Promotion and Use of Indexing Service in the Special Library in Zaria-Nigeri

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Abstract: *The study discuses the promotion and Utilization of indexing services by the customers of special libraries, and to find out the available indexes service, a survey research method was employed in conduct of this study. The population 244 (66%) of twelve known special libraries Customers in Zaria Metropolis ranges from research institutes libraries and Medical, industrial and media Libraries. The instrument used for data collection was questionnaire; the data collected for the study were presented and analyzed using descriptive statistics. Frequency tables, simple percentages and histograms were used for the study. The study discovered Journals and News papers were the type of materials indexed by special libraries in Zaria. The study recommended that special libraries should provide indexing services to their users and also should also make these indexing service easily accessible to users*

Key Ward: *indexes: promotion; service: Special Libraries; Customers: Zaria*

I. Introduction

The goal of any library and information centre is to satisfy the information needs of its clientele. Thus, all services provided in the library are geared towards user satisfaction for the library to fulfill these needs; it acquires all kinds of resources such as prints and non-prints materials. These resources have to be organized so that they can be accessible to the users who have different interest, and need relevant information in order to satisfy their various interests.

The information needed may be found in any document be it print or non-print. For this relevant information to be available to existing and potential users Aina (2004) said libraries, have devised tools such as catalogues, bibliographies, indexes, abstracts etc. which are expected to make users or readers aware of the variety of information carriers such as books, serials, audio-visual materials available in the library and information centres collections. Satisfaction by users can only be guaranteed when relevant information materials are accessed or retrieved to the their requests. To retrieve information involves the library acquiring the right collection and also providing the right processes for locating the document that matches the customers request.

The most important tool used by the library to locate information is the catalogues. This is a record of all document held in the library and the process of recording describing, and providing the location of each document present in the library in a catalogue is called cataloguing. The catalogue though useful in locating a whole document but it is still lacking and inefficient as a tool for searching documents, (Aina, 2004). Hence the need for a superior technique than cataloguing for retrieving relevant information contained in documents stored in the library. This is where abstracting and indexing come in as libraries and other information institutions strive to provide efficient and satisfactory services.

The special Libraries covers library and information functions in a variety of settings of each which dictates the types of services required and increasingly, the mode of operation to conform to organizational stands and procedures. This library generally is regarded as a storehouse of knowledge as a great role in providing necessary information resources and services since it is a custodian of recorded knowledge. The aims and objective of the library is to provide the relevant information resources to support both instruction, research and satisfied the information needs of its customers. The library selects, acquire processes, stores and disseminates information to the teeming users of the library. In order to make these information resources easily accessible to its users, catalogues cards, bibliographies, indexes and abstracts etc. are provided to aid in easy access to the relevant materials whenever it is require

Special library is a library that meets one or more of the following criteria: specialized information resources on a particular subject), specialized and limited clientele, and delivery of specialized services to that clientele. Special libraries include corporate libraries, government libraries, law libraries, medical libraries, museum libraries, news libraries, nonprofit libraries. Specialized libraries within academic institutions, such as law school libraries and medical school libraries, are under the broad umbrella of special libraries because they are often funded separately from the rest of the university and they serve a targeted groups of users.

Kruzas's T. (1965), defined specila libraries includes those in companies, governmental organization agencies, colleges and universities, public libraries and in other non-for-profit organization, association, hospitals or museum

Special library information resources are found within public libraries, in corporate entities, government agencies, historical societies, archives, academic institutions, professional organizations, and social societies. The University of Maryland Defines a special collection with three qualifiers

Library Information Resource And Services Promotion

Promotion is another important phenomenon in marketing information resources and services. It requires mechanism by which the Academic library target groups of customers are informed about the resources available in library and Information Centre**.** Promotion of what we have in the library. Users may not be aware or familiar with the library system, and it is essential that every year new students are joined with the library and at the beginning of the academic year, they must be provided awareness programmes in order to facilitate access to it resources. Philip (2014), states that word of mouth campaign is the best mechanism for promoting the user of library services. The primary promotion tool is library instructions in the form of workshop, seminars, lectures etc

Need Of Library Service Promotion

- To promote the use of available reading material in the library and create awareness among the users.
- To optimize the use of information within limited resources and manpower.
- Limited Budget for library needs to market services and generate funds for library
- To improve the image of the library.
- Due to information explosion, readers require precise and correct information for their research and study. Unless and until what is available in the library, how it would be accessible and disseminated to the users of the library. The Users are not aware the resources available in the libraries. Now days libraries are investing huge amount to purchase reading material and subscription to periodicals and online databases to fulfil the needs of their students, faculty members and research scholars. Investing such amount for the resources, the usage of these resources should also increase.
- Libraries should think and work out the cost benefit analysis of this investment. Therefore it is quite necessary to literate people about the services providing by libraries and promote its use. There are several ways to promote the usage and marketing of services, Organization of Information Literacy programme on regular basis at various level. Organization of workshops/ training programs about awareness of resources available in the libraries and Information centres. Organization of Training programs to library staff with modern technologies and expertise people. Attract the people by organizing book exhibitions of new books with the help of vendors or the material available in the library should be displayed at prominent place.

Statement Of The Problem

Special library is a library that meets one or more of the following criteria: specialized information resources on a particular subject), specialized and limited clientele, and delivery of specialized services to that clientele. The library identifies and acquires external and internal sources of information, process, organize, store and facilitate access and usage for special information need of special customers. To make the relevant information resources available and accessible to all the special library customers, the special library has devised a number of tools such as catalogues, index and Abstract to make users aware of the various information carriers of both prints and Electronic Resources. With the importance of the index is to serve as a pointer to the intellectual content in a document whiles the abstracts aids the user in deciding on the relevance of the document to his/her information needs. Hence the need to investigate the use of indexing and abstracting services by customers of the Special libraries and how effective has been in their request for information search and retrieval.

Objective Of The Study

1. To outline the type available indexing services in the special libraries in Zaria
2. To investigates the extent on utilization of indexing services in the Special Libraries in Zaria
3. To examine the strategies adopted to promote the utilization of indexing services in the special Libraries in Zaria

II. Research Methodology

A survey research method was employed in conduct of this study. The population 244 (66%) of twelve known special libraries Customers in Zaria Metropolis ranges from research institutes libraries and Medical, industrial and media Libraries. The instrument used for data collection was questionnaire; the data collected for

the study were presented and analyzed using descriptive statistics. Frequency tables, simple percentages and histograms were used for the study.

Review Of Related Literature
Concept Of Indexing

Indexing is defined by Reitz (2004) as the "process of compiling one or more indexes for a single publication such as a monograph or multivolume references work or adding entries for new document to an open end index covering a particular publication format (example newspapers), works of a specific literacy form (biography, book reviews etc.) or the literature of an academic field discipline or group of disciplines". Indexing which is a technique of producing an index is also seen by Aina (2004) as "the process of providing a guide to the intellectual contest of a document or collection of document.

The end product of an indexing process is the index which is an important tool for the retrieval of relevant information context of a publication or document. The index serves as a guide to the intellectual content of publications or reading materials, such content are presented as a list comprising the major terms, concepts, subjects, topics and named arranged in a particular order especially alphabetical or chronological with references (particularly page or pages) to show where each item indexed can be found in the original document (Nnadozie, 2007). Indexes therefore have become in the words of Banjo (1987) cited in Nnadozie (2007) as: "The indispensable tool for navigating the complex reservoirs of information, whether these are contained in a single column of text, Several columns or whether they lie buried in any hundreds of issues of Newspapers, journals, magazines, documents or other reports". There are various types of indexes found in a standard library for example indexes to individual books or back of the book index, indexes to collection of books (the card catalogue in a library), index to the contents of journals or periodicals, for instance reader's guides to periodical literature by H. W Wilson in 1901.

Importance Of Indexing Services

Indexing service is a very important tool employed by the library to aid the users in retrieving information required by the user. The index serves different purposes but the most relevant to this study is that which serves as information storage and retrieval device used in libraries, archives documentation centres and other information institutions. According to Ita (!987) cited in Nnadozie (2007), index can serve as a guide to the contents of a particular library as in the case of a library catalogue which is also referred to a an index to the contents of the library.

It serves as a guide to the content of a publication and also serve as a guide to what literature exist in a given field or by a given author, are e.t.c. as in a bibliography which is an index to what publications exists Generally, index serves as a pointer to the where about of an item or document in an information system. The most popular function of an index according to Nnadozie (2007) is perhaps as a guide tot eh intellectual content of publications or reading materials, which are presented as a list comprising the major terms, concepts, subjects, topics and names arranged in a particular order. Abstracts are very important tools of information storage, management and retrieval. Abstracting services make information brokerage very effortless, efficient and satisfying (Nnadozie, 2007).

Discussion Of Major Finding

The result of the data obtained from the completed questionnaires are presented by analyzing the research questions that guided the study. Thus, the analysis of the data collected is given below:

Availability of indexing Services in Special libraries In Zaria

Respondent	CUSTOMERS			
	YES		NO	
	F	%	F	%
NWRT	20	100	0	0
NITR	30	100	0	0
NNN	0	0.0	6	100
NNPC	0	0.0	12	100
NEC	20	100	0	0
HCJ	0	0.0	24	100
NARICT	40	100	0	0
NITT	17	100	0	0
ATC	0	0.0	14	100
CER	0	0.0	10	100
MED. LIBRARY	70	100	0	0
IAR	47	100	0	0
TOTAL	244	66	66	

Table 1.1 Reveal the respond of the respondent on the availability of indexing services in special libraries in Zaria. It was discovered that that Five (5) out of the twelve special libraries in Zaria that were studied do not have indexing service. This is terrible set back on the side of libraries as lack of this vital service will hinder the information access and use by the libraries customer. Because Indexing services make easier for users to retrieve relevant documents form a collections.

Types of Material indexed In Special Libraries in Zaria Nigeraa

Respondent	Types of Material indexed In Special Libraries					
	Journals		Magazines		News paper	
	F	%	F	%	F	%
NWRT	20	100	0	0	20	100
NITR	30	100	0	0	300	30
NNN	0	0	0	0	0	0
NNPC	0	0	0	0	0	0
NEC	0	0	0	0	0	0
HCJ	0	0	0	0	0	0
NARICT	40	100	40	100	40	100
NITT	17	100	17	100	10	100
ATC	0	0	0	0	0	0
CER	0	0	0	0	0	0
MED. LIBRARY	70	70	70	100	70	100
IAR	47	100	47	100	47	100

The table above reveals the respond of the respondent on the types of material indexed that discovered that out of twelve special libraries outline in the studied that only four of the libraries were indexed Journals and News paper. Whereas magazines were not given much attention in providing indexing services by special libraries in Zaria. This finding indicates that majority of special libraries in Zaria were not given much attention in indexing magazines in their libraries.

Types of indexes compiled by the library

Respondent	Types of indexes compiled by the Special Libraries							
	Author index		Subject index		Permuterm index		Bibliography	
	F	%	F	%	F	%	F	%
NWRT	20	100	20	100	0	0	0	0
NITR	30	100	30	100	0	0	0	0
NNN	0	0	0	0	0	0	0	0
NNPC	0	0	0	0	0	0	0	0
NEC	0	0	0	0	0	0	0	0
HCJ	0	0	0	0	0	0	0	0
NARICT	40	100	40	100	0	0	0	0
NITT	17	100	17	100	0	0	0	0
ATC	0	0	0	0	0	0	0	0
CER	0	0	0	0	0	0	0	0
MED. LIBRARY	70	70	70	100	0	0	70	100
IAR	47	100	0	0	100	0	0	0

The table shows the respond on the respondent on the types of indexes compiled by the special libraries that out of twelve (12) special libraries studied, it was discovered that Author and subject index were the types of index compiled by four (4) special libraries. Whereas bibliography index were the types of index compile by only one (1) special libraries in Zaria.

Challenges to the use of indexing services in the special libraries in Zaria

Respondent	Reasons why users not using indexes in special library							
	Unavailability of index and abstract		I don't know how to use them		Index and abstract are not update		Lack of currency of the resources	
	F	%	F	%	F	%	F	%
NWRT	6	30	8	40	6	30	0	0
NITR	30	66	30	66	30	66	30	66
NNN	6	60	6	60	25	48	29	61
NNPC	12	60	11	58	12	60	0	00
NEC	19	42	20	44`	20	44	15	32
HCJ	24	100	24	100	24	100	0	0
NARICT	5	10	10	20	5	10	0	0
NITT	3	17.6	0	0	0	0	0	0
ATC	2	3.4	6	33	7	41	4	28.6
CER	0	0	0	0	0	0	25	35.7

MED. LIBRARY	0	0	0	0	0	0	0	0
IAR	0	00	0	0	0	0	0	0
Total	107	34.5	109	35.2	129	41.7	99	31.9

The researcher wanted to know the reason why some library customers do not make use of indexes in their various libraries. From the finding from table revealed some reason why users do not make proper use of indexes and abstracts. It was discovered that about 129 (41.7%) and 109 (35.2%) they don't know how to use indexes and most of Index are not update in the special libraries in Zaria. This means that the users were not given orientation on to use the library service. However, the study further revealed that about 107 (34.5) of the respondent indicated that Unavailability of index and abstract prevents that from using indexes and abstracting services in special libraries in Zaria. One can deduce that the special libraries are not doing work well especially issues like orientation were neglected. It's unfortunate to note that 4 out of 12 special libraries studied, their users cannot make use of indexing and abstracting services.

Ways to promote the use of indexing services by the customers of special libraries in Zaria

Respondent	Ways to promote the use of indexing services by customers					
	Creating awareness of its availability		Patrons to be sensitized on the importance and use of indexing and abstracting services		The indexing and abstracting services should be on a regular basis	
	F	%	F	%	F	%
NWRT	6	30	0	0.0	6	30
NITR	30	66	30	66	30	66
NNN	6	60	5	50	29	61
NNPC	12	60	0	0	9	45
NEC	19	42	20	44`	15	32
HCJ	24	100	24	100	0	0
NARICT	5	10	10	20	40	66
NITT	3	17.6	0	0	0	0
ATC	2	3.4	6	33	4	28.6
CER	70	60.8	0	0	25	35.7
MED. LIBRARY	10	66	0	0	10	66
IAR	0	00	0	0	0	0
Total	187	60	89	28.7	168	54.2

Table Shows the responses on the respondent on the ways to promote the use of indexing services by the customers in special libraries in Zaria. It was discovered by creating awareness of its availability and The indexing services should be on a regular basis score the highest frequency of over 187 (60%) and 189 (54.2%) responses score by respondent as way to promote the use of indexing and abstracting services in special libraries in Zaria. Whereas to be sensitized on the importance of indexing services score the least frequency of less than 28% responses score by the respondent.

Summary Of Major Finding
- It was discovered that that Five (5) out of the twelve special libraries in Zaria that were studied do not have indexing service
- The study discovered that Journals and News papers were the type of materials indexed by special libraries in Zaria. Whereas magazine were not given much attention.
- The discovered that Author and subject index were the types of indexes compiled by four (4) special libraries in Zaria
- The study revealed that majority of the special library users were not using the indexing services due to lack of awareness of their availability and Lack of currency of the resources in most of special libraries in Zaria
- It was discovered that majority of customers they don't know how to use indexes in the special libraries in Zaria.
- The study discovered that by creating awareness of its availability and The indexing services should be on a regular

III. Conclusion
Based on the findings of the study, it could be concluded that, the lack of use of indexing services by patrons is largely due to lack of awareness of its availability and for this service to be effectively harnessed, it must be publicized and orientation be given to the users, to keep them aware of its availability. And also to promote its use of indexes in special libraries, that the librarians must advertised it services and encourage its users to exploit this means of retrieving information that is relevant to their needs.

IV. Recommendations

Based on the findings, the following are recommended:

1. That all special libraries should make available indexes for their users. They should also endeavor to make these indexing service easily accessible to users.
2. Special Libraries should create more awareness on the availability of indexing services; this will enhance its usage by their teeming users, This could be achieved through orientation, sensitization on the importance of indexes as tools to be employed to help in the retrieval of relevant contents of document in their holdings.
3. Relevant journals, newspapers and magazines should be made available for indexing.
4. Qualified and full time indexers and abstractors to be employed to produce the index to avoid shoddy jobs.
5. Training and re-training of library staff through seminars and workshops on indexing and abstracting service

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