

Impact of Access and Use of Information in a Selected Higher Institution's Academic Library in the Eastern Cape of South Africa

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KEYWORDS University Library. Information. Resources. Access. Internet

ABSTRACT The study set out to investigate the ease with which University of Fort Hare (UFH) students' access and use the information available at the university library. The study used self-administered questionnaire to collect data from the respondents. The objectives of the study are: to establish the types of information sources that the University of Fort Hare students mostly access and use; and to discover the extent to which the UFH students are satisfied with the information resources available within the University Library. The finding of the study reveals that majority of the students mostly use library information resources such as books, journals and websites for a variety of reasons such as: class assignments and research. However, the findings also showed that it is not easy for the students to access and use the information in the library due to obsolete resources; the students are also dissatisfied with the library internet. The study recommended that government should donate, purchase and supply all the academic libraries with new information resources such as recent books and academic journals in order to replace some of the obsolete ones available in the shelves and also the UFH management should always ensure that the internet facilities are improved and constantly available for all the users in order to ensure effective and efficient internet access.