framework. The study recommended that libraries develop a comprehensive PDA plan that includes budget allocation strategies, guidelines for patron use and access, and methods for evaluating the success of the PDA program.

In the United States of America, a research was conducted on patrons driven acquisition Framework in the University of Utah community. The findings show that library management felt that there is a need for the library to spend wisely when acquiring information resources due to the decline in budget allocation (England *et al.*, 2013). This shows that the studied library management supports the adoption of the PDA Framework as an alternative to the traditional acquisition Framework. This

is because the decline in budget allocation and the advancement of ICT has necessitated the management staff of the library to start preparing for the adoption of the PDA Framework in order for patrons to meet their demand in terms of access to information resources to satisfy their needs. However, the above study did not expatiate on the type of financial support the library management intends to render towards smooth adoption of PDA. Therefore, the present study intends to look at the financial support the libraries could render for the successful adoption of the PDA Framework.

Many libraries have taken an innovative fund structure approach, setting aside cash for things desired by patrons via a "suggest a purchase" initiative. One of the unknowns that libraries confront when implementing e-book PDA programs is determining how to finance correctly and selecting the Framework that will provide the most value to the institution. Libraries are experimenting with the variables provided by vendors, such as altering the number of loans prior to purchase and loan terms, as well as limiting the titles accessible to users. Many academic libraries are concerned about the unknown costs of patron-driven/demand-driven purchases, and some collections and liaison librarians are hesitant to sign up for any such schemes. R2 Digital Library's PDA approach seemed less hazardous since there were no hidden or unexpected expenses, and topic experts had the last word on ebook purchases even after consumers chose and utilized a title (Krishnamurthy and Stovall, 2016).

Similarly, a study was conducted on new innovation in library services such as the PDA Framework in University libraries in Belgium. The study shows that managerial support is very critical towards the successful adoption of disruptive technology like PDA Framework. It further revealed that the management of the studied libraries



should financial support the adoption process by providing adequate funding for the adoption of disruptive technology like the PDA Framework (Williams, 2020). The study shows the importance of managerial financial support towards the successful adoption of disruptive technology like PDA Framework. However, the above study was discussing about the importance of managerial financial support towards the adoption of disruptive technology like library web 2.0. Therefore, the present study intends to critically discuss management support toward the adoption of the PDA Framework in the studied libraries.

A study conducted on challenges of academic library management in the era of disruptive technology in Indonesia. The authors reported that library management should be prepared for the adoption of disruptive technology in order to meet up with the demand of the new era. The findings also show that library management should provide financial support by making funds available towards the adoption of disruptive technology (Srirahayu *et al.*, 2020). The above study only discuss about financial support rendered by library management towards the adoption of disruptive technology in general. However, the study did not specify the type of disruptive technology such as PDA Framework and what type of financial support was provided by the library leadership.

In Ghana, a study has been conducted on management preparedness towards the adoption of disruptive technological library services in academic libraries. The findings show that library managers were prepared to provide a financial support in order to train librarians to have skills that will prepare them towards the adoption of disruptive technological services like the PDA Framework in academic libraries in Ghana (Acheampong, and De-Graft Johnson, 2020). The findings of the above study

cover preparedness of library management to train librarians in order for them to be prepared for the adoption. However, the study did not cover other managerial preparedness such as the provision of funds towards its adoption. Therefore, the present study intends to guise at the disruptive technological services such as the PDA Framework and managerial preparedness towards the provision of funds for effective adoption.

Similar study was conducted on the preparedness level of library management towards the adoption of disruptive technology like application of web 2.0 and PDA Framework in Nigerian University libraries. The study reported that the level of managerial preparedness towards the adoption of disruptive technology is low, while the academic librarians are of the opinion that the disruptive technology will bring return of investment to the libraries as well as increased patron's level of library utilization. The study also agrees with the fact that library management should provide financial support to enable acquisition of ICT infrastructure as well as other things require for the implementation of disruptive technology (Madu, Idoko, Dirisu and Emerole, 2017). The study discuss about library management financial support to acquire ICT infrastructure.

### **2.6.2 Collection development policy**

Developing a collection development policy that includes provisions for the adoption of patron-driven acquisition (PDA) can help academic libraries be prepared for implementing this collection development method. A collection development policy that incorporates PDA should outline the library's goals for PDA, selection criteria for materials, the frequency of reviewing PDA usage data, and a clear understanding of the financial implications of this Framework.

According to a study by Healy and Jenkins, academic libraries should have a clear understanding of the financial implications of implementing PDA, and they should include provisions in their collection development policies that address these concerns (Healy and Jenkins, 2018). The study also recommends that libraries include provisions for monitoring and reviewing PDA usage data on a regular basis, as this can help them make informed decisions about future acquisitions.

Another study by Drescher *et al.* suggests that academic libraries should develop clear selection criteria for materials that can be acquired through PDA, and they should consider factors such as subject area, publication date, and format (Drescher *et al.*, 2016). The study also recommends that libraries should involve faculty and other stakeholders in the selection process to ensure that the materials acquired through PDA align with the needs of the academic community.

Libraries in the United States must have regulations and processes in place for adding titles to this pool and keeping un-owned works available for purchase long after release. These procedures could include automatic steps for eliminating a selection of data on a regular basis while storing others indefinitely, marking owned vs. unowned information, and controlling the budget when expenses are not totally predictable. The acquisition process progresses from acquiring books to long-term management of discovery tools that enable demand-driven access to monographs (NISO, 2014).

Tench (2019) described how PDA was implemented at Old Dominion University. The most significant early disadvantage was the three-week average turnaround time for fulfilling patron requests. This was a concern because customers expected their desired book to be accessible promptly. To reduce the amount of time a patron had to

wait, the library ceased ProQuest Coutts' shelf-ready services, and books were no longer batched but shipped as orders were received. The average turnaround time was reduced to two weeks, with only 27% of requests taking four weeks or longer.

A comparable study at the University of Hawaii discovered that PDA titles purchased from Amazon.com delivered faster than those purchased through GOBI. As a result, Hawaii decided to order all PDA titles from Amazon.com. Sung and Sung (2020). Attempts to set policies and streamline workflows for gaining streaming rights and giving access to videos in that category have been unsuccessful (Cross *et al.*, 2014). However, the effort put into developing a policy framework was focused solely on what titles should be included in the PDA approach project. However, another component that should be included in the policy framework for the PDA approach's implementation is missing.

## **2.7 Summary of Research Gaps**

The review of related literature has provided an adequate gap. There seems to be limited literature on the level of preparedness towards the adoption of the PDA Framework in libraries generally. The researcher's intention at the end of this present study is to add to the body of existing literature. The belief of the researcher is that there is a need for adoption of the PDA Framework in developing countries, especially in Nigerian university libraries.

In fulfilling information needs of graduate students, the related review articles shows that graduate students information needs are enormous and information resources of all categories were used in meeting their information needs. However, the related review article did not captured citing and citation management as one of the key information needs especially to graduate students that required that kind of

information to complete their research work. Further gap also shows that lack of satisfaction of the information resources were based on low awareness and availability, known among the related articles was able to discuss the lack of satisfaction of patrons use of information resources from the point of the acquisition method used in acquiring the information resources.

In terms of the existing acquisition Framework, related literature review shows different Framework of acquisition Framework ranging from the direct purchase, inter library loan, consortia and used based subscription in developed world. The articles also shows the important of adopting the PDA Framework as it serves as complimentary method of meeting user demand. However, several article reviewed does not show the present of PDA Framework through the used-based and consortia subscription in any Africa countries. Hence, there is need to bridge the gap in order to create more body of knowledge towards its adoption.

In Preparedness for the adoption of the PDA, related literature reviewed on library staff preparedness indicates that even though academic libraries are in various stage of adoption of PDA Framework. However, the review articles were not specific on the type of skills required by library staff for successful adoption of PDA Framework in the studied libraries. The reviewed articles revealed the level of awareness of library staff and library mangers towards the adoption of PDA Framework. However, known of the articles were able to discuss the medium of awareness of the PDA Framework among the library staff. Further review articles show the perception of the PDA Framework among the library staff. However, the articles failed to mention and critically discuss the perceived benefit of the Framework

In terms of ICT infrastructures, articles reviewed shows few areas of ICT infrastructures such as OPAC and internet. Other areas of the ICT infrastructures were not covered. It is important to note that there seems to be a scanty literature in the area of ICT infrastructure for the adoption of the PDA Framework among libraries that have already adopted the Framework. The review articles were able to discuss the important of training in the use of OPAC prior to the adoption of the Framework. However, studies have shown that the training of library staff towards the use of ICT infrastructures in order to carry out the PDA Framework operations was not critically analyzed. Therefore the present study intends to investigate the technological preparedness level in terms of the available ICT infrastructures and the training of library staff for the adoption of the PDA Framework in selected Nigerian University libraries.

In terms of Management preparedness, articles reviewed agrees with the fact academic libraries need financial support in order to adopt PDA Framework in developed countries like U.S, Canada among others. However, the reviewed articles never mentioned whether the academic libraries in developing countries were prepare to provide financial support for the Adoption of the PDA Framework. Furthermore, policy frame-work on the adoption of the PDA Framework was not clearly mentioned among the reviewed articles in developed countries. Several studies reviewed on adoption plan where from developed countries and the articles noted how important to have an adoption plan prior to the adoption of PDA. Most of the studies indicated that triggering to purchase, vendor and patron's involvement was part of the adoption plans as well as most of the research was qualitative research. However, studies on past experience and format of information resources to be used under the PDA

Framework platform were scanty. Therefore, the present study intend to look at the library management preparedness for the adoption of the PDA Framework in developing countries especially Nigerian.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter presents the research design, the dependent, independent, and intervening variables, the study's location, and the specific population. The sampling technique and sampling size are also highlighted. The data collection techniques, analysis, logistics, and considerations are also described.

#### **3.2 Research Design**

Research design refers to the framework used by researchers to conduct a study. It includes techniques and ideas associated with data collection and analysis (Saunders *et al.*, 2012). Descriptive survey was adopted for this study, because it allows the researcher to assess the existing situation and preparedness of the selected University libraries regarding PDA framework. This is crucial to understand where libraries currently stand in terms of resources, policies, and infrastructure.

##### **3.2.1 Location of the Study**

The research was carried out in north-central Nigeria, which is home to six federal universities: the Federal University of Lokoja in Kogi State, the Federal University of Lafia in Nasarawa State, the University of Agriculture Makurdi in Benue State, the University of Jos in Plateau State, the University of Ilorin in Kwara State, and the Federal University of Technology Minna in Niger State. The University of Agriculture Makurdi in Benue State, the University of Jos in Plateau State, the University of Ilorin in Kwara State, and the Federal University of Technology Minna in Niger State were chosen for this study. These universities were chosen because



they are the only ones in the region that use the library management system, which is a critical condition for the adoption of the PDA framework. This is because the framework is hosted on ILMs platform, making it easily accessible to patrons. As a result, these universities are deemed appropriate for assessing the degrees of preparedness for the adoption of the PDA Framework in selected Nigerian university libraries.

### **3.2.2 Variables**

According to Kaur (2013), variables are characteristics by nature and can turn from one value to the other, which can also have one or more values. The independent variable for this study is preparedness, while the dependent variable is adoption, which depends on the preparedness of the PDA method. The study's independent variable (preparedness) was measured through the following parameters: staff preparedness (skills, awareness, knowledge, and perceived benefits); technical preparedness (ICT infrastructures and training); and management preparedness. The dependent variable was adoption, measured in terms of users' needs and return on investment to the library. The intervening variable parameters (organizational culture).

### **3.3 Target Population**

The target population is the number of individuals or objects from which a sample is drawn. This study population includes university librarians, library staff in all categories, and graduate students. The university librarians are important to the study because they are implementers of the PDA framework. Population includes university librarians, library staff in all categories, and graduate students. The university librarians are important to the study because they are implementers of the PDA

framework. The choice of library staff at respective levels, such as professionals, paraprofessionals, and nonprofessionals, was due to the rotation in all routines of library services. Considering that users' needs are received in service delivery areas and that librarians are professionally trained in overall library operations, their attitude towards adopting the PDA will determine whether they are prepared for adoption. Similarly, postgraduate students were chosen due to the fact that they were the patrons and also the drivers in the framework. Table 3.1 explains the distribution of the population

**Table 3.1: Target Population**

<b>Name of University library</b>	<b>University librarian</b>	<b>Library staff</b>	<b>graduate Students</b>	<b>Total</b>	<b>% of the total population</b>
University of Ilorin	1	194	4863	5058	35
University of Jos	1	126	3845	3972	28
Federal University of Technology, Minna	1	108	2482	2591	18
University of Agriculture , Makurdi	1	74	2651	2726	19
<b>Total</b>	<b>4</b>	<b>502</b>	<b>13841</b>	<b>14365</b>	<b>100</b>

**Sources: Nigeria University Commission (NUC) 2021**

### **3.4 Sampling Techniques and Sample Size**

#### **3.4.1 Sample Techniques**

Sample techniques refer to the methods used to select a subset of individuals or objects from a larger population for the purpose of studying or analyzing that subset. The goal of sampling is to obtain a representative sample that accurately reflects the characteristics of the larger population (Lohr, 2019). Total enumeration sampling was employed to adopt the entire four (4) university librarians due to the small population. According to Groves *et al.* (2009), total enumeration sampling, also known as a census, involves collecting data from every member of a population rather than selecting a sample. This approach can provide a complete picture of the population, but it can also be time-consuming and expensive. Since the respondent is already in the strata (library staff) and (graduate student) categories, a simple random technique was used to pick the respondent at the university level. This is because the population of both strata is large. In order for every member of each stratum to feel equal representation. Sarstedt *et al.* (2019) stated that simple random sampling can produce a representative sample that accurately reflects the characteristics of the population. This can help generalize the results of the study to a larger population.

#### **3.4.2 Sample size determination**

For the two groups of respondents, the sample size was determined using Krejcie and Morgan's (1970) Sample Size Determination Table for 5% precision and 95% confidence levels. It claimed that if the population (library personnel) is 502 at 5% precision, the sample should be 217 at 95% confidence level, and if the population (graduate students) is 13841 at 5% precision, the sample should be 378 at 95% confidence level. This suggests that the sample size at each university was calculated

proportionally following Krejcie and Morgan's recommended formula. (See **Appendix VIII**)

In determining the sample size for postgraduate students and library staff in each of the selected University who were the respondents, proportionate sampling technique was used. This is to ensure that the population differential in these subgroups have equal representation. The formula is mathematically stated below:

**N x S**

**TP**

The letter N means the target population of each category of respondents/ university

The letter S means total sample size of subgroup

While, letter TP means Total Population of subgroup

For postgraduate students using the below formula:

**N x S**

**TP**

The letter N means the target population of each selected federal university library

The letter S means total sample size = 378

While, letter TP means Target Population = 13841

$$\text{Unillorin} \quad \frac{4836 * 378}{13841} = \frac{1828008}{13841} = 133$$

$$\text{UniAgric} \quad \frac{2726 X 378}{13841} = \frac{1030428}{13841} = 72$$

$$\text{UniJos} \quad \frac{3972X 378}{13841} = \frac{1501416}{13841} = 105$$

$$\text{FUTMinna} \quad \frac{2591X378}{13841} = \frac{979398}{13841} = 68$$

For the library staff using the formula below:

**N x S**

**TP**

The letter N means the target population of each selected Federal University library

The letter S means total sample size = 217

While, letter TP means Target Population = 502

$$\text{Unilorin} \quad \frac{194 * 217}{502} = \frac{42098}{502} = 83$$

$$\text{UniAgric} \quad \frac{74 X 217}{502} = \frac{16058}{502} = 32$$

$$\text{UniJos} \quad \frac{126 X 217}{502} = \frac{27342}{502} = 55$$

$$\text{FutMinna} \quad \frac{108 X 217}{502} = \frac{23436}{502} = 47$$

217

**Table 3.2: Sample Size Apportionment per Category**

University library	University librarians	Library staff	graduate Students	Total size per University
University of Ilorin	1	83	133	209
University of Jos	1	55	105	168
Federal University of Technology, Minna	1	47	68	108
University of Agriculture , Makurdi	1	32	72	114
Total	4	217	378	599

**Source: (Researcher, 2022)**

### **3.5 Research Instruments**

One interview schedule and two questionnaires were used in the study. The interview schedule was used to capture qualitative data from the university librarians. On the other hand, two sets of different questionnaires were also used to capture quantitative data from library staff and graduate students in selected Nigerian universities.

#### **3.5.1 Interview**

A structured interview guide was developed in two (2) sections in order to capture qualitative data. The guide covers the following: Section I: collection development policy (selection criteria, deselection, evaluation, user needs assessment, inter library loan), and Section II: budget allocation (training development, ICT infrastructure, acquisition of collections; (see **Appendix II**).

### 3.5.2 Questionnaire

Two sets of closed-ended questionnaires were designed with the study's objective in mind and include sections. The questionnaire developed for library staff includes three sections. Section A: Existing acquisition methods; Section B: Library staff preparedness; and Section C: Technical preparedness (**see Appendix IV**) the questionnaire for graduate students includes three sections. Section A: information needs; Section B: information sources; and Section C: user satisfaction (**See Appendix VI.**) The use of a questionnaire is appropriate for this study. This is because questionnaire is useful in gathering quantitative data from a library staff and graduate students in order to determine their information needs and level of preparedness.

### 3.6 Pilot Study

A pilot study is a preliminary, small-scale study conducted before a larger research project to evaluate the feasibility, methods, and potential pitfalls of the study (Roebianto *et.al*, 2023). The main goal of a pilot study to identify any potential problems with the study design or data collection methods before commencing the main study. Pilot studies can also help researchers refine their research questions, develop hypotheses, and estimate the required sample size for the larger study. To ensure that any potential issues with the instruments, such as the questionnaire and interview schedule, are discovered early, a pilot study was conducted at the University of Abuja. This university was selected as it is on the same level as other universities included in the research.

The researcher carried out a pilot study to test the design of the full-scale instrument, identify any flaws, and allow for necessary changes. Thirty copies of two set of

questionnaire was sent to the University. Out of which Ten (10) was meant for library staff and twenty (20) graduate students. Also, a copy of the interview schedule was issued to the University librarians. This is to enable the researcher to discover areas for modification or correction. For instance, library staff could not understand the meaning of use-based and periodic-based subscription. To ensure that the library staff understands the meaning, the researcher gives a brief meaning to that statement in the questionnaires. The data collected during the pilot study were evaluated to determine the reliability of the tools used.

### **3.6.1 Validity**

Bryman and Bell (2015) define validity as the extent to which a research study measures what it claims to measure. It is a fundamental concept in research methodology and refers to the accuracy, meaningfulness, and relevance of the study results. This study evaluated both content and constructs validity. DeVellis (2017) defines content validity as the extent to which the items on a test are representative of the complete domain that the test tries to measure. This study's content domain included information needs for graduate students, existing acquisition methods, and three preparedness measurement indicators for library staff and university librarians: staff, technical, and library management.

To ensure content validity, the data collection tools were divided into sections to ensure enough items were produced for each topic area. Furthermore, the data collection instruments were pre-tested, and items that yielded similar responses were altered to measure what they were intended to assess in order to achieve the study's goal. Construct validity refers to how well a test measures the phenomenon that it is designed to measure (Kline, 2015). Construct validity was obtained in this study by



asking a series of connected questions about various aspects of the information demands and preparation indicators under consideration.

### **3.6.2 Reliability**

The degree to which an instrument consistently assesses whatever it is measuring is referred to as instrument reliability in research (Bryman, 2015). Bryman further defines reliability as the degree to which the results of a similar test performed by a similar set of people are consistent over time. Cronbach's alpha was used to evaluate the internal consistency of various sections of preparedness. Cronbach's alpha of at least ( $\geq 0.7$ ) indicates that the supplied set of test sections is reliable in measuring the construct under study (Creswell, 2013). The first set of questions on the questionnaire for library staff was composed into three major sections, each of which measured a distinct component of preparedness. The second set of questionnaire for graduate students was also divided into three major sections, each of which measured a distinct component of information needs. As a result, the dependability statistics for each of the three sections were carried out individually, and Cronbach's alpha was provided, as shown in Table 3.3.

**Table 3.3: Reliability Statistics Cronbach's Alpha**

Questionnaire section	Cronbach's Alpha	Acceptable standard
Information needs	0.7490	0.7 above
Information sources	0.8731	0.7 above
Users satisfaction	0.7121	0.7 above
Existing acquisition methods	0.8312	0.7 above
Library staff preparedness	0.7914	0.7 above
Technical preparedness	0.7281	0.7 above

**Source: Field Data 2022**

For graduate students, the first section on information needs (=0.74), the second portion on information sources (=0.87), and the third section on satisfaction (=0.71). Table 3.4 presents the first section on existing acquisition methods (=0.83), the second section on library personnel preparedness (=0.79), and the third portion on technological preparedness. Based on these findings, the researcher proposed a high level of internal consistency in evaluating the construct based on a pilot sample of graduate students' information demands and the amount of preparation of library employees.

### **3.7 Data Collection procedures**

The researcher engaged the services of four research assistants and visited each of the four selected university libraries to acquaint themselves with the library staff and articulate the objectives of the visit. During the first visit to University 1, the researcher administered questionnaires to the library staff, while the research assistant facilitated the distribution of instruments to graduate students. Both sets of questionnaires were retrieved on the same day, and an appointment for an interview

with the University librarian was scheduled for a later date. The face-to-face interview took place in the office of the University librarian.

Subsequently, four days after the visit to University 1, the researcher visited University 2. During this visit, the researcher administered questionnaires to the library staff, and the trained research assistant assisted in distributing instruments to graduate students. Both sets of questionnaires were retrieved on the same day, and the researcher also conducted a face-to-face interview with the University librarian in their office.

For University 3 and 4, the two remaining trained research assistants visited the respective schools. They successfully collected quantitative data from both categories of respondents in the universities. While the University 3 librarian agreed to schedule an interview to be conducted by a research assistant, the fourth University librarian was unavailable for an interview. The interview for University 3 took place five days later, whereas the interview for University 4 was never conducted. Each interview session lasted one hour, and a tape recorder and note-taking were used to capture the librarians' responses

### **3.8 Data Analysis**

To determine whether the information needs of graduate students were met, data on their information needs, sources, and level of satisfaction were analyzed using the SPSS package as an enhancer. The data were presented in percentage frequency and shown in figures and charts. Additionally, data on existing acquisition methods and preparedness parameters, such as library staff and technical readiness, were analyzed using the SPSS package as an enhancer, and the data were presented in percentage frequency and shown in figures and charts.

Qualitative data, on the other hand, was gathered through an interview schedule given to head librarians to determine their level of preparedness to adopt the PDA method in terms of collection development policy and budget allocation. The data was transcribed into words and coded to enhance data collection. The themes that emerged from the data were used to draw conclusions and make recommendations for the study

### **3.9 Logistical and Ethical Considerations**

Ethical considerations were carefully taken into account to prevent the invasion of respondents' privacy and maintain the confidentiality of their responses. The researcher obtained a consent letter from the Graduate School of Kenyatta University (see **Appendix VI**), and an introduction letter was attached to each copy of the questionnaire. In this letter, the researcher signed a commitment, ensuring that the information provided by the respondent would only be used for the intended study. Respondents were also granted the freedom to seek clarification and avoid any misinterpretations (see **Appendix VII**).

Official letters were sent to the four selected federal university libraries, requesting their cooperation in facilitating the successful collection of data for the intended study. The universities responded by sending letters of approval, granting the researcher permission to conduct the study (see **Appendix VIII**).

## **CHAPTER FOUR**

### **FINDINGS, INTERPRETATION, AND DISCUSSIONS**

#### **4.1 Introduction**

This chapter presents findings, interpretations, and discussion on how information demand is expressed by graduate students at the selected universities, and the acquisition method used, library staff preparedness, technical preparedness, and library management preparedness related to adopting the patron-driven acquisition Framework (PDA) framework.

#### **4.2 General and Demographic Information**

##### **4.2.1 Response rate**

Response rate refers to the proportion of participants in a research study who completed the research instrument, such as a questionnaire or interview, out of the total sample population (Booker, Austin, and Balasubramanian, 2021). According to Booker a high response rate is essential to ensure that the study's findings accurately reflect the larger sample population. A low response rate could result in representational biases that undermine the validity of the study's conclusions (Latreche, *et.al*, 2023).

The study had a total sample size of 599. Out of which (3) three university librarians were interviewed. Questionnaires were issued to 217 library staff members to gather information on their preparedness and to 378 graduate students to gather information on their needs, satisfaction, and other relevant factors. In the respective universities, the response rate for library staff ranged from 76.3% to 84.3%, while the rate for graduate students ranged from 89.5% to 93.0%. Of the 595 questionnaires distributed

to both categories, 518 (85.5%) were returned. Of which 174 were library staff and 344 were graduate students. Out of the four university librarians, three were interviewed representing 75% response rate. This exceeds the benchmark for the minimum response rate requirement for acceptance, as stated by Booker *et al.* (2021), who recommend a response rate of 60% for survey research. Based on the above, the research findings (Table 4.1) remain valid.

**Table 4.1: Distribution of Questionnaire and Response rate as per University**

<b>University</b>	<b>library Staff</b>			<b>Graduates students</b>			<b>Overall response rate</b>		
	Distributed questionnaire	Returned questionnaire	Response rate	Distributed questionnaire	Returned questionnaire	Response rate	% of library staff	% of graduate students	<b>Total</b>
FUT Minna	47	38	80.9%	68	61	89.7%	80.9%	89.7%	<b>85.3</b>
UNIAGRIC	32	27	84.3%	105	97	92.3%	84.3%	92.3%	<b>88.3</b>
UNIILORIN	83	67	80.7%	133	119	89.5%	80.7%	89.5%	<b>85.1</b>
UNIJOS	55	42	76.3%	72	67	93.0%	76.3%	93.0%	<b>84.7</b>
<b>Total</b>	<b>217</b>	<b>174</b>	<b>80.1%</b>	<b>378</b>	<b>344</b>	<b>91.0%</b>	<b>80.1%</b>	<b>91.0%</b>	<b>85.5%</b>

Source: Field Data 2022

### **4.3. Information Needs of Graduate Students**

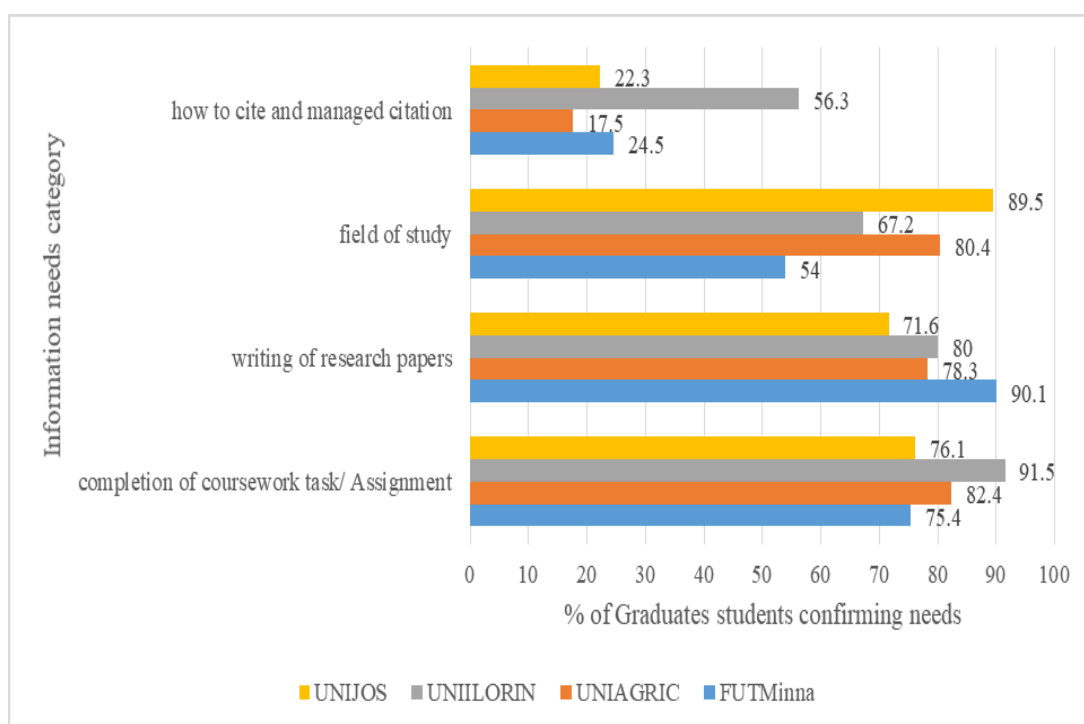
#### **4.3.1 Information demand expressed by Graduate Students**

Graduate students have diverse information needs that vary depending on their field of study, research interests, and academic level. Generally, they require more specialized and in-depth information than undergraduate students (O'Clair, 2013). According to Adeniyi (2007), graduate students have a wide range of information needs, particularly when it comes to academic activities. These information needs are demands that students require to complete their academic activities (Obasi and Ibegwam, 2020).

Citation and reference management is an essential aspect of research writing, and it is important for graduate students to have a good understanding of how to manage citations and references effectively to improve the overall quality of their research writing in terms of consistency, completeness and accuracy (Arsyad et al., 2018). Additionally, graduate students need access to peer-reviewed journals, conference proceedings, and other scholarly publications in their field of study to complete their research work and writing of papers. This allows them to stay current on research trends, theories, and methodologies (Belanger and Van Der Meijden, 2019).

To better understand the information needs of graduate students, a questionnaire was administered to 378 graduate students. Out of the 344 questionnaires returned, 119 (34.5%) were from Unilorin, 97 (28%) were from Uniagric, 67 (19.5%) were from Unijos and 61 (18%) were from Futminna. Analysis was done to compare the trends in how graduate students identified their information needs in the respective selected universities, which are shown in Figure 4.1 below.





**Figure 4.1: Information needs as expressed by Graduate Students**

Figure 4.1 demonstrates a clear illustration of information needs on field of study among graduate students in different universities. At Unijos, an overwhelming majority of graduate students, 60 (89.5%) expressed a keen interest in obtaining information related to their field of study. Similarly, at Uniagric, 78 (80.4%) of respondents, demonstrated a strong desire for information in this regard. Shifting the focus to Unillorin, a significant proportion of the respondents, precisely 80 out of 119, (67.2%) indicated the need for information concerning their field of study. The high demand for information on the field of study could indeed suggest gaps in the existing collections on information concerning field of study across the three selected Federal university libraries in Nigeria.

In contrast, at Futminna, while the demand remained evident, it was notable that 33 out of 61 graduate students (54%) expressed their interest in information pertaining to

their field of study. The demand for information on field of study among graduate students is lower in Futminna compared to the other selected Federal universities in Nigeria. This means that Futminna's library is effectively meeting the information needs of its graduate students within their fields of study. Therefore, the study concluded that information needs of graduate students on field of study are notably influenced by the selected Federal University libraries in Nigeria.

Moreover, it is noteworthy that a significant portion of respondents, ranging from (75.4% - 91.5%), express a clear and consistent demand for information related to completion of coursework tasks and assignments in all the selected Federal universities in Nigeria. This means that the studied libraries are lacking relevant information in their collections to support graduate student's needs. This could negatively affect students' performance during academic activities. This compelling finding underscores the widespread need for information on completion of coursework tasks and assignments which is a crucial aspect of academic life among graduate students in the selected Federal universities in Nigeria.

Similarly, majority of respondents (71.6% - 90.1%) expressed a need for information on writing research papers across all the selected Federal university libraries under study. This suggests that the studied libraries may have limitations in delivering information literacy, potentially resulting in lower research skills among graduate students in the selected Federal universities in Nigeria. Apart from Unillorin, where information on how to cite and manage citation was high, it was low in the rest of the selected federal universities in Nigeria. This means that graduate students in the other universities were conversant and well trained in the aspect of how to cite and manage citation.

Apart from information on how to cite and manage citations was low, all other needs expressed such as information on the field of study, writing of research paper, and completion of coursework/task were high among graduate students across all the selected federal universities. This means that there is high demand of information need among graduate students as result of existing gap in the collections of the selected Federal University libraries. Iwara (2015) argued that graduate students seek information to acquire knowledge in their area of study. They need to be updated with the latest research findings, theories, and practices relevant to their field. By doing so, they can develop a deeper understanding of their subject matter and contribute to the knowledge base of their discipline.

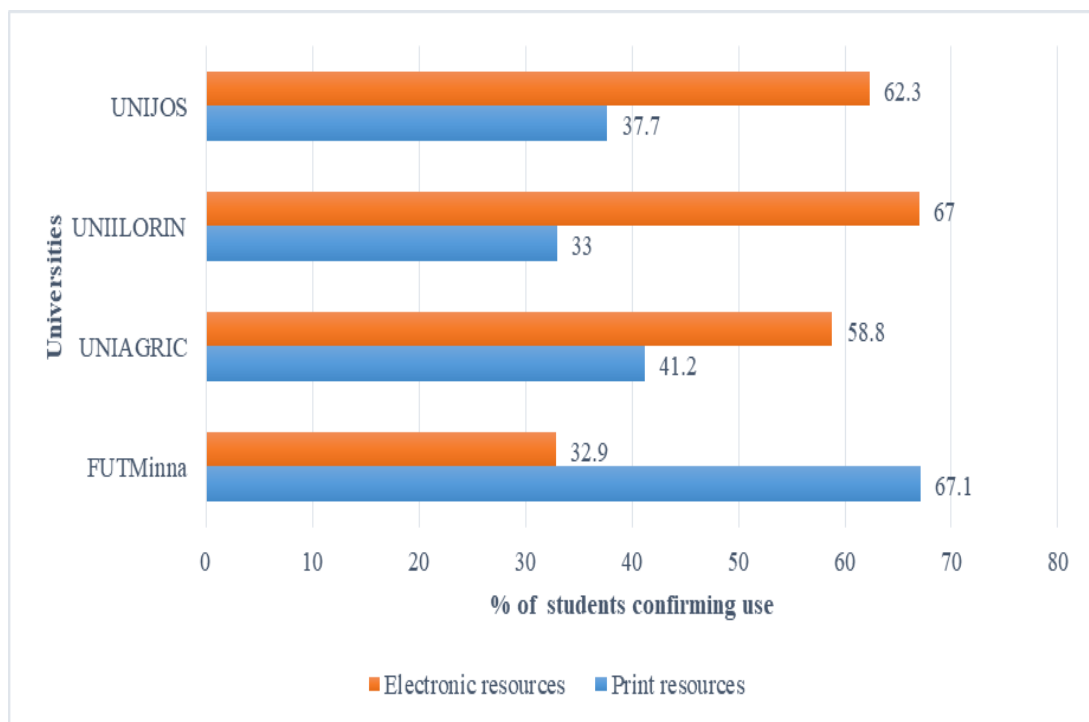
#### **4.3.2 Information Sources Used by Graduate Students**

Information sources are considered anything that provides information and either increases or adds to existing knowledge (Anunobi and Emezie, 2020). These information sources range from textbooks, journal articles, conference proceedings, and dictionaries that cover subjects taught in academic institutions and can be accessed either through print or database subscriptions (Iwara, 2015).

Graduate students use electronic sources of information because they provide them with access to a wide range of information, are convenient, fast, cost-effective, and provide up-to-date information (Owolabi and Okocha, 2016). The use of print sources by graduate students is also important because some materials are not available electronically, they prefer the physical experience of reading print materials, they require primary sources or original documents that are only available in print format,

or for practical reasons such as offline reading or limited access to an electronic device (Wu, 2005).

In order to determine the information sources used by graduate students to satisfy their information needs, 378 students were asked to indicate their information sources on the basis of print and electronic sources at the selected universities. The number of students that responded to the issues was. Out of the 344 questionnaires returned, 119 (34.5%) were from Unilorin, 97 (28%) were from Uniagric, 67 (19.5%) were from Unijos, and 61 (18%) were from Futminna as shown in figure 4.2.



**Figure 4.2: Information sources used by graduate students**

Figure 4.3 illustrates that, except for Futminna, where the utilization of electronic sources is relatively low (32.9%), all the other universities show a higher usage, with the lowest at 58.8%. The lower use of electronic sources at Futminna may be

attributed to a potential lack of awareness among graduate students regarding the subscribed databases. This could result in limited access to current resources that cater to their specific needs.

Moreover, aside from Futminna, which reports a high print source usage of 67%, the remaining universities exhibit a lower reliance on print sources, with the lowest being 33%. This implies that graduate students at Futminna heavily depend on print sources compared to their counterparts in the other selected federal universities. This preference for print sources might be influenced by the availability of physical collections in the libraries at Futminna, which effectively serve the needs of their graduate students.

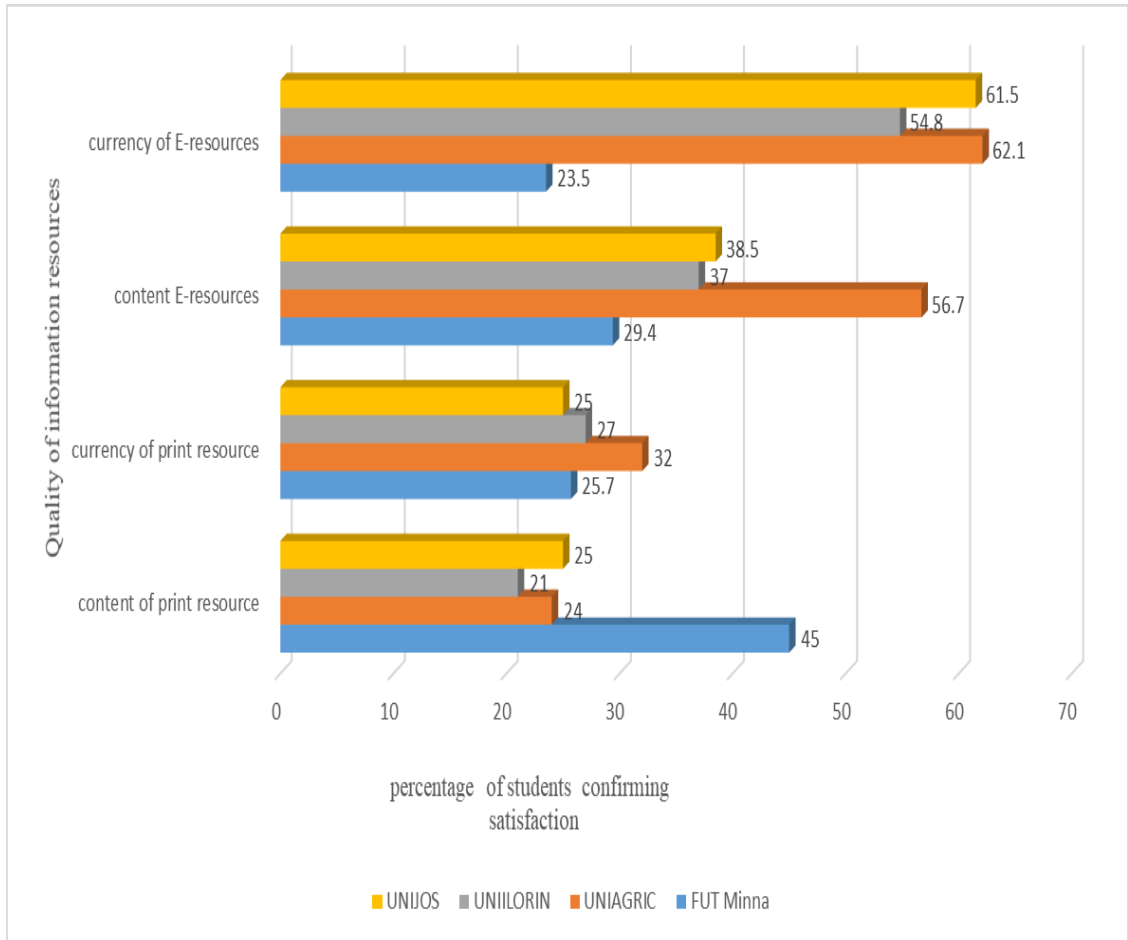
Conversely, the lower use of print sources suggests that students at other universities lean more toward digital or online resources, potentially due to the convenience of accessing electronic materials. This means that electronic sources are the most used among graduate student in meeting their information needs in the selected Federal University libraries in Nigeria. This study agrees with Morris (2013) who reveals that graduate students are increasingly using electronic sources over print sources for research and coursework. While print sources still play an important role in graduate students' information-seeking behaviors.

#### **4.3.3 Student's satisfaction with the information resources**

University libraries are not just to stock information resources but also to ensure that the academic needs of students are met (Aliyu and Joseph, 2017). In order to fully satisfy patron's needs, academic libraries strive to acquire quality information resources that are relevant to student's subjects of interest (Yeboah *et al.*, 2018).

Graduate student satisfaction is a means by which students determine whether available information resources meet their required needs and expectations in terms of content and currency (Tiemo and Ateboh, 2016). A study revealed by Kwon (2019) has identified various factors that contribute to graduate students' satisfaction with information resources, including ease of access, relevance to their research interests, and quality of content.

In determining the graduate students satisfaction level with the available information resources used, 378 students were asked to indicate their satisfaction with the available information resources in terms of currency and content, both print and electronic, in the selected university libraries. A total of 344 graduate students responded to the questions, of which 119 (34.5%) were from Unilorin, 97 (28%) were from Uniagric, 67 (19.5%) were from Unijos, and 61 (18%) were from Futminna as shown in figure 4.3.



**Figure 4.3: Student's satisfaction with information resources**

Figure 4.3 illustrates that, except for Futminna, where the currency of electronic resources was relatively low at 23.5%, which may be attributed to a lack of relevant resources in the subscribed databases. This deficiency could affect the quality of information available to graduate students at Futminna. In contrast, the remaining universities displayed a high currency rate, with the lowest at 54.8%.

Further findings show that only Uniagric had a high level of satisfaction with the content of electronic resources, at 56.7%, while the other selected universities had lower satisfaction levels, at 29.4%. This suggests that the majority of graduate students at Uniagric find the content of electronic resources available to them to be relevant and meeting their information needs. On the other hand, the lower

satisfaction among graduate students in other selected universities may be attributed to the inadequacy of subscribed databases in meeting their information demands.

Similarly, the data indicates a low satisfaction level (45%) among graduate students in all selected Federal university libraries in Nigeria regarding the content and currency of print resources. This implies that a significant portion of graduate students in these libraries are not content with the quality, relevance, and up-to-date of the print resources available to them. They may find that these materials do not adequately address their academic and research needs, which can have implications for their studies and research outcomes.

The overall findings indicate that satisfaction levels regarding the currency and content of electronic resources were high in Unijos and Unilorin compared to the other selected universities. This could be attributed to subscriptions to relevant databases, and an effective digital resource management system in these universities. Therefore, it is important to note that Unijos and Unilorin seem to be doing well in terms of providing current and relevant electronic resources to meet the satisfaction level of graduate students compare to the rest of the selected Federal university libraries in Nigeria.

In contrast, when considering the currency and content of print resources, satisfaction levels were consistently low across all the selected Federal university libraries in Nigeria. This indicates that graduate students in these institutions are generally dissatisfied with the state of the print resources. It could be due to insufficient or outdated printed materials, which are acquired without the consideration of user's needs. There's a need for these institutions to revamp their physical library



collections, ensure access to current print materials, and consider the evolving needs of students in the digital age. Alegbeleye et al. (2020) stated that for academic libraries to provide 100% satisfaction, patrons must be involved in building collections that will be relevant to their information needs in terms of content and currency.

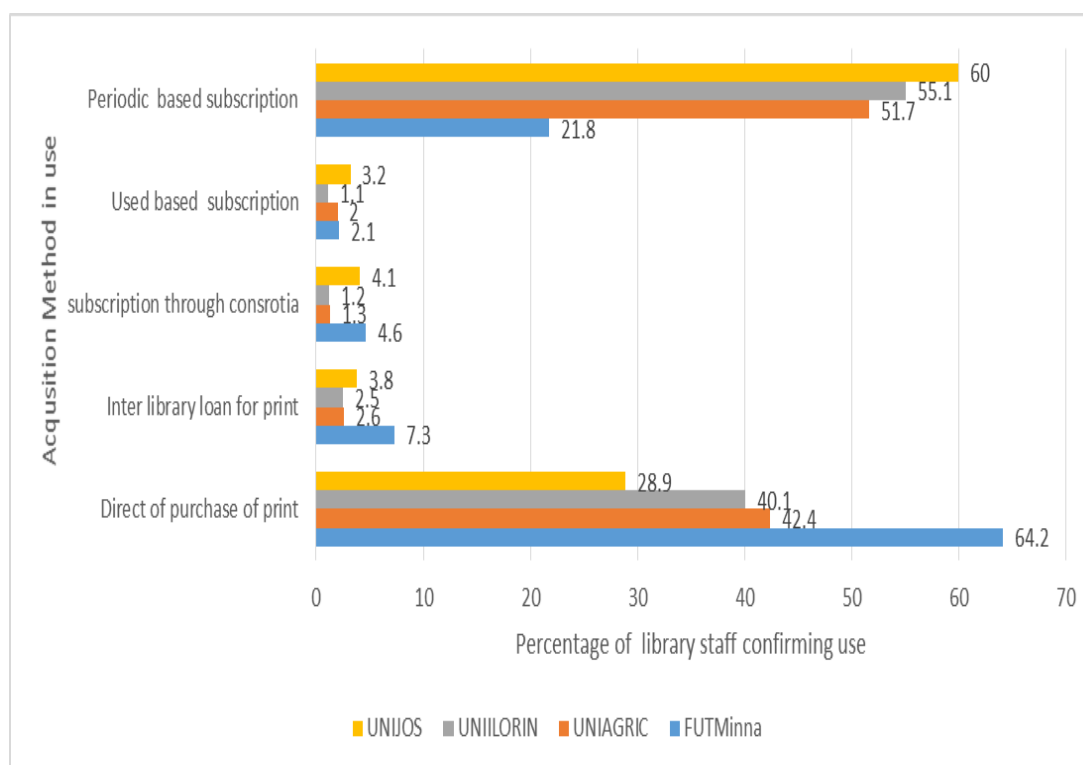
#### **4.4 Acquisition Methods in the selected University Libraries**

Acquisition methods in university libraries refer to the processes and strategies used by these institutions to acquire new information resources, such as books, journals, and electronic databases, to support the research and learning needs of their users (Abudlsalami and Arowolo, 2019). Direct purchase and periodic subscription are common components of the just-in-case acquisition approach because they involve acquiring resources in advance of specific user requests or needs, based on the assumption that they will be useful or necessary in the future (Sharp and Thompson, 2010).

Consortia, where groups of libraries pool their resources to purchase materials; inter-library loans for print materials; and usage-based subscriptions, where libraries subscribe to electronic resources on a pay-per-use basis, are all common components of the PDA framework (Sword, 2011). These frameworks allow libraries to efficiently and cost-effectively acquire resources while also meeting the needs of their patrons. (Ma and McDonald, 2014).

In order to identify whether the existing acquisition methods meet the demands of users, data was collected on direct purchase, periodic-based subscriptions, consortiums, inter-library loans, and usage-based subscriptions. The researcher

distributed a total of 217 questionnaires, of which 174 respondents addressed the issues. Among the respondents, 67 (39%) were from Unilorin, 42 (24%) were from Unijos, 38 (22%) were from Futminna, and 27 (15%) were from Uniagric, as shown in figure 4.5.



**Figure 4.4: Acquisition methods in use**

Figure 4.4 presents data indicating that inter-library loans, used-based subscriptions, and consortia are all employed to a limited extent across the selected universities, with each method being utilized by less than 10% of the institutions. This means that Patron-Driven Acquisition (PDA) framework, which often involve these approaches based on user needs, are not commonly used in the selected Federal university libraries.

Moreover, additional data reveals that, apart from Futminna, where periodic-based subscriptions are relatively low at 21.8%, all other selected universities exhibit a higher rate of 51.7%. Similarly, in terms of direct purchases, Futminna stands out with a higher rate of 64.2%, while the other selected university libraries have lower rates at 28.9%. This indicates that the method of resource acquisition in these libraries is predominantly librarian-driven, which involve the use of direct purchase and periodic-based subscriptions. These methods may not adequately meet users' needs in the selected Federal University libraries in Nigeria.

These finding align with a study conducted by Benny (2015), which revealed that many university libraries acquire information resources through direct purchases and periodic-based subscriptions. It suggests that there is room for enhancing resource acquisition methods in these libraries to better align with user needs as advocated by the PDA framework in the selected Federal University libraries in Nigeria.

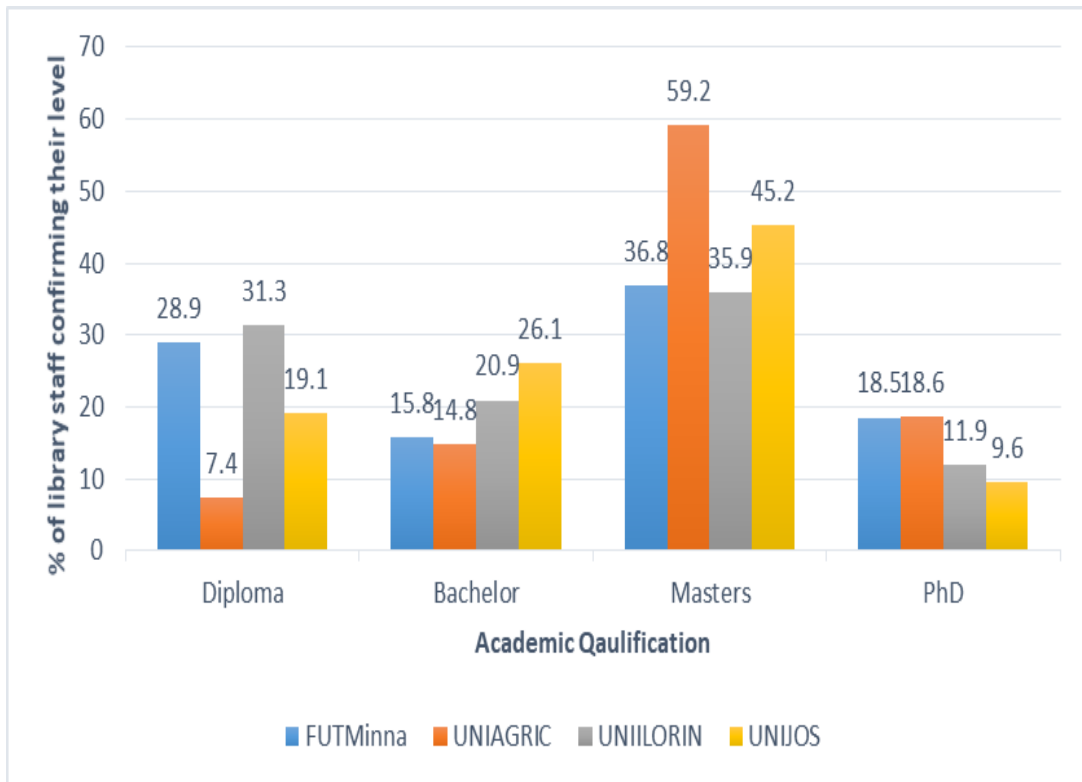
#### **4.5 Staff Preparedness for Patrons Driven Acquisition**

The objective is to assess the current level of preparedness among library staff for fully adopting the PDA framework in selected Federal University libraries in Nigeria. To achieve this objective, the research collected data on the academic qualifications, experience, and preparedness of library staff towards the PDA framework in terms of knowledge acquisition, perceived benefits, and relevant skills in their respective libraries. According to Hamad et al. (2018), the success of implementing new innovations like the PDA framework largely depends on the level of preparedness among library staff.

#### **4.5.1. Academic qualification**

Academic training serves as a symbol of academic professionalism. Training at the diploma level places one as a para-professional who should possess the understanding and skills necessary to assist librarians in receiving acquired library collections (Zhu, 2012). As one progresses from the bachelor's level to the master's level, one becomes a librarians, who is expected to have the skills and knowledge to liaise with faculty members in the selection and acquisition of library resources. At the PhD level, one becomes a top library manager with a focus on developing strategic policies and implementing decisions that will improve patron satisfaction, such as the PDA framework, among others (Onifade et al., 2018).

To determine the level of preparedness of library staff towards the adoption of the PDA framework, 217 library staff members were asked to indicate their educational qualifications in terms of diploma, degree, MSc, and PhD. Figure 4.6 displays the responses of the 174 staff members who participated in the survey



**Figure 4.5: Academic Qualifications**

Figure 4.5 shows that the staff qualifications at Futminna comprised 28.9% diploma holders, 15.8% bachelor's degree holders, 36.8% master's degree holders, and 18.5% PhD holders. Uniagric had 7.4% diploma holders, 14.8% bachelor's degree holders, 59.2% master's degree holders, and 18.6% PhD holders. At Unilorin, staff with a diploma stood at 31.3%, bachelor's degree holders at 20.9%, master's degree holders at 35.9%, and PhD holders at 11.9%. Furthermore, the percentage of staff with a diploma at Unijos stood at 19.1%, with bachelor's degree holders at 26.1%, master's degree holders at 45.2%, and PhD holders at 9.6%.

Overall staffing levels at the technical level show that Unilorin has the highest number of diploma staff at 31.3%, while Uniagric has the lowest number at 7.4%. Unijos has the highest number of staff with a bachelor's degree at 26.1%, while

Uniagric has the lowest with 14.8%. Furthermore, Uniagric has the highest number of staff with a master's degree at 59.2%, while Unilorin has the lowest number at 35.9%.

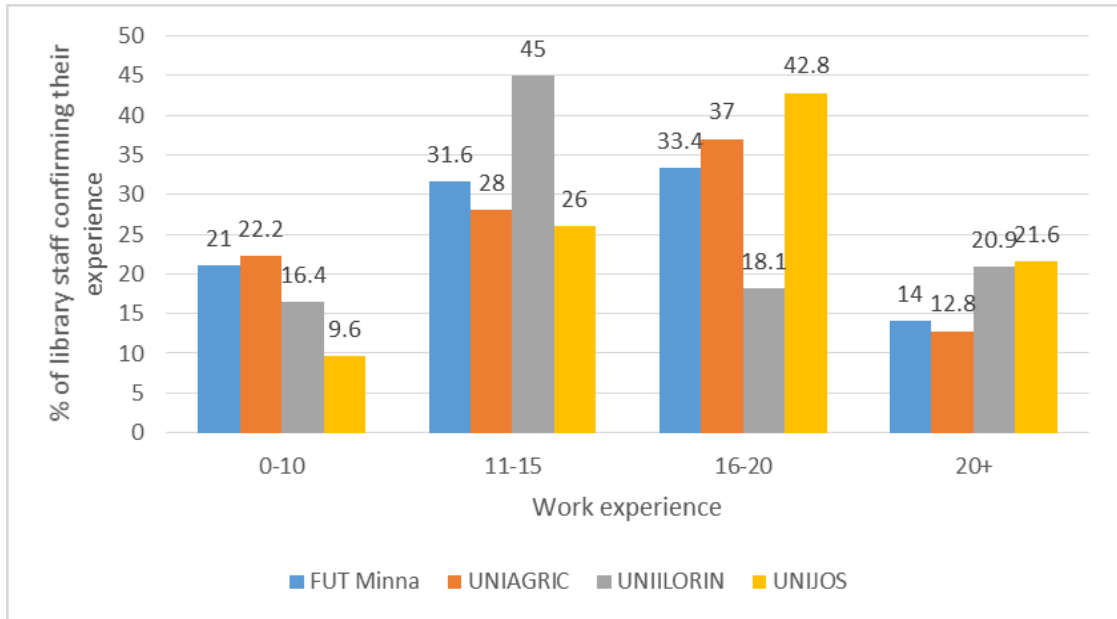
Isah *et al.* (2016) stressed that the acceptable standard for staff qualifications is to ensure that academic libraries have a good mix of staff at the diploma and bachelor's levels. This is because diploma staff is expected to assist the librarians in carrying out the acquisition process, and staff with bachelor's degrees is also expected to acquire information resources using different acquisition methods. Considering the fact that the selected university libraries have all categories of staff at the technical level implies that they have staff with the knowledge and skills needed for the adoption of the PDA framework, among others. This means that the selected university libraries are prepared in terms of having qualified staff with technical knowledge toward the adoption of the PDA framework.

For PhD staff that is at the managerial level, Uniagric has the highest number at 18.6%, while Unijos has the lowest with 9.6%. Salaam and Onifade (2009) stated that university libraries in Nigeria now require librarians to have a PhD before they can be promoted or even hired as a substantive university librarian. Looking at the fact that the selected university libraries have at least one PhD holder who is at the top management level and focuses on issues relating to policy and decision-making regarding the adoption of new innovations, such as the PDA framework, among others, is an indication that the selected university libraries are prepared in terms of having strategic library managers who focus on the implementation of the PDA framework.

#### **4.5.2 Work Experience of Library Staff**

The experience of library staff is a crucial factor in determining their preparedness to adopt the PDA framework in academic libraries. Experienced staffs are more likely to have a better understanding of the needs of library users and the collection development process (Angell, 2018). Furthermore, experienced staff members are more likely to have been involved in the implementation of new programs and policies in the past. This means that they have a better understanding of the challenges and potential pitfalls associated with the adoption of new Frameworks, such as the PDA framework (walker, 2012).

In general, it is important to consider the experience of library staff when implementing new framework and policies in academic libraries. By drawing on the expertise of experienced staff members, libraries can better prepare for and implement new Frameworks in an efficient and effective manner (Hu *et.al*, 2022). Data were captured on the library staff's years of experience in order to determine their exposure to critical issues regarding meeting the immediate needs of users. Two hundred and seventeen operational library staff was asked to indicate their years of experience in terms of 0-10, 11-15, 16-20, and above 20. Figure 4.6 shows the responses of the 174 staff who participated in this survey



**Figure 4.6: Experience of library staff**

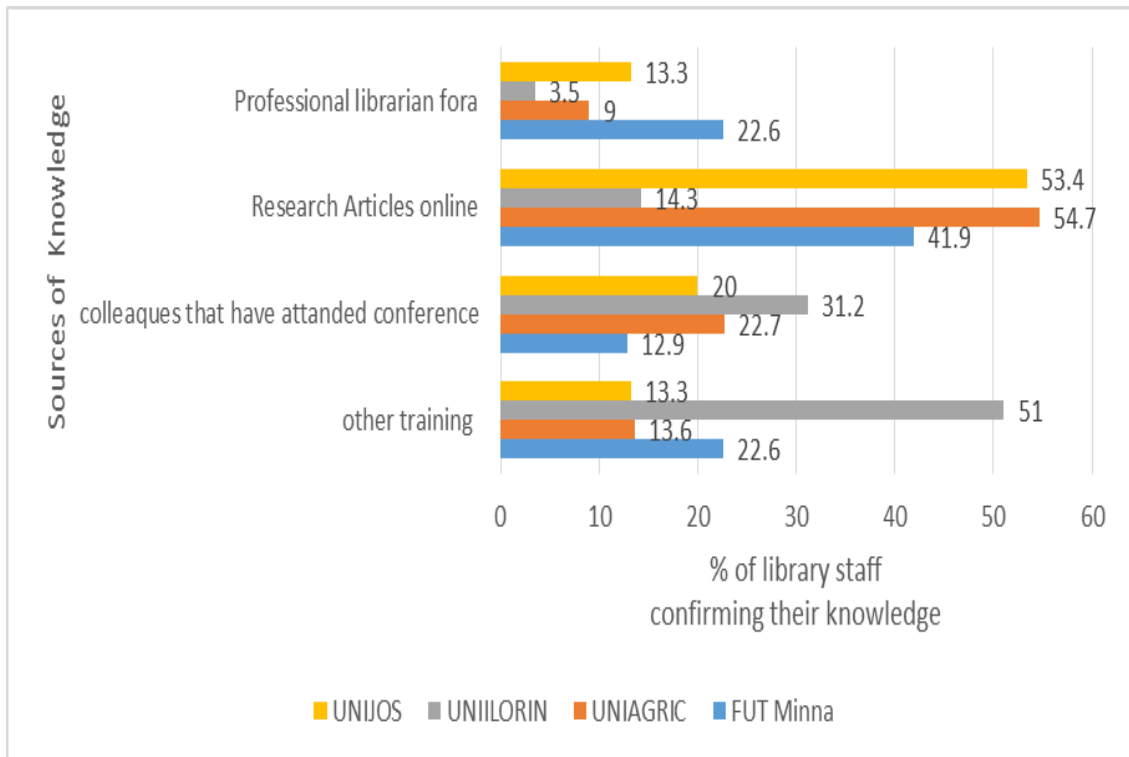
Figure 4.6 shows that the majority (70%) of library staff at all the selected universities have worked for more than 10 years. This means that the staff may be better equipped to assess the library's existing collection and identify areas where a PDA could be most effective. They may also have a deep understanding of the library's users and their needs, which could help guide decisions around which materials to make available for patron-driven acquisition. The data further shows that 30% of the staff at all the selected universities has less than 10 years of experience. This could potentially mean that the library staff may not have been exposed to the PDA framework or may not have experience managing the PDA framework. To prepare for the adoption of the PDA framework, library staff with less than 10 years of experience may need to undergo training and professional development to gain a better understanding of the PDA, its benefits and challenges, and best practices for managing the framework.



### **4.5.3 Initiative for acquisition of PDA knowledge by staff**

Initiative of PDA knowledge is a conduit via which library employees can better understand library operations, such as the PDA framework (Ajayi et al., 2021). It is expected for universities to organize knowledge-initiation activities such as training program workshops or seminars to educate staff members on the principles and practices of patron-driven acquisition. This will help staff members acquire the necessary knowledge and skills needed to adopt the framework (Nims and Kelley, 2013). Also, library staff can learn about the framework at their own pace through the use of various online resources such as articles, blogs, videos, and webinars that provide valuable information about PDA (Kalemwork and Chatiwa, 2015).

In order to determine the library staff's knowledge of PDA, data was captured on their knowledge acquisition initiatives, such as professional forums, reading online papers, conference attendance, and other training. A total of 217 questionnaires were administered, and of the 174 respondents addressed the issues. Among the respondents, 67 (39%) were from Unilorin, 42 (24%) were from Unijos, 38 (22%) were from Futminna, and 27 (15%) were from Uniagric. Figure 4.7 shows the trends of library staff knowledge initiatives on the PDA framework in the respective universities.



**Figure 4.7: Initiative for acquisition of PDA knowledge by staff**

Figure 4.7 demonstrates that the acquisition of knowledge regarding the PDA framework through online research articles was relatively high among library staff at Unijos and Uniagric, with the lowest percentage being 53.4%. In contrast, in the remaining selected university libraries, this method of acquiring knowledge was less common, with a rate of 14.3%. This suggests that research articles accessed online were moderately utilized by library staff to gain an understanding of the PDA framework in some of the selected Federal university libraries in Nigeria.

Further data reveals that, aside from Unilorin were 51% of staff members utilized other training initiatives to acquire knowledge of the PDA framework. In contrast, the utilization of other training initiatives among staff in the remaining universities was notably lower, with the least participation being at 13.3%. This means that Unilorin had a significantly number of staff members seeking who are possibly

indicating a greater interest in acquiring knowledge related to the PDA framework compared to the other universities. Conversely, the lower participation in other universities might reflect a lower level of awareness of other training options for this framework.

Similar data also reveals that there is limited utilization of knowledge initiative sources, such as insights from colleagues who have attended conferences and professional forums, in the acquisition of the PDA framework among staff in selected Federal University libraries in Nigeria. This suggests that staff across these libraries is not effectively leveraging the expertise and knowledge shared by colleagues who have attended conferences and engaged in discussions related to the PDA framework in professional forums. Abdullah and Yusuf (2022) stress that having knowledge through different initiatives provides librarians with diverse ideals of basic library activities.

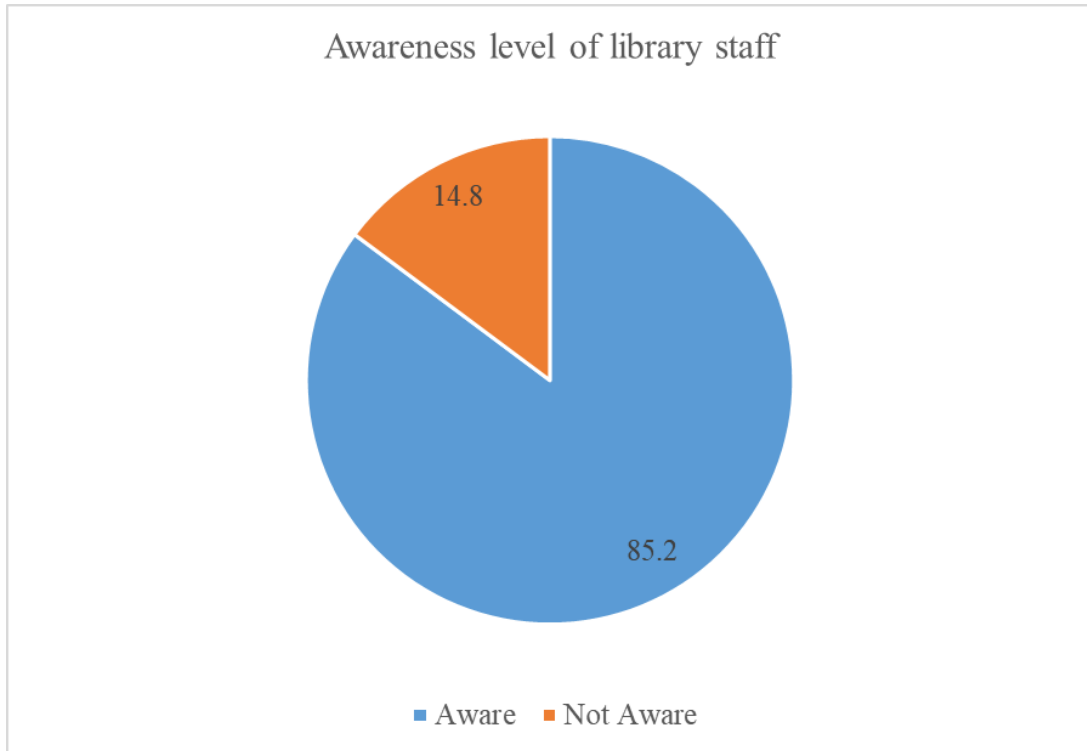
The findings underscores a concerning lack of preparedness for the adoption of the PDA framework among staff in selected Federal University libraries in Nigeria. The limited utilization of knowledge initiative sources, such as insights from colleagues who have attended conferences and professional forums, indicates that these libraries are not effectively harnessing the collective knowledge and expertise within their own staff. This lack of collaboration and knowledge sharing from colleagues who have participated in conferences and discussions on the PDA framework in professional forums hinders the readiness of these libraries to embrace and implement the framework effectively.

To improve preparedness, there is a clear need for a more proactive approach to knowledge exchange and a greater emphasis on leveraging internal expertise to ensure

a successful adoption of the PDA framework in the selected Federal University libraries.

To further confirm the preparedness of staff in the selected Federal University libraries, data was gathered to determine their level of awareness on PDA. Staffs were asked to respond in terms of "aware or not aware," of which 178 library staff responded to the issue out of 217. Figure 4.9 below shows the analysis of the respondents. This is because the PDA (Patron-Driven Acquisition) framework is a popular method for libraries to acquire and provide access to digital content, such as eBooks and eJournals (Walter, 2012).

It also involves allowing patrons to select and request digital resources for purchase rather than the library pre-selecting and purchasing materials based on anticipated demand (Yusuf et al., 2018). Therefore, library staff should be aware of the PDA framework, as it is becoming increasingly common in many academic and research libraries. They should understand how the PDA works, how it can benefit their library and patrons, and how to manage and monitor PDA framework effectively.



**Figure 4.8: Staff awareness level**

Figure 4.8 illustrates a significant level of awareness of the PDA (Patron-Driven Acquisition) framework among staff in selected Federal university libraries in Nigeria. Specifically, 85.2% of the respondents confirmed their awareness of the PDA framework. This high level of awareness signifies that a substantial portion of the library staff in these institutions is well-informed about the principles and concepts behind Patron-Driven Acquisition. This finding disagrees with the study conducted by Edwin (2018) which revealed that awareness of librarians towards adoption new innovation such as cloud based technology is low in public university libraries in south-south Nigeria.

This heightened awareness presents a positive sign regarding the preparedness for potential adoption of the PDA framework within the staff of the selected federal university libraries in Nigeria. Informed staff members are more likely to engage

effectively in discussions and planning processes, thus facilitating the acquisition of information resources that align with users' needs, as advocated by the PDA framework.

Despite the majority's awareness, there is still a minority (14.8%) who are not familiar with the PDA framework. It's essential for the library management and administrators to address these knowledge gaps through training, workshops, or informative sessions. This will ensure that all staff members are on the same page regarding PDA, which is crucial for its successful adoption in the selected Federal University libraries in Nigeria.

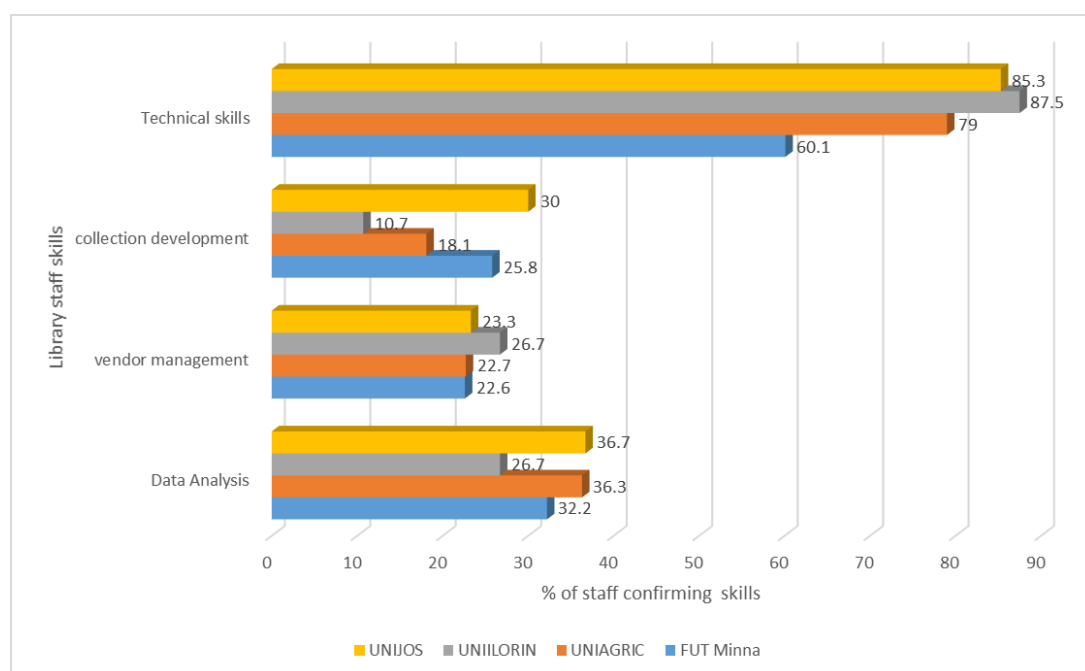
#### **4.5.4 Library staff Skills**

The ability of staff or a library to deliver a successful operational service using various approaches for users is demonstrated by their skills, which are key performance indicators (Cherinet, 2018). In order to successfully adopt the PDA framework, library staff should possess excellent collection development skills to identify and select relevant and high-quality resources that match the needs of their patrons (Chow and Rich, 2018). Library staff should have the ability to negotiate contracts and manage relationships with vendors. It is also important for them to be able to identify and evaluate vendors that offer PDA services and negotiate favorable terms and conditions (Thomas, 2013).

Library staff should have strong technical skills in library systems, such as Integrated Library Systems (ILS), in order to effectively manage PDA programs, such as creating PDA profiles for different subject areas or resources (Heyd, 2006). Also, staffs are required to continue monitoring and analyzing usage data to ensure that the

collection meets the needs of the patrons. This is in line with the fact that staff must be able to analyze and interpret data, identify trends, and adjust collection development strategies accordingly (Hunt, 2017).

To determine the level of library staff preparedness in regards to skills needed for adoption of the PDA framework, data was captured on technical skills, vendor management, data analysis, and collection development. The researcher administered a total of 217 questionnaires, and out of the 174 library staff respondents, 67 (39%) were from Unilorin, 38 (22%) from Futminna, 42 (24%) from Unijos, and 27 (15%) were from Uniagric. Figure 4.9 shows the trends in the staff skills on the PDA framework in the respective universities.



**Figure 4.9: Library staff skills**

The data presented in Figure 4.9 highlights that a significant proportion of library employees in the selected universities possess technical skills. The lowest percentage, at 60.1%, indicates that a substantial majority of these employees have some degree

of technical competence related to the Patron-Driven Acquisition (PDA) framework. This suggests that the staff members, as a whole, have a reasonable level of familiarity with the technical aspects of the PDA framework. This finding is similar to the finding of the study conducted by Shahzad (2021) which reveal that librarians need requisite skills for adoption of new innovation in academic libraries.

The high percentage of library employees with technical skills relevant to the PDA framework is a positive sign of the preparedness of these libraries for its adoption. Technical skills are essential as they involve the utilization of technology to acquire information resources that meet user needs in the selected Federal University libraries in Nigeria.

However, in contrast, skills related to collection development, vendor management, and data analysis are notably less common among the staff, with the highest percentage being 36.7%. This implies that the studied libraries might not fully realize the benefits of PDA in ensuring their collections align effectively with the preferences and needs of their patrons. This is because collection development and vendor management skills are crucial for effective negotiation and aligning acquisition materials with users' needs, as advocated by the PDA framework.

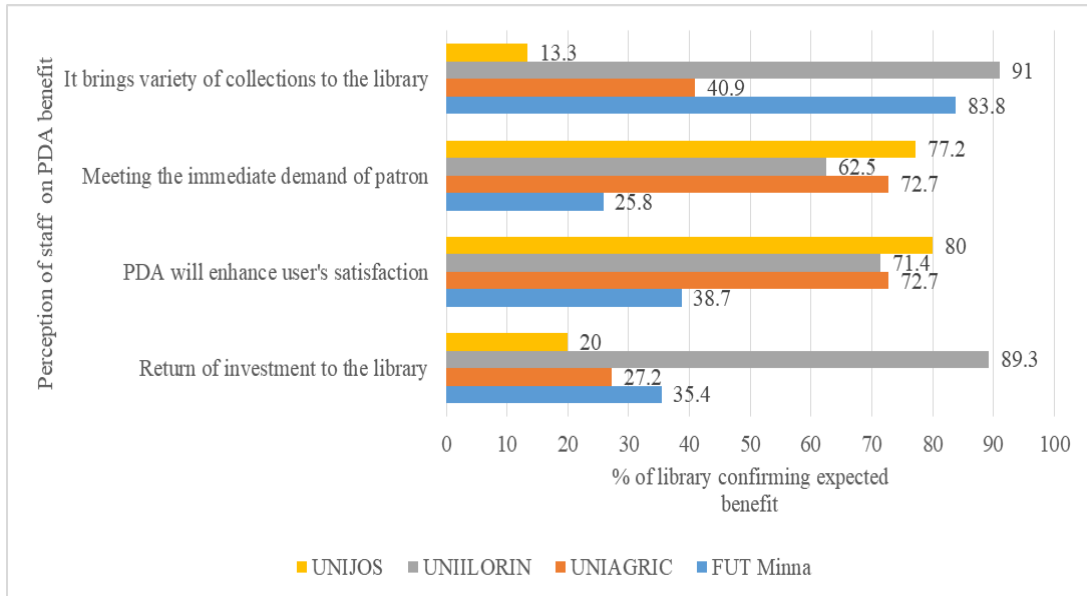
While the staff appears prepared in terms of technical skills, they are lacking in other critical areas such as collection development, data analysis, and vendor management, which are essential for the successful adoption of the PDA framework. This suggests a lower level of preparedness in terms of skills among staff in the selected Federal University libraries in Nigeria.



#### **4.5.5 Library staff Perception on PDA benefits**

The most important factor that contributes to the adoption of new practices, such as the PDA framework, is perceived benefit. Therefore, library staff's perception of the benefit is essential for the acceptance of new acquisition practices like PDA (Yun-Ke, Adiputra, and De Yang, 2013). It has also been observed that benefits can either be the key to achieving effective change or the greatest impediment to its successful adoption (Mushi et al., 2020). Library staff's positive perception of the framework, such as bringing a return on investment, a variety of collections, meeting the immediate demand of patrons, and enhancing users' satisfaction, helps in the successful adoption of the Framework (Noordeloos, 2014).

In order to ascertain the level of preparedness of library staff, respondents were asked to indicate their perceptions towards the benefits of PDA. Out of 217 library staff only 174 responded, 67 (39%) were from Unilorin, 38 (22%) from Futminna, 42 (24%) from Unijos, and 27 (15%) were from Uniagric. Figure 4.10 below shows the patterns of library staff perceptions in the selected university libraries.



**Figure 4.10: Library staff Perception on PDA benefit.**

The data from Figure 4.10 suggests that the perceived benefit of the Patron-Driven Acquisition (PDA) framework varies among the selected universities. In Unijos, Unilorin and Uniagric, a substantial majority of staff believe that the PDA framework is effective in meeting immediate needs and enhancing user satisfaction. This belief may stem from their confidence in the PDA ability to align acquisitions with user needs in the selected Federal University libraries in Nigeria.

However, the response from Futminna staff is notably lower, with only 38.7% expressing a belief in the PDA framework's effectiveness in meeting immediate needs and enhancing user satisfaction. This indicates a lower level of confidence in the PDA framework potential benefits at Futminna.

The data indicates a substantial difference in perception regarding the benefit of the Patron-Driven Acquisition (PDA) framework for bringing variety to collections among library staff. Specifically, a high percentage of respondents from Futminna

and Unilorin, at 83.5%, view the PDA framework positively in this regard. In contrast, the staff from other selected university libraries has a significantly lower rating, at 40.9%, suggesting that they perceive the PDA framework as less effective in diversifying the library collections in meeting the user's needs.

Data also indicates that, among the selected university libraries, Unilorin stands out as an exception. Here, staff members have reported a significantly high return on investment (ROI) for the Patron-Driven Acquisition (PDA) framework, at 89.3%. This suggests that staff at Unilorin believe that the PDA framework has been notably effective in terms of benefits and outcomes.

In contrast, the staffs of the other selected university libraries have reported lower ROI figures, with the lowest rate being 35.4%. This implies that, in comparison to Unilorin, these institutions have experienced a less favorable return on investment with regard to the PDA framework. Falloon (2017) stated that areas such as providing patrons with in-depth collections and bringing a return on investment (ROI) to libraries are key benefits required by the PDA approach to meeting user's needs.

#### **4.6. Technical Preparedness**

Technical preparedness is an important factor in the successful adoption of a PDA Framework in academic libraries (Acheampong, 2020). The library should have a robust technical infrastructure to support the PDA framework. This includes infrastructure, access, and technical support, among others (Linde et al., 2014).

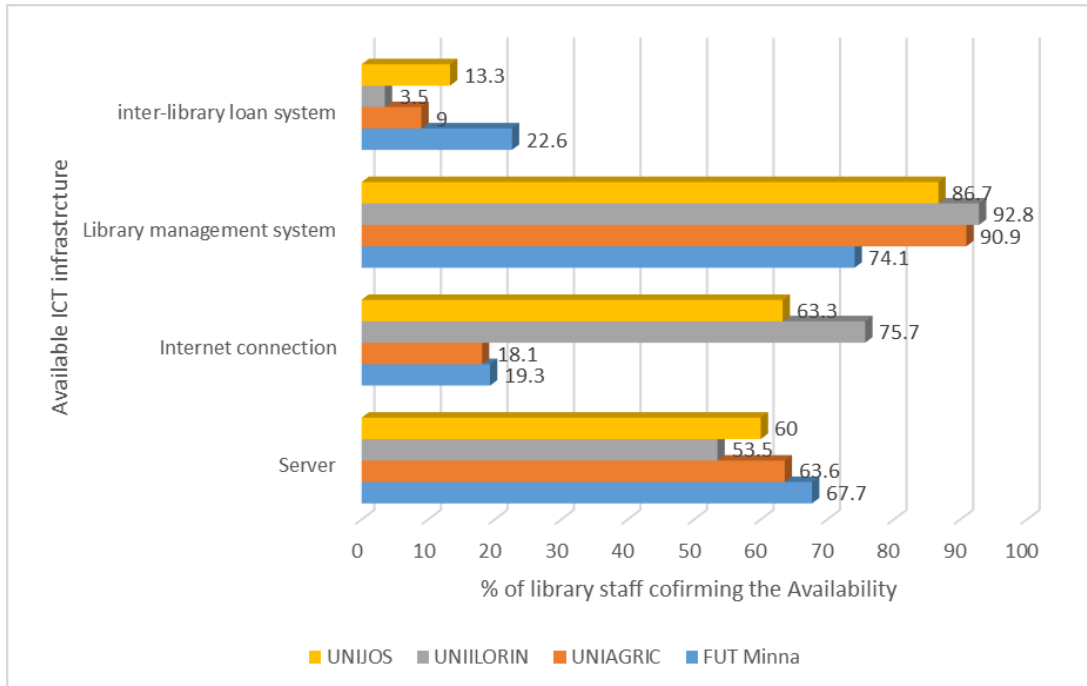
##### **4.6.1 Available ICT Infrastructures**

University libraries should have a robust technical infrastructure to support the PDA Framework. This includes having adequate server space, network bandwidth, and

ILMS to manage the PDA framework. According to a study by Zhu et al. (2016), libraries need to ensure that their servers have enough storage capacity and processing power to handle the large volume of data generated by PDA transactions. Another important aspect of the technical infrastructure is network bandwidth. Since PDA involves frequent downloading and accessing of e-books and other digital materials, libraries must have sufficient bandwidth to support this activity without causing delays or interruptions (El-Ghazali *et al.*, 2017).

Libraries also need to have an integrated library management system (ILMS) that can manage the PDA framework effectively. The ILMS should be able to track PDA usage and transactions, provide usage statistics and reports, and integrate with other library systems such as the discovery layer and authentication systems (Wrennall and Krammer, 2018). In addition, ILL systems can provide a foundation for implementing PDA by establishing relationships with other libraries and building a network of potential partners for resource sharing. This network can be leveraged for PDA acquisitions, as libraries can collaborate on purchasing and sharing access to materials (Kamal, 2017).

To determine the level of ICT infrastructural preparedness on the adoption of the PDA framework, data was captured on ILMs, a dedicated server, internet connectivity, and the inter-library loan system; 174 responded, of which 67 (39%) were from Unilorin, 38 (22%) from Futminna, 42 (24%) from Unijos and 27 (15%) from Uniagric. Figure 4.11 below shows the patterns of the available infrastructure in the selected university libraries.



**Figure 4.11: Available ICT Infrastructures**

Figure 4.11 indicates that significant percentage of library staff, with the lowest at 53.5%, confirmed the availability of a Library Management System and server in all the selected libraries. This indicates a relatively high level of preparedness in terms of basic digital infrastructure. However, when it comes to internet connectivity, Unilorin and Unijos reported high availability, while Uniagric and Futminna's staff confirmed a low availability rate of 19.3%. Inadequate internet connectivity in the latter universities might affect their readiness to fully engage with digital resources, a crucial aspect of PDA.

In terms of the inter-library loan system, all the staff from the selected university libraries reported low availability, with the highest being 22.6%. The lack of inter-library loan systems can hinder resource sharing, a component of PDA, and might negatively affect the preparedness level for PDA adoption in the selected Federal University libraries in Nigeria.

The overall findings suggest that while the availability of library management systems and servers is relatively high across the selected universities, there are discrepancies in internet connectivity and the absence of inter-library loan systems. These discrepancies may affect the preparedness for adoption of PDA framework in the selected Federal University libraries in Nigeria. The finding agrees with Bicknell (2016) which stated that the library management system is critical for managing the acquisition and circulation of resources, and its availability indicates that the library is equipped to manage the PDA efficiently.

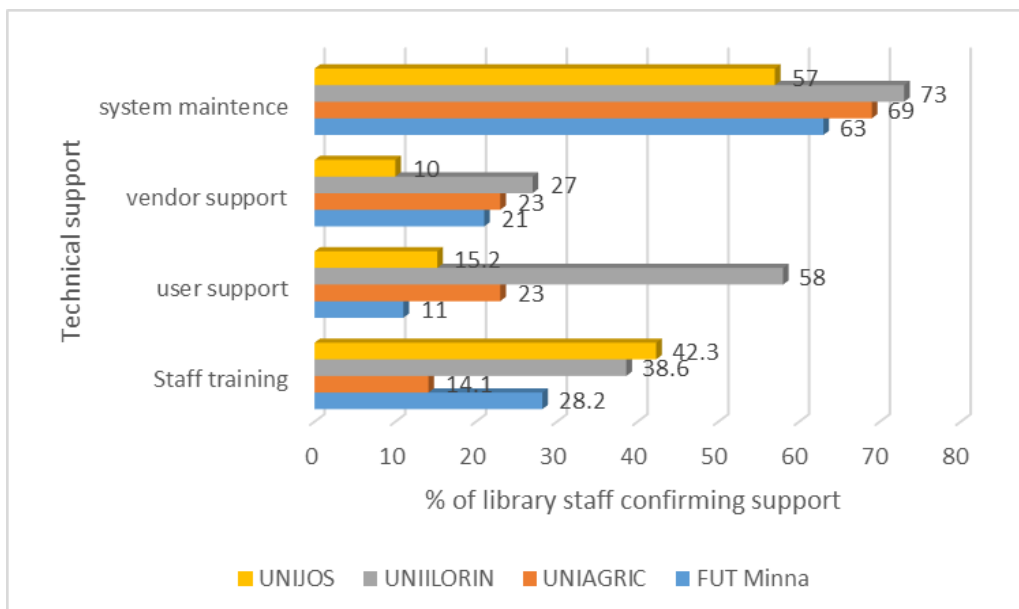
#### **4.6.2 Technical support on PDA**

Technical support is an important aspect of the preparedness to adopt a patron-driven acquisition (PDA) framework in academic libraries (Kelly, 2016). Technical support helps address any technical issues that may arise during the adoption and ongoing use of the framework (Williams, 2015). Staff members require adequate training to effectively manage and operate the hardware and software components of a PDA framework. This required the training of library staff in key areas such as database management, server administration, and troubleshooting (Barone and Markman, 2017). Libraries also rely on vendors to provide technical support for the hardware and software components of a PDA framework. This can include support for issues such as software upgrades, maintenance, and data migration (Barros and Almeida, 2019).

Wu and Tumbleson (2013) stated that libraries need to provide user support to patrons who encounter issues when accessing and using the resources provided through a PDA framework. This can include support for issues such as access problems, software compatibility issues, and user authentication problems. Therefore, hardware

and software components of a PDA framework require ongoing maintenance and upgrades to ensure that they remain up-to-date and function effectively. This can include tasks such as data backup, system upgrades, and hardware maintenance (Peterson, 2014).

To determine the technical preparedness level for adoption of the PDA framework. Library staffs were asked to indicate their level of technical support in terms of training, vendor support, user support, and system maintenance. Out of 217 library staff from the selected institutions that were given questionnaires, 174 library staff responded to the questions, with 67 (39%) were from Unilorin, 38 (22%) from Futminna, 42 (24%) from Unijos, and 27 (15%) were from Uniagric. Figure 4.12 depicts the different kinds of training that staff in the selected libraries received.



**Figure 4.12: Library staff technical support on PDA.**

Figure 4.12 indicates that there is a significant level of support for system maintenance in the selected Federal University libraries in Nigeria. Specifically, over 57% of employees confirmed that they have received support for system maintenance. This means that the majority of studied libraries have taken steps to ensure that their systems are well-maintained and in good working order. It can be concluded that these libraries are adequately prepared for the adoption of a patron-driven acquisition framework, at least in terms of system maintenance. A well-maintained library system is crucial for efficient operations and user satisfaction, which are both essential components of a successful patron-driven acquisition framework.

Additional data shows that when it comes to user support, most of the selected university libraries, except for Unilorin, have relatively low levels of support. In particular, the highest level of user support among the other libraries is only 23%. This implies that there may be insufficient staff or resources dedicated to providing user support and assistance in the majority of these university libraries. This low level of user support could potentially hinder the successful adoption of a patron-driven acquisition framework, which relies on effective support for library users who engage in self-directed acquisition of materials.

Further data reveals that the majority of staff in the selected Federal University libraries in Nigeria has confirmed low support in the area of vendor and staff training, with the highest percentage being 42.3%. This finding agrees with McManus (2014) which stress that regular updates, technical expertise, customization options, staff training, and user support are all critical factors for the successful implementation of a PDA. Without these, the system may not be efficient, effective, or customizable



enough to meet the needs of users, and staff may lack the expertise to manage and promote the framework effectively.

This indicates that there is a significant deficiency in the level of training and support offered to staff in these libraries concerning vendor interactions and their own professional development. It can be concluded that there is a notable gap in the preparedness of these libraries for the adoption of a patron-driven acquisition framework. Vendor interactions and staff training are critical aspects of implementing such a framework. Staffs need to be well-versed in how to work with vendors, manage acquisitions, and provide effective user support within the new framework. A lack of proper training and support in these areas can significantly hinder the successful implementation of a patron-driven acquisition framework in the selected Federal University libraries in Nigeria.

#### **4.7 Library Management Preparedness**

Adoption of a patron-driven acquisition (PDA) framework in academic libraries represents a significant shift in how materials are acquired and made available to users (Kumbhar, 2017). Therefore, library management needs to be prepared for this change by considering a number of factors, such as collection development policies and budget allocation (Sahu, 2015).

According to Liu and Chen (2016), a collection development policy for a patron-driven acquisition (PDA) framework in academic libraries should reflect the library's commitment to providing materials that meet the needs and interests of its users. The policy should outline the criteria for selecting materials for the PDA program, as well as the criteria for deselecting materials that are not being used (Voravickositt, 2017). The following elements should be included in the policy: material selection criteria, usage thresholds, deselection criteria, and regular review and evaluation processes to support the implementation of the PDA framework (Walters, 2012).

For academic libraries to effectively adopt the PDA, they need to allocate significant portions of their budget to three main areas (Knievel, 2017). This includes the collection development budget, which enables libraries to purchase e-books and digital resources in high demand and multiple copies of frequently used titles (Fister, 2018). A technical infrastructure budget also helps to develop and maintain the technical equipment needed for the effective implementation of the PDA framework (Galligan and Dyas-Correia, 2013). Staff training and development budget equip library staff with the necessary skills and knowledge to manage the PDA more effectively (Alabi, 2018).

To determine the level of library management preparedness, qualitative data was captured through interviews with head librarians UL1, UL2, and UL3 to code them. The responses were also presented in themes (collection development policy and budget allocation). Therefore, a total of four (4) head librarians were scheduled for interview, of which only three (3) participated, as showed

**How would you describe the current state of your library's collection development policy and practices?**

**Response 1 (UL1):** "Our current collection development policy and practices are relatively traditional, primarily driven by librarian selection and institutional curriculum requirements. While we maintain a well-rounded collection, we understand that this approach may not fully meet the evolving needs of our users. To prepare for the adoption of a patron-driven acquisition framework, we're actively revising our policies to ensure they're more flexible and responsive to user needs. "This response indicates a proactive approach to aligning their practices with user needs as advocated by PDA framework.

**Response 2 (UL2):** "At present, our collection development policy and practices are structured around a librarian-centered Framework with a fixed budget allocation. We've recognized the need to pivot towards a more patron-centric approach, considering user demands and preferences. However, we are yet to start discussion that will reshape our policy on acquisitions. "This means that the library is aware of the need for change but is still in the early stages of planning and preparation for the shift.

**Response 3 (UL3):** "Our library's collection development policy has been traditionally conservative, guided by librarian expertise and specific academic requirements. As we prepare for the adoption of a patron-driven acquisition framework, we're in the midst of revising our policies. We're aiming to make them more agile and adaptable, allowing users to have a more direct role in shaping our collection, aligning with their research and learning interests". This demonstrates a commitment to evolving their policies to align with a patron-driven acquisition framework, with a focus on user involvement and responsiveness.

The findings shows that UL1 is actively revising policies to be more user-centric, UL2 is in the early stages of planning, and UL3 is actively revising policies with a strong focus on user involvement. This means that the management is in various stages of preparedness in terms of aligning collection development policy to focus on users' needs in selected Federal University libraries in Nigeria for the adoption of a

patron-driven acquisition framework. This finding agrees with the study conducted by Johnson (2015) which stresses the important of aligning the policy to ensure that collections are responsive to the needs and preferences of users.

**How familiar are you and your library staff with the concept of patron-driven acquisition (PDA)? Have they received any training in this area?**

**Response 1 (UL1):** "Our library staff is quite familiar with the concept of patron-driven acquisition (PDA), and we've recognized its potential to transform our acquisition strategies. We have initiated training programs to equip our staff with the necessary technical skills in the area of system maintenance"

**Response 2 (UL2):** "Familiarity with patron-driven acquisition is increasing among our library staff. But, our staff are usually been trained on the use of basic computer skills. This we know will assist during the adoption of PDA framework."

**Response 3 (UL3):** "The concept of patron-driven acquisition (PDA) is well understood by many of our library staff. Although, the training of staff seems to be low in the area of PDA framework."

The data suggests that among the library staff in the selected Nigerian university libraries (UL1 to UL3), there is a relatively high level of familiarity with the concept of patron-driven acquisition (PDA). This means that the staff members are aware of the basic principles and purpose of PDA in the context of library acquisitions in meeting user's needs. However, an important observation is that the training received by these staff members has predominantly been focused on basic computer skills and system maintenance, rather than specific training in the PDA framework. This study agrees with the finding of Acheampong and Dei (2020) revealed that majority of respondent are aware of new innovation and willing to be trained for successful implementation in academic libraries in Ghana.

In other words, while they may be proficient in general computer usage and maintaining library systems, they have not received comprehensive training in the intricacies of PDA, including how to implement and manage a PDA framework

effectively. This means that they library management are not prepared in terms of training in all the selected Nigeria universities.

**What are the primary motivations for considering the adoption of a patron-driven acquisition framework in your library?**

**Response 1 (UL1):** "One of the primary motivations for considering the adoption of a patron-driven acquisition framework in our library is to enhance user satisfaction and engagement. We believe that by involving our users more directly in the selection of materials, we can better meet their specific needs and preferences."

**Response 2 (UL2):** "Cost-effectiveness is a significant driver behind our interest in a patron-driven acquisition framework. We aim to make the most of our budget while maintaining a relevant and robust collection. By implementing PDA, we can allocate resources more efficiently, reducing the acquisition of materials that might go underutilized."

**Response 3 (UL3):** "One of the key motivations for considering the adoption of a patron-driven acquisition framework is to keep pace with evolving academic and research needs. We've observed that the research interests and requirements of our user community are rapidly changing. PDA allows us to be more agile in responding to these changes and providing access to the materials that are most relevant for our users' work."

The responses indicate that the motivations for adopting PDA in these libraries vary, with UL1 emphasizing user satisfaction, UL2 focusing on cost-effectiveness, and UL3 highlighting the need to adapt to evolving academic and research needs. These motivations reflect a multifaceted approach by librarians in acquiring collections that meet user's needs. This means that all the university librarians are well prepared in terms of motivation behind the adoption of PDA framework in the selected University in Nigeria.

**What specific changes or adaptations have you made to your library's policies and procedures in anticipation of adopting a patron-driven acquisition framework?**

**Response 1 (UL1):** "In preparation for adopting a patron-driven acquisition framework, we are making important changes in our library's policies and procedures. We are revising our collection development policy to be more flexible and responsive to user preferences."

**Response 2 (UL2):** "As we move toward the adoption of a patron-driven acquisition framework, we are in the process of redefining our selection criteria to incorporate user input more effectively. This will go a long way in acquiring collections that are users centered."

**Response 3 (UL3):** "To prepare for the adoption of a patron-driven acquisition framework, we've undertaken significant changes in our library's policies and procedures. We are revising our collection development policy to emphasize a user-centered approach, allowing for more direct user influence on acquisitions."

The findings reveal that UL1-UL3 are actively preparing for the adoption of a patron-driven acquisition framework by revising their library's policies and procedures. Specifically, UL1 is making its collection development policy more flexible and responsive to user preferences, UL2 is in the process of redefining its selection criteria, and UL3 is emphasizing a user-centered approach in its collection development policy, allowing for more direct user influence on acquisitions in all the selected university libraries in Nigeria.

This indicates that the selected university libraries in Nigeria are actively revising their policies and procedures to align with a patron-driven acquisition framework that emphasizes user-centered collection development. They are making significant changes to better meet user preferences and needs. This reflects the proactive preparation of management in terms of collection development policies in the selected Federal University libraries in Nigeria.

**How have you assessed the budget allocation for acquisitions and resource management in the context of patron-driven acquisitions?**

**Response 1 (UL1):** "Evaluating budget allocation in the context of patron-driven acquisitions has been challenging. We have engaged in a comprehensive review of our current budget, looking for opportunities to reallocate resources effectively."

**Response 2 (UL2):** "We've conducted a detailed assessment of our budget allocation for acquisitions and resource management. This assessment involved a close examination of current expenditures, including subscriptions, purchases, and ongoing commitments. We've restructured our budget to accommodate the flexibility required for user-driven acquisitions while maintaining financial stability in our library."

**Response 3 (UL3):** "We recognize that budget allocation is a pivotal aspect of adopting a patron-driven acquisition framework. To prepare, we have conducted a thorough assessment of our financial resources. We've considered the potential impact of user-driven acquisitions on our existing collection development budget and adjusted our allocations accordingly."

The findings from UL1 to UL3 demonstrate that these university libraries in Nigeria are actively addressing the challenges of budget allocation in the context of adopting a patron-driven acquisition framework. They have undertaken comprehensive reviews and assessments of their budgets, focusing on reallocating resources effectively and accommodating the flexibility required for user-driven acquisitions while maintaining financial stability. These efforts highlight their proactive approach by management in preparing for the financial aspects of adopting patron-driven acquisitions in the selected Federal University libraries in Nigeria. This finding agrees with Saka (2020) which the findings indicated that polytechnic librarians were tasked with the planning and budgeting for their institution's libraries. Nonetheless, they lacked authority over the library budgets, and the funding allocated to Federal Polytechnic Libraries was insufficient.

**What technology infrastructure and systems do you have in place to support a PDA framework?**

**Response 1 (UL1):** "We've assessed our technology infrastructure and systems. Currently, we have a robust integrated library system (ILS) that can manage user requests and acquisitions efficiently."

**Response 2 (UL2):** "Our library has existing systems in place, such as our integrated library system (ILS) that can support user's request. We also have internet connection. However, we are actively considering upgrades to improve the user interface and experience which is important towards the adoption of PDA framework."

**Response 3 (UL3)** "We've closely examined our technology infrastructure and systems to ensure readiness for a patron-driven acquisition framework. Our library currently utilizes a well-integrated ILS, but we acknowledge the need for some adjustments and potential system enhancements. We are exploring possibilities for better integration with vendor systems, as well as improving the user interface for seamless navigation of our PDA offerings."

This means that UL1, UL2, and UL3 have evaluated their current technology infrastructure and systems. They all possess a well-integrated library system (ILS) that can effectively manage user requests and acquisitions, indicating a foundation for PDA adoption. UL2 is actively considering upgrades to improve the user interface and experience, recognizing its significance in the adoption of the PDA framework.

UL3, while having a solid ILS in place, is exploring opportunities for adjustments and enhancements. This includes better integration with vendor systems and improvements to the user interface for a more seamless navigation of PDA offerings. These selected Federal University libraries in Nigeria demonstrate preparedness for PDA adoption by evaluating their technology infrastructure and systems, recognizing the importance of user experience, and actively exploring potential enhancements. This means that management is aligning their technological resources with the requirements of a PDA framework for successful adoption in the selected Federal University libraries in Nigeria.



## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter provides a summary of the findings for each objective of the study, as well as conclusions and recommendations based on the study's empirical findings

#### **5.2 Summary of Findings**

The goal of this study was to assess the preparedness of some selected Federal University libraries towards the adoption a patron-driven acquisition (PDA) framework. On that basis, the level of preparedness was determined differently to account for the information needs of graduate students, library staff preparedness, technical and library management, and others

##### **5.2.1 Information Needs of Graduate Students**

The findings reveal information related to citation management was low, there were high needs expressed for information on their field of study, research paper writing, and coursework/task completion. Additionally, electronic source utilization was low in Futminna, while other universities showed a decreased reliance on print sources. Furthermore, Uniagric was the sole university where graduate students reported high satisfaction with the content of electronic resources. In contrast, the remaining selected universities indicated lower satisfaction levels. Similarly, there was low satisfaction concerning the currency and content of print sources among graduate students in all the selected Federal University libraries in Nigeria.

### **5.2.2 Acquisition Methods in the selected University Libraries**

The findings reveal that inter-library loans, usage-based subscriptions, and consortia are utilized to a limited extent across the studied universities. However, with the exception of Futminna, where periodic-based subscriptions are relatively low, all the other selected universities show a higher level of usage in this regard. Similarly, in terms of direct purchases, Futminna demonstrates a high level of usage, while the usage remains low in the rest of the selected Federal University libraries in Nigeria.

### **5.2.3 Staff Preparedness for Patrons Driven Acquisition framework**

The findings indicate that the majority of library staff have more than 10 years of experience, with 30% of them having less than a decade of experience. Furthermore, the study reveals that, despite being aware of the concept, most staff members rely on limited sources for knowledge acquisition regarding the PDA (Patron-Driven Acquisition) framework. These sources include additional training, insights shared by colleagues who have attended conferences and professional forums. When it comes to their library skills, technical expertise is high, but other skills such as collection development, vendor management, and data analysis are relatively low. In terms of perceived benefits, the majority of staff members have a positive outlook on the PDA framework, as they believe it meets immediate user demands and enhances user satisfaction. However, there is an exception at Futminna. Further investigation shows that, aside from Unilorin and Futminna, the perceived benefits of the PDA framework as regards to bringing variety of collection is negative among staff members at the other two selected Federal University libraries. Additionally, the study reveals that only Unilorin staff members have a positive perception regarding the return on investment brought by the PDA framework, whereas this perception is negative

among staff members at the rest of the three selected Federal University libraries in Nigeria.

#### **5.2.4 Technical Preparedness**

The findings indicate that the availability of library management systems and servers is generally high among the selected universities. However, there are notable disparities in internet connectivity, with Unijos and Unilorin reporting high availability, while Futminna and Uniagric lag behind in this aspect. Additionally, the study highlights that inter-library loan systems are not widely available in the universities under studied. The study also reveals that a significant portion of employees in the studied libraries have confirmed receiving support for system maintenance. Notably, only the staff at Unilorin reported receiving user support, while confirmation from the staff at the other three universities was relatively low. When it comes to vendor support and staff training, the data suggests that the confirmation of receiving such support was also relatively low among staff members at the selected Federal University libraries in Nigeria.

#### **5.2.5 Library Management Preparedness**

The findings reveal distinct approaches to policy revision among the three university libraries (UL1, UL2, and UL3). UL1 is actively revising policies to prioritize user needs, UL2 is in the early planning stages, and UL3 is proactively revising policies with a strong emphasis on user involvement. Additionally, the study indicates a high level of familiarity with patron-driven acquisition (PDA) among these university librarians (UL1-UL3). Motivations for adopting PDA vary: UL1 emphasizes user satisfaction, UL2 focuses on cost-effectiveness, and UL3 stresses adapting to evolving academic and research needs. In terms of collection development, UL1 is making its

policy more user-centric, UL2 is redefining selection criteria, and UL3 is prioritizing a user-centered approach. Regarding budget allocation, all three libraries (UL1-UL3) are conducting comprehensive reviews to effectively reallocate resources for user-driven acquisitions while maintaining financial stability in the selected Federal University libraries in Nigeria

### **5.3 Conclusions**

Five major conclusions have been drawn based on the outcomes of this study. These include the identification of information needs, acquisition methods, and the preparedness of staff, technical resources, and library management.

#### **5.3.1 Information Needs of Graduate Students**

The study concluded that the high demand for support in areas like field-specific information, research paper writing, and coursework/task completion points to a gap in the libraries' collections. Additionally, there are variations in sources of utilization across institutions, with low reliance on electronic sources in Futminna and differing preferences for information sources. Notably, Uniagric stands out for its high student satisfaction with electronic resources, while there is a consistent issue of low satisfaction with the currency and content of print sources, indicating a need for improvements in the quality and relevance of print materials in the studied libraries. These underscore the importance of the user-centered acquisition method in addressing specific information needs that will enhance the overall satisfaction levels, and ultimately contribute to a more enriching academic experience for graduate students across the selected Federal University in Nigeria.

### **5.3.2 Acquisition Methods in the selected University Libraries**

The findings concluded that there is variability in the use of acquisition methods, with most studied University libraries actively engaged in use of periodic-based subscriptions and direct purchases, which are predominantly librarian-driven that might not adequately meet users' needs due to lack of their direct involvement in the collection building in the selected Federal University libraries in Nigeria .

### **5.3.3 Staff Preparedness for Patrons Driven Acquisition**

The study concluded that staff preparedness for adopting the Patron-Driven Acquisition (PDA) framework in the selected Federal University libraries in Nigeria reveals a mixed landscape. While experience is abundant, there are gaps in PDA-related knowledge and skills. Familiarity with PDA exists but primarily relies on limited sources like colleague insights and additional training. Technical expertise is strong, but collection development, vendor management, and data analysis skills require improvement. Most staff members anticipate positive PDA benefits, particularly in meeting user demands and enhancing satisfaction, except at Futminna where perceptions vary. Variances also exist in the perceived benefits of PDA bringing a variety of collections, with Unilorin and Futminna holding positive views. To enhance staff preparedness, it is recommended to establish targeted training and knowledge-sharing initiatives, focusing on collection development, vendor management, and data analysis. Furthermore, addressing unique challenges and concerns at Futminna and other universities where perceptions differ is essential for a more uniform and effective PDA framework adoption in all the selected Federal University libraries in Nigeria.

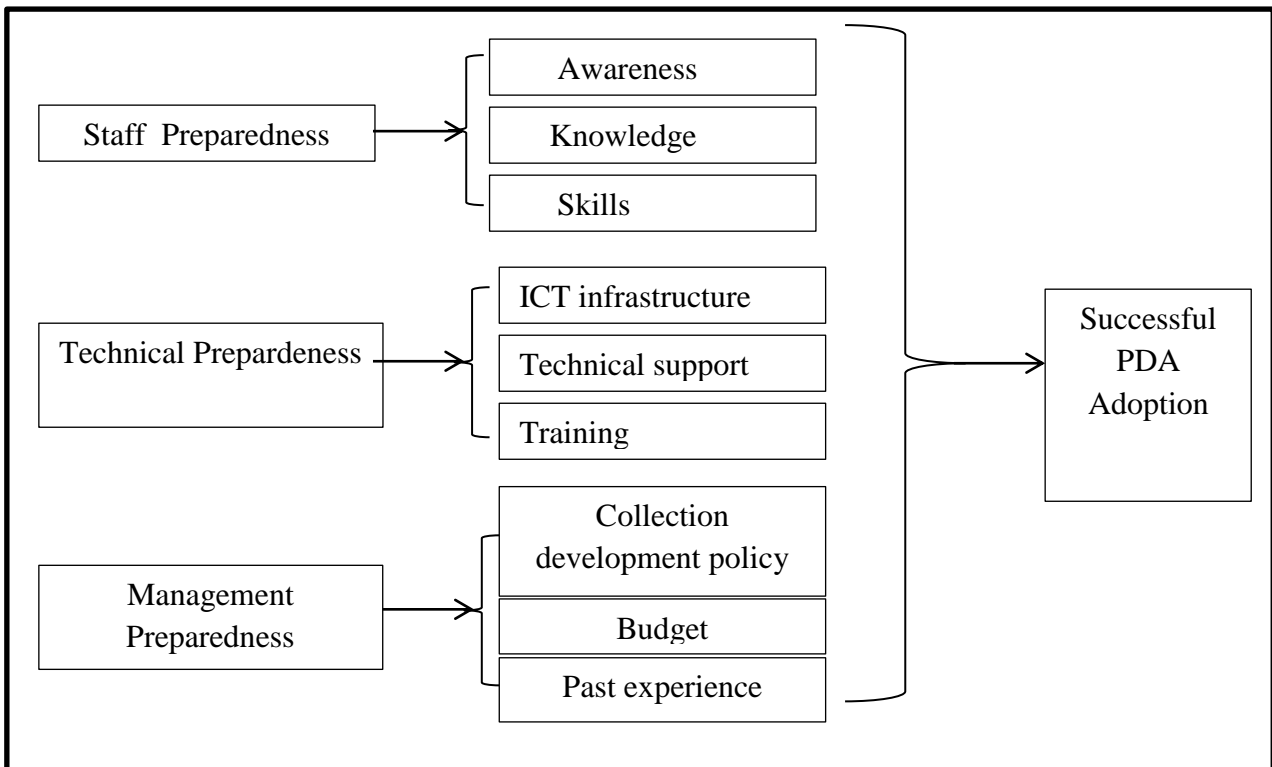
#### **5.3.4 Technical Preparedness**

The technical preparedness of the studied university libraries for the adoption of the Patron-Driven Acquisition (PDA) framework presents a mixed picture. While there is a high level of availability of library management systems and servers, which bodes well for potential PDA implementation, challenges arise from disparities in internet connectivity, with some universities reporting limited access. The absence of widely available inter-library loan systems poses a limitation in efficient resource sharing, a fundamental aspect of PDA. Though a significant portion of library employees have reported receiving support for system maintenance, the inconsistency in user support across universities, with only Unilorin confirming such support, raises concerns about the availability and uniformity of assistance to ensure smooth library system operations. Moreover, the low confirmation of receiving vendor support and staff training among staff members at these universities suggests the need for enhanced collaboration with vendors and investment in staff training programs, particularly when considering the technical aspects of PDA adoption. Addressing these challenges and enhancing technical capabilities will be vital for a successful implementation of the PDA framework in the selected Federal University libraries in Nigeria.

#### **5.3.5 Library Management Preparedness**

The study concluded that the three university libraries (UL1, UL2, and UL3) have adopted distinct approaches to policy revision in preparation for the adoption of the Patron-Driven Acquisition (PDA) framework. UL1 is actively revising policies with a focus on prioritizing user needs, UL2 is in the early planning stages of this process, and UL3 is proactively revising policies with a strong emphasis on involving users in decision-making. Furthermore, the study indicates a high level of familiarity with the

concept of PDA among the university librarians (UL1-UL3). Their motivations for adopting PDA vary, with UL1 placing a significant emphasis on enhancing user satisfaction, UL2 concentrating on cost-effectiveness, and UL3 emphasizing the need to adapt to evolving academic and research requirements. In terms of collection development, UL1 is in the process of making its policy more user-centric, UL2 is redefining its selection criteria, and UL3 is giving priority to a user-centered approach. When it comes to budget allocation, all three libraries (UL1-UL3) are actively engaged in comprehensive reviews to effectively reallocate resources, ensuring readiness for user-driven acquisitions, all while maintaining financial stability within the studied universities. This diverse array of approaches and preparedness strategies underscores the dynamic nature of their responses to the challenges and opportunities presented by PDA adoption in the selected Federal University libraries in Nigeria



**Figure 5.: Adoption of PDA.**

The framework outlined above elucidates the key steps for a successful adoption of PDA. It's crucial to emphasize that the readiness of an academic library hinges on staff preparedness, encompassing elements such as awareness, knowledge, and skills. Technical preparedness is equally vital, involving considerations like ICT infrastructure, technical support, and training. Additionally, management preparedness, including the formulation of a collection development policy, allocation of budgetary resources, and drawing from past experiences, plays a pivotal role in this process. In essence, the seamless integration of these three dimensions is pivotal for the effective assimilation of PDA within an academic library setting.



#### **5.4 Recommendations**

Based on the study's outcome, and conclusion, the following recommendations were made to tackle key issues that arose in the study.

- i. The library management should consider conducting comprehensive assessments of their collections to identify and fill the gaps in field-specific information, research materials, and coursework resources. Additionally, they should prioritize enhancing the quality and relevance of print materials to improve overall student satisfaction. The Head Librarians or Collection Development Librarians should take the lead in conducting collection assessments, identifying gaps, and working on strategies for improving the quality and relevance of print materials. This may involve collaborating with faculty members to ensure the acquisition of materials that align with students' academic needs.
- ii. To address the variability in the use of acquisition methods in meeting the immediate needs of users. The study recommended that the management of the studied libraries should adopt the user-based subscriptions, inter-library loans, and consortia methods to actively involve users in meeting their immediate needs. This aligns with the goal of enhancing the patron-driven acquisition framework and ensuring that user needs are more effectively addressed through these methods in the selected Federal University libraries in Nigeria.
- iii. To improve staff preparedness for adopting the Patron-Driven Acquisition (PDA) framework in the selected Federal University libraries in Nigeria, it is essential to establish comprehensive training and knowledge-sharing

programs, with a specific focus on enhancing collection development, vendor management, and data analysis skills. The university library directors or heads of technical services, in collaboration with experienced PDA experts, should take the lead in designing and implementing these training and knowledge-sharing initiatives. Additionally, a designated coordinator for PDA implementation should be appointed to oversee and ensure the uniformity of these programs across all the selected Federal University libraries in Nigeria.

- iv. Given the mixed picture of technical preparedness for Patron-Driven Acquisition (PDA) adoption in the studied university libraries, The study recommend the establishment of a Technical Readiness Task Force (TRTF). This task force will comprise technical experts and library administrators from each of the studied universities (Unijos, Unilorin, Futminna, and Uniagric) . Their primary responsibility will be to assess and address the technical challenges and disparities, recommend solutions, and oversee the implementation of necessary improvements for seamless PDA integration in the selected Federal University libraries in Nigeria.
- v. Based on the diverse approaches and preparedness levels of the three university libraries (UL1, UL2, and UL3) in the context of adopting the Patron-Driven Acquisition (PDA) framework, library management should promote knowledge sharing and collaborative efforts among these institutions. This collaboration will facilitate the exchange of best practices, experiences, and insights related to PDA adoption. The aim is to enhance the overall preparedness for the successful adoption of PDA framework in the selected Federal University libraries in Nigeria.

### **5.5 Suggestion for Further Studies**

The study suggested that further research should be conducted in the following areas of study.

- i. To ensure the successful adoption of the method, the researcher suggests a further study to determine the factors that influence the adoption of the PDA method in selected Nigerian university libraries.
- ii. The researcher further suggested that since graduate students' information needs have been identified in the present study, it will be wise enough to investigate the information needs of other categories of students in tertiary institutions in Nigeria.
- iii. The researcher also suggested further study to determine staff competency towards using the PDA method in the selected Nigerian university libraries

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**APPENDICES****Appendix I: Introduction Letter**

ABU, Ahmed Adamu  
Department of library and Information science  
Kenyatta University,  
Nairobi.  
Kenya.

**Dear University Librarian,**

**Request for Participation in Interview**

I'm a PhD student at the above-named University conducting a study entitled **“Preparedness for Adoption of Patron Driven Acquisition Method in selected Nigerian University libraries”**.

I have selected you as one of my respondents in the study to facilitate data gathering, I am therefore, requesting you to kindly participate in the interview that will take you few minutes. The data gathered will be used only for the purpose of this study and will be treated with utmost confidentiality and privacy.

Completion of the study will help the libraries in preparing towards adoption of effective method of acquisition.

Thank you in anticipation for participating in the research.

**ABU, Ahmed Adamu**  
**PhD Student**  
**Kenyatta University**  
**Nairobi**  
+2348035917871  
[ahmed.abu@futminna.edu.ng](mailto:ahmed.abu@futminna.edu.ng)

**Appendix II: Interview Guide for University Librarians**

1. How would you describe the current state of your library's collection development policy and practices?
2. How familiar are you and your library staff with the concept of patron-driven acquisition (PDA)? Have they received any training in this area?
3. What are the primary motivations for considering the adoption of a patron-driven acquisition framework in your library?
4. What specific changes or adaptations have you made to your library's policies and procedures in anticipation of adopting a patron-driven acquisition framework?
5. How have you assessed the budget allocation for acquisitions and resource management in the context of patron-driven acquisitions?
6. What technology infrastructure and systems do you have in place to support a PDA framework? Are any upgrades or changes necessary?
7. How do you plan to keep the collection up-to-date and relevant in response to changing user needs and preferences within a PDA framework?
8. Can you describe any collaborations or partnerships, both internal and external, that you plan to engage in to support the adoption of PDA?

Thank you immensely for taking time to participate in the interview

### **Appendix III: Introduction Letter for Library Staff**

ABU, Ahmed Adamu  
Department of library and Information science  
Kenyatta University, Nairobi.  
Kenya.

**Dear Library Staff,**

#### **Request for Participation in Questionnaire**

I'm a PhD student at the above-named University conducting a study entitled **“Preparedness for Adoption of Patron Driven Acquisition method in selected Nigerian University libraries “**.

I have selected you as one of my respondents in the study to facilitate data gathering, I am therefore, requesting you to kindly participate in filling the attached questionnaire that will take you few minutes. The data gathered will be used only for the purpose of this study and will be treated with utmost confidentiality and privacy.

Completion of the study will help the libraries in preparing towards adoption of effective method of acquisition.

Thank you in anticipation for participating in the research.

**ABU, Ahmed Adamu**  
**PhD Student**  
**Kenyatta University**  
**Nairobi**  
+254711503239, +2348035917871  
[abu.adamu@ku.ac.ke](mailto:abu.adamu@ku.ac.ke)

## Appendix IV: Questionnaire for Library Staff

INSTRUCTION: Please tick (✓) the appropriate box or provide written answer where space is provided

### SECTION A: Personal Data

1. Years of experience: 0-5  11-15  16- 20  21- above

2. Name of University Library-----

Diploma

Bachelor degree

Master's degree

PhD

### SECTION B: EXISTING ACQUISITION METHOD USE IN THE STUDIED UNIVERSITY LIBRARY

3. Please tick (✓) from the statement(s) below on the existing acquisition method

S/N	Statement	Agreed	Not Agreed
	<b>Existing acquisition Framework</b>		
1	Direct Purchase from bookshop/Vendors and Publisher		
2	Inter-Library Loan		
3	Direct subscription through consortia		



4	Used based subscription(For resources used only)		
5	Used based subscription(For resources used only)		

**SECTION C: LIBRARY STAFF PREPAREDNESS LEVEL FOR ADOPTION OF PATRON DRIVEN ACQUISITION METHOD**

4. **Are you aware of PDA Method**    Aware (    )            Not Aware (    )

If No in the above question do not proceed to question 5

**5. Initiative for acquisition of PDA knowledge**

- Through Training (    )  
 Research articles online (    )  
 International conference attendance (    )  
 Professional librarians fora (    )  
 Colleagues that have attended conferences (    )

**6. Kindly tick from below the skills that you have knowledge of?**

- Vendor management (    )  
 Collection development (    )  
 Technical skills (    )  
 Data Analysis (    )

**7. Tick the Benefit of PDA framework in the libraries**

- Return of investment to the library (    )  
 Meeting immediate demand of users (    )

PDA Framework will enhance user's satisfaction ( )

It will improve library collection ( )

It brings variety of collections to the library ( )

#### SECTION D: TECHNICAL PREPAREDNESS

8. Please tick (✓) from the statement on Available ICT infrastructure

S/N	Statement	Agree	Not Agree
	Available ICT infrastructure		
1	Inter-library loan system		
2	Internet connection		
3	Library management system		
4	server		

9. Please tick (✓) from the statement on Technical Training in the list below

S/N	Statement	Agree	Not Agree
	Technical support		
1	Staff training		
2	User support		
3	System maintenance		
4	Vendors support		

## **Appendix V: Introduction Letter for Graduate student**

Kenyatta University, Nairobi.  
Kenya.

**Dear Graduate student,**

### **Request for Participation in Questionnaire**

I'm a PhD student at the above-named University conducting a study entitled **“Preparedness for Adoption of Patron Driven Acquisition Method in selected Nigerian University libraries “**.

I have selected you as one of my respondents in the study to facilitate data gathering, I am therefore, requesting you to kindly participate in filling the attached questionnaire that will take you few minutes. The data gathered will be used only for the purpose of this study and will be treated with utmost confidentiality and privacy.

Completion of the study will help the libraries in preparing towards adoption of effective method of acquisition.

Thank you in anticipation for participating in the research.

**ABU, Ahmed Adamu**  
**PhD Student**  
**Kenyatta University**  
**Nairobi**  
+2348035917871  
[ahmed.abu@futminna.edu.ng](mailto:ahmed.abu@futminna.edu.ng)

## Appendix VI: Questionnaire for Postgraduate Students

INSTRUCTION: Please tick (√) the appropriate box or provide written answer where space is provided

### SECTION A: Personal Data

1. Name of University Library-----

### SECTION B: GRADUATE STUDENTS INFORMATION NEEDS IN THE SELECTED NIGERIA UNIVERSITY LIBRARIES

2. From the statement(s) below tick the ones that indicate your information needs.

Information for completion of coursework task/ Assignment ( )

Information for writing research papers ( )

Information on relevant sources of information in my field of study ( )

Information on how to cite and management citation ( )

### AVAILABLE INFORMATION RESOURCES FOUND IN THE SELECTED STUDIED LIBRARY

3. Please tick (√) from the statement(s) below on available information resources found in the library.

S/N	Statement	Available	Not Available
1	E-books		
2	Textbooks		
3	E-journals		
4	Print journals		

**SECTION C: PATRONS SATISFACTION WITH THE AVAILABLE INFORMATION RESOURCES**

4. Please tick (✓) from the statement(s) below on patron's satisfaction with the available information resources.

S/N	Statement	YES	NO
1	content e-resources		
2	content of print resources		
3	currency of the print		
4	currency of e-resources		

## Appendix VII: Research Approval from Graduate School



KENYATTA UNIVERSITY  
GRADUATE SCHOOL

E-mail: [dean-graduate@ku.ac.ke](mailto:dean-graduate@ku.ac.ke)

P.O. Box 43844, 00100

NAIROBI, KENYA

Tel. 810901 Ext. 57530

Website: [www.ku.ac.ke](http://www.ku.ac.ke)

Internal Memo

FROM: Dean, Graduate School

DATE: 15<sup>th</sup> November, 2021

TO: Mr. Abu A. Adamu  
C/o Department of Library & Information Science  
Kenyatta University

REF: E83F/26336/18

SUBJECT: APPROVAL OF RESEARCH PROPOSAL

We acknowledge the receipt of your revised Research Proposal entitled "Preparedness for Adoption of Patron Driven Acquisition Model in Selected Nigerian Universities Libraries" as per recommendations raised by the Graduate School Board of 27<sup>th</sup> October, 2021.

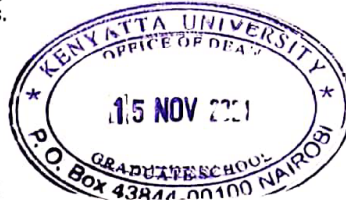
You may now proceed with your Data collection, subject to clearance with the National Universities Commission.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed supervision Tracking and Progress Report Forms. The Forms are available at the University's Website under Graduate School webpage downloads.

By copy of this letter, the Registrar (Academic) is hereby requested to grant you substantive registration for your Ph.D. studies.

Thank you.

  
REUBEN MURIUKI  
FOR DEAN, GRADUATE SCHOOL



c.c. Registrar (Academic) Att. Mr. Richard Chweya  
Chairman, Department of Library & Information Science

Supervisor

1. Dr. Kamau Maina  
C/o Department of Library & Information Sci.  
Kenyatta University
2. Dr. Peter Wamae  
C/o Department of Library & Information Sci.  
Kenyatta University

RM/cao

*Committed to Creativity, Excellence & Self-Reliance*

## Appendix VIII: Letter for Permission

### Federal University of Technology, Minna

PM.B 65, Minna, Niger State, Nigeria

**VICE CHANCELLOR:**  
Prof Abdullahi Bala PhD,

**UNIVERSITY LIBRARIAN**  
Dr Katamba A Saka  
NCE BLIS (ABU) MLS (BUK) PhD (Un/Maiud). CLN



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**E-mail:** info@futrminna.net

#### OFFICE OF THE UNIVERSITY LIBRARIAN

UL/GEN/086

23<sup>rd</sup> February, 2022

**Abu, Ahmed Adamu**  
Department of Library and Information Science.  
School of Education,  
Kenyatta University,  
Nairobi-Kenya.

#### **RE - APPLICATION FOR PERMISSION TO COLLECT DATA FOR MY PH.D RESEARCH**

Please, refer to your application dated 11<sup>th</sup> February, 2022 on the aforementioned subject matter.

I write to convey approval for you to collect data for your Ph.D. research on the topic "Preparedness For Adoption Of Patron Driven Acquisition Framework In Selected Federal University Libraries, Nigeria" in our esteemed university library.

We wish that the opportunity granted to you will expose your research to greater expectation

Thank you and wishing you a successful and fruitful research finding.

**Dr. Katamba A. Saka**  
University Librarian

**Appendix IX: Morgan table for sample size determination**

<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	1000000	384

Note.—*N* is population size. *S* is sample size.

Source: Krejcie & Morgan, 1970