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This article has highlighted the critical position of the National Institute for Freshwater Fisheries Research (NIFFR) Library as an efficient and important provider of various library services to its valued users. The main goal of this research library is to provide customized and comprehensive information services adapted to the unique requirements of its esteemed clientele. The NIFFR Library located in New Bussa, Niger State is one of the premier research libraries in Nigeria, offering a wide range of essential services to its users including, but not limited to, borrowing or lending services, document reservation, retrieval of valuable resources, assistance in using the library and its tools, expert reference services, and up-to-date awareness services, to name just a few.

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Roles of the National Institute for Freshwater Fisheries Research Library in Providing Effective Library Services to Users

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ABSTRACT

This article has highlighted the critical position of the National Institute for Freshwater Fisheries Research (NIFFR) Library as an efficient and important provider of various library services to its valued users. The main goal of this research library is to provide customized and comprehensive information services adapted to the unique requirements of its esteemed clientele. The NIFFR Library located in New Bussa, Niger State is one of the premier research libraries in Nigeria, offering a wide range of essential services to its users including, but not limited to, borrowing or lending services, document reservation, retrieval of valuable resources, assistance in using the library and its tools, expert reference services, and up-to-date awareness services, to name just a few.

Keywords: National Institute for Freshwater Fisheries Research Library, Effective services delivery, Users

INTRODUCTION

A special library is established and financed, which offers special and personalized information services based on the goals, objectives, services, tasks, and interests of the parent organization. Jegede and Towolawi (2010) asserted that a special library collects, organizes, stores, and distributes information to its specific users. A special library, as noted by Mommoh and Egbunu, (2023) are established to obtain and exploit specialized information for the advantage of the organization which provides their financial support. In other words, a special library provides specialized sources of information on a specific subject, serves a specialized and limited clientele, and provides specialized services to that clientele.

. Throughout the ages, libraries have preserved materials that enable the transmission of ideas, knowledge, and experiences from one generation to another. Libraries build collections according to the needs and goals of the organizations they serve, for example, the National Institute for Freshwater Fisheries Research (NIFFR) Library builds a collection for researchers and students. This collection is systematically organized for users. Early research libraries were considered only repositories of information, and librarians were the custodians of the collection. Users were expected to use libraries independently, and librarians focused more on developing and maintaining library collections rather than promoting such use. Today's research libraries are different. They are considered educational and service institutions. At this point, libraries not only organize a collection but help library users to support learning, interest, and other vocation-related activities in many ways. National Institute for Freshwater Fisheries Research (NIFFR) librarian assistance and service can be grouped into reference and information services. These services promote the use of library materials, connect users to library resources, and meet users' information needs.

As a general rule, the most successful man in life is the man with the best information.

- Benjamin Disraeli.

Information is very important for all organizations, so the role of the librarian in scientific institutions cannot be overemphasized, especially in fishing organizations. For fisheries scientists to be successful in research, they must have access to relevant information on fish farming, fish processing and storage methods, fish packaging, and integrated fish farming, which can lead them to poultry farming together with fish farming. Fisheries and aquaculture students in industrial studies at the institute also need sufficient and relevant information, especially for academic and scientific research, and the task of a researcher or specialist librarian is to share the necessary information with students, fisheries, and aquaculture stakeholders. Also, within the country and outside the country need information about various types of freshwater fish farming in the research institute and it is the responsibility of the librarians to provide this information to them.

Emezie and Nwaohiri (2013) concluded that users no longer depend on the library as an integral part of their learning and research, but begin to see the library as one of the facilities that a university or college should have. Certainly, libraries must strive to retain their patrons and be at the top of their game by providing information sources that meet the demands of the modern information seeker. It is therefore necessary to ensure that the special library continues to excel in the production, delivery, and dissemination of information. A library cannot function effectively without librarians who determine the effectiveness of service delivery.

According to Albert, Tony-Okereke and Nwaonu (2022), opined for libraries to increase efficiency and effectiveness in information service delivery, the personnel needs must be put into consideration.

OBJECTIVES OF THE STUDY

1. To find out the method used by the institute librarian to disseminate information to its users;
2. To find out the importance of ASFA to research scientists and student on industrial training;
3. To identify the challenges encountered by NIFFR library users in accessing their information needs,

4. To investigate if the institute library is being funded by the management of the Institute.

Research Questions

1. What are the methods used by institute librarians to disseminate information to its users?
2. What is the importance of ASFA to research scientists and students on industrial training?
3. What are the challenges encountered by NIFFR library users in accessing their information needs?
4. How often does institute library receive funds from the management?

Brief history of National Institute for Freshwater Fisheries Research New Bussa, Niger State

The National Institute for Freshwater Fisheries Research (NIFFR) was established in 1968 as the Kanji Lake Research project following the damming of the Niger River at Kanji. It was a collaboration between the Food and Agriculture Organization (FAO) and the Nigerian federal government. After FAO's withdrawal in 1975, it became the Kanji Lake Research Institute, with mandates in fisheries, wildlife, agriculture, limnology, public health, sociology, economics, and distribution management. As a result of the restructuring of some research institutes within the Federal Ministry of Science and Technology in 1987, the mission of the institute changed from multi-commodity to mono-commodity, i.e. freshwater fisheries with a focus on hydrology, fish biology and fisheries management, limnology, environment, fisheries technology, hatchery management, Aquaculture, Socioeconomics and Advisory Services. NIFFR, (2011)

Brief history of National Institute for Freshwater Fisheries Research Library New Bussa, Niger State

The institute's library was established as a project in the early stages of the institute in 1968 by the Food and Agriculture Organization (FAO). The activities of the National Institute for Freshwater Fisheries Research (NIFFR) library are aimed at fisheries scientists and other stakeholders in fisheries and water sciences for research and development. Library services are computerized using ASFA software. The National Institute for Freshwater Fisheries Research (NIFFR) Library has approximately 30,000 books and technical reports, 5,000 journals, 3,500 special collections of Nigerian fisheries and water sciences, and over 3,000 theses. (NIFFR, (2013).

Essential services provided by National Institute for Freshwater Fisheries Research (NIFFR) library to its users

- **Lending or circulation service:** It is essentially a social service in which users of a library have the privilege of borrowing library materials either for reading or consultation. NIFFR library loaned out their materials to research scientists and Students on industrial training for the period of one week.
- **Reservation of documents:** There are some documents in the NIFFR library that are not on shelves because of the limited copies and high level of users. Such books are not loaned out and as such, are kept in the reserve section of the library. They are only meant to be consulted only in the library.
- **Reference service:** The provision of reference services is an important function of a library. Aina (2004). The National Institute for Freshwater Fisheries Research (NIFFR) library provides this service to readers or users upon request. The followings are the reference service provided in NIFFR library:

- **Current Awareness Services:** This service is provided by National Institute for Freshwater Fisheries Research (NIFFR) Library in order to keep its users abreast of developments in their areas of interest. Library users receive information about the latest information in the library or information available elsewhere.
- **Referral service:** This service is provided by the NIFFR library to its users. These are situations in which a reader or users might be directed to another library, or alternative sources of information, such as professional organizations, research institutes, and individual specialists, to meet the clientele research need.

Other Service provided by NIFFR library

- **Reprographic service:** The reprography section handles the photocopying of materials in the library so that needed pages of books; journals etc. are photocopied for users at moderate prices. The restriction of reference/ reserve materials necessitated the need for photocopying services.

Functions of NIFFR library in disseminating information to its users

- **Bibliographic Compilation of NIFFR Research Scientists' Publications:** This is another way of providing efficient service to the users of the (NIFFR) Library. The Kainji Lake research was done to assess the human and environmental impacts of dam construction. As a result of research activities, documentation was prepared in the form of a publication to create national and international visibility and proposed solutions to important problems. A compilation of this type of work was a useful source of information to assess the work done in a particular area, project, and even a special field. Before, the compilation focused on the work done on Lake Kainji, but due to the NIFFR mandate revised in 1987, the bibliographic publication now focuses on the work of all scholars, so that the research area already known is covered and information service among library users is facilitated.
- **Dissemination of Information to Library Users through Social Media Platforms:** Emezie and Nwaohiri (2013) argued that technology has brought new roles for library professionals and further explained that Web 2.0 tools such as Facebook, Twitter, blogs, and online groups, also known as social media, have enabled people to connect with each other over the Internet. The librarians of the institute share vital information on social media platforms to all users of the library, both internally and externally. The users of the NIFFR library are researchers, Students on Industrial training, Students on Excursions, and stakeholders in fisheries and aquaculture.
- **Organization of library materials:** A library is not just a place or a building full of books and other reading materials, it is also where information sources are organized so users can find the information they need. When information sources are carefully organized and access to text and non-text material in paper and digital collections is easy, maximum use can be ensured for users. NIFFR library has depended on printed material to build its collections.

NIFFR library has various printed materials which are:

- Books

- Periodicals
- Newspapers
- Reference materials.
- Dissertations and theses
- NIFFR annual reports
- Journals
- Conference proceedings

ASFA Database: Educating the users on the importance of accessing ASFA records:

ASFA simply means Aquatic Science and Fisheries Abstract and is a database of worldwide fisheries literature coordinated by the Food and Agriculture Organizations of the United Nations (FAO). Founded in 1971, ASFA is an international cooperative of fisheries and aquaculture organizations working together to collect and disseminate the world's aquatic science and fisheries literature. The Aquatic Science and Fisheries Abstract (ASFA) database contains over 2.5 million records of literature on the science, technology, management and conservation of marine, brackish and freshwater resources and the environment, including their socioeconomic and legal aspects. The ASFA partnership consists of over 60 partners, all creating bibliographic records searchable in the ASFA database. Each record includes an abstract and a link to the full-text articles when available. ASFA partners have access to the ASFA database, which includes NIFFR. To gain access to ASFA records, NIFFR library users must contact the NIFFR library for access to their content. The overall goal of ASFA is to disseminate information on water science and fisheries to the global community, taking into account the special interests of developing countries in this area (ASFA.2019)

Challenges to Effective Information Service Delivery in NIFFR Library

- **The Challenge of ICT Trained Staff in the Library:** One major challenge facing Nigerian libraries is the challenge of inadequately trained staff of which NIFFR library staff is not an exemption. Anyira (2011) argued that librarians who do not have well-developed ICT skills cannot produce effective library services, making librarians' lack of skills a major impediment to service delivery in the 21st century. In the library of the Freshwater Fisheries Research Institute, some librarians still adopt the traditional ways of sharing information, which slows down or affects the provision of information services to library users. Institute librarians must acquire or develop their information literacy and ICT skills to provide effective service to their users.
- **Poor Funding:** Odili (2021) asserted that inadequate funding is one of the major problems facing research libraries in Nigeria. Funds are needed to acquire necessary and up-to-date books and journals as per the mandate of the institute, but the opposite is happening. The administration of the institute is focused on other projects that are considered more important than funding the library. Also due to lack of funds, the library is not yet automated.
- **Poor Internet Connection:** Research librarians need a good and reliable Internet to disseminate effective information to users, but, the current Internet connection in the library is very poor, so users could not seamlessly access the necessary information needed.

Methodology

Descriptive research was used for the study while questionnaire was the research instrument used for the study. The population of the study comprised 133 fisheries research scientists, 50 industrial training students and 3 librarians. Simple random sampling techniques also was used to select the fisheries research scientist population.

Result

S/N	Methods of disseminating information	A	SA	D	SD
1	Social media such as Facebook, Whtassap, Twitter, Instagram, Skype, Snapchat	35 (18.6%)	28 (14.9%)	70 (37.2%)	50 (26.6%)
2	Photocopy of Materials	60 (31.9%)	100 (53.1%)	15 (7.8)	13 (6.9%)
3	Online reference Service	20 (10.6%)	25 (13.3%)	43 (22.9)	100 (53.2)
4	Quick response code	30 (16%)	24 (12.8%)	34 (18.1)	100 (53.2%)
5	Retrieve from the shelve	70 (37.2%)	100 (53.2%)	10 (5.3%)	8 (4.3%)

From the table 1: showed that the users obtained their information needs through photocopy of materials and the materials available on the shelve

S/N	Important of ASFA	A	SA	D	SD
1	Widening the research scientists and IT students' knowledge	80 (42.6%)	90 (47.9%)	10 (5.3%)	8 (4.3%)
2	Globally promote articles published within Nigeria	60 (31.9%)	120 (63.8%)	5 (2.7%)	3 (1.6%)
3	It helps to know the area of research that have been covered in fisheries and aquaculture globally	55 (29.3%)	100 (53.2%)	25 (13.2%)	8 (4.3%)
4	It increases citation of research scientists	50 (26.6%)	80 (42.6%)	35 (18.6%)	23 (12.2%)

Table 2: showed that majority of the respondent agreed that ASFA help them to know the area of research that have been covered in fisheries and aquaculture globally 100(53.2%)

S/N	Challenges encountered by NIFFR library users	A	SA	D	SD
1	Lack of assistance from Librarian	55 (29.3%)	65 (34.6%)	30 (16%)	38 (20.2%)
2	Irregular power supply	20 (10.6%)	15 (8.0%)	70 (37.2%)	83 (44.1%)
3	Lack of suitable library resources	25 (13.3%)	40 (21.3%)	55 (29.3%)	68 (36.2%)
4	Lack of current materials	50 (26.6%)	70 (37.3%)	40 (21.3%)	28 (14.9%)
5	Lack of awareness	56 (29.8%)	65 (34.6%)	43 (22.9%)	24 (12.8%)
6	Inadequate of internet facilities	70 (37.2%)	90 (47.9%)	20 (10.6%)	8 (4.3%)

Table 3: showed the challenged encountered by NIFFR library users when seeking for their information needs. From the table the majority of the respondents agreed that inadequate of internet facilities is the major challenges that deprived them from their information needs

S/N	How often do institute library received funds?	Yes	No
1	Annually		3 (100%)
2	Semi-Annually		3 (100%)
3	Quarterly		3 (100%)
4	Bi-Monthly		3 (100%)

Table 4: The table above showed that the institute library received no funds from the management throughout the year

CONCLUSION AND RECOMMENDATIONS

The Freshwater Fisheries Research Institute Library's goal is to create a cutting-edge library that offers researchers, students, and stakeholders in fisheries and aquaculture sufficient and pertinent information for their research needs. Information technology and communication must be used to do this role, and librarians are expected to make the most of all ICT-related opportunities to provide users with information.

The following are recommended:

1. The institute's management should frequently encourage librarians to attend workshops, seminars, or trainings. It is believed that librarians can be knowledgeable enough to make the most of every chance provided by ICT to share information with library patrons as opposed to doing it in a traditional manner.
2. The institute's annual budget shouldn't overlook the library. To meet the vision and objective of the institution and the library, funds are required to purchase current resources, such

as textbooks, periodicals, and magazines. In order to expand its collection of information resources, the institute's library should join forces with other pertinent organizations.

3. The library should have a strong and dependable Internet connection since researchers or special librarians of the twenty-first century need it to carry out their jobs respectively. Additionally, library patrons should have access to these internet resources for their research needs. In order to increase internet connectivity in the library and its surroundings and to ensure that the library is completely automated, the management should also make an effort to ensure that the library is equipped with ICT infrastructures.

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