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DEMOGRAPHIC COMPARATIVE ANALYSIS OF LIBRARY AND INFORMATION SCIENCE PROFESSIONALS' ANXIETY LEVEL IN THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN EKITI AND ONDO STATES

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Abstract
This paper made a demographic comparative analysis of LIS professionals' anxiety level in the use of ICTs in Nigeria using the Tech Anxiety Rating Scale. The descriptive study used a questionnaire for data collection. The study elicited data from 102 librarians in 12 public tertiary institutions in Ekiti and Ondo States. The study found that demography caused a moderate level of anxiety in the use of ICT among LIS professionals, and that the level of LIS professionals' anxiety about the use of ICTs in performing library operations in tertiary institution libraries is high. Strategies for reducing ICT anxiety among LIS professionals included regular ICT training and adaptation of computer experience. The hypotheses tested revealed that there is no significant difference between the level of ICT anxiety among male and female LIS professionals, and between the levels of ICT anxiety among experienced and inexperienced LIS professionals in higher institution libraries in Ekiti and Ondo States. Hypotheses tested also revealed a significant difference between the levels of ICT anxiety among old and young LIS professionals, and between the levels of ICT anxiety among married and unmarried LIS professionals in higher institution libraries in Ekiti and Ondo States. It was therefore recommended that demographic variables should be incorporated into the process of introducing ICTs in libraries.
Keywords: ICT, ICT use, LIS professionals, Anxiety, Anxiety level, Demography

Introduction

"The fear of the unknown" predates technologies for many years. This ancient fright influences the use of contemporary ICTs (Bolandifar & Noordin, 2015; Margbalai, 2017). Meanwhile, when the unknown loses its mystery, it becomes less frightening. With this knowledge, 21st-century library and information science (LIS) professionals are expected to make unprecedented advancements in the use of ICTs in performing library operations and rendering library services. More so, the ICT revolution has transformed the way information is packaged and disseminated (Audi & Ali, 2019; Ossai, 2022). The onus is therefore on LIS professionals who want to remain relevant in librarianship to embrace the contemporary realities that ICTs bring into library practice (Adjoe et al., 2010).

Anxiety is one of the main distinctive features of workers, including LIS professionals. Some LIS professionals experience excessive and irrepressible anxiety about past, present, and future issues (Boris, 2019). Anxiety manifests in the form of

excessive worry about how to carry out tasks proficiently. Anxiety is a serious issue in the use of ICTs for the success of the library and those who work in the library (Cowden, 2009). Studies have revealed that the vast majority of LIS professionals in Nigeria and other African countries want to remain relevant by aptly adopting the relevant ICTs in their libraries (Gambari & Chike-Okoli, 2017; Osisanwo et al., 2019). However, LIS professionals with ICT anxiety usually have adverse opinions concerning their capability to use ICTs, especially considering the disruptive nature of ICTs and library innovations.

The necessity to explore ICT anxiety among LIS professionals is highly vital due to the need to ameliorate the level of use and applications of ICTs in the library (Ogunjimi et al., 2022). Meanwhile, it is noted that demographic factors play a crucial role in the acceptance and use of ICTs (Adnan et al., 2013; Aramide et al., 2015). This study is therefore a novel attempt to employ the Tech Anxiety Rating Scale (TARS) developed by Steelman and Tislar (2019) in unraveling the level of ICT anxiety among LIS professionals and make a demographic comparative analysis of LIS professionals' anxiety level in the use of ICTs in Nigeria. No previous studies have applied TARS in measuring the anxiety level of LIS professionals. The study is restricted to LIS professionals in tertiary institution libraries in Ekiti and Ondo States, Nigeria.

Objectives of the Study

The objectives of the study are to:

1. examine the level at which demographic factors account for anxiety in the use of ICTs among LIS professionals in tertiary institution libraries in Ekiti and Ondo States;
2. investigate the level of LIS professionals' anxiety on the use of ICTs in performing library operations in tertiary institution libraries in Ekiti and Ondo States; and
3. find out the strategies for reducing ICT anxiety among LIS professionals in tertiary institution libraries in Ekiti and Ondo States.

Hypotheses

1. There is no significant difference between the level of ICT anxiety of male and female LIS professionals in tertiary institution libraries in Ekiti and Ondo States.
2. There is no significant difference between the level of ICT anxiety of married and unmarried LIS professionals in tertiary institution libraries in Ekiti and Ondo States.
3. There is no significant difference between the level of ICT anxiety of old and young LIS professionals in tertiary institution libraries in Ekiti and Ondo States.
4. There is no significant difference between the level of ICT anxiety of experienced and inexperienced LIS professionals in tertiary institution libraries in Ekiti and Ondo States.

Review of related Literature

Demographic Factors and ICT Anxiety

conventional system to just–in–time access. The ICTs include personal computers, Internet, software, hardware, cloud computing, online cataloging, metadata description, content management, web 2.0, telephone, teleprinters, fax machines, microfiche, microfilm, magnetic tape, e-mail, mobile cellular phone, etc. (Ogunjimi et al, 2022; Oguntuase&Akinbode, 2014) Studies have shown that demographic factors such as gender, age, work experience, marital status, economic background, among others, influence ICT anxiety. Demographic factors are individual-based characteristics that are connected with the capability to use ICTs (Oyedipe and Popoola, 2019).

Age has a tremendous influence on ICT use in professional library practice (Elsaadani, 2013). According to Oyedipe and Popoola (2019), age has an intrinsic capability to influence how librarians respond to or utilize ICTs. Some older librarians feel frightened by ICTs, thereby developing a phobia for them (Aramide et al., 2015). They are averse to using the computer and other ICT facilities for teaching and other professional tasks. This possibly may be because of their late exposure to ICTs, and lack of flexibility in learning contemporary technologies which at times leads to complete hesitancy to use ICTs (De Koning &Gelderblom, 2006). Older librarians who are very close to retirement usually demonstrate this kind of attitude (Kunze et al., 2013). Owolabi (2013) noted a broad gap in ICT utilization among old and younger librarians. A study by Olatokun (2009) found that younger librarians (age 21-40) make more effective use of ICTs than older librarians, particularly in surfing the Internet. The clarification for this is that the older librarians have anxiety about ICTs as they did not grow up with the use of ICTs and that the Internet was invented not very long ago. A study by Aramide et al. (2015) found that older people exhibit trepidation for ICTs.

International Telecommunication Union (ITU) (2003) traced the digital divide in ICT utilization to socio-demographic factors such as sex, age, and level of education. Meanwhile, in all societies, gender differentiates men's capabilities from those of women in a comprehensive and broad sense (Scherer & Siddiq, 2015). National Centre for Educational Statistics (2016) observed that the performance of women in the ICT content area of the 2014 National Assessment of Educational Progress was better than the performance of men. A study by Kennedy et al. (2003) reported that women exhibit low confidence in the use of ICTs in rendering library services. Similarly, Enochsson (2005) found that women display a higher level of ICT anxiety and a sense of lower self-efficacy than men. Saka (2014) assessed gender differences in ICT utilization by library staff and found that females perform somewhat better than men. Also, a study by Owolabi (2013) found that females recorded a better performance in the use of ICTs than males as females are inclined to learn more than their male counterparts.

Anxiety and Use of ICTs by LIS Professionals

Information and communication technologies have become a vital part of library resources. As a swift means of creating, sending, and consuming current information, the use of ICTs makes the performance of library operations easy (Oketunji, 2012). Though there is now an unreserved acknowledgment of ICTs as a vital fragment of the library system, the upsurge in the use of ICTs in a library has similarly engendered ICT anxiety.

Meanwhile, for a library to grow and meet the needs of the clientele at the right time, it has to apply ICTs in rendering its services. These days, the Internet is employed for payment for library resources and services; computer video and audio services occur in the library, email is phasing off inter-office correspondence, and circulation services are fast becoming computerized (Ogunjimi et al., 2022; Ogunleye, 2017). LIS professionals who have ICT anxiety may not be able to use ICTs in their daily library engagements.

Anxiety usually has negative impacts on the use of ICTs. Anxiety occasionally turns away LIS professionals' attention from learning the use of ICTs to self-judging or self-relevant thoughts. Transitory anxiety is usually experienced by LIS professionals who encounter conditions that seem hostile. Veen (2014) attributed ICT anxiety among LIS professionals to anxiety concerning change; anxiety about the time commitment, anxiety about looking inept, and fear of failure. Huberty (2009) opined that anxiety over time tends to add more persistent under-achievement, low self-esteem, reduced effort, and loss of motivation for library activities. ICT anxiety is a well-known obstacle to ICT utilization which may mar the advancement of higher-order ICT competencies (Steelman &Tislar, 2019).

Research Methodology

A descriptive research design was used for the study. The study elicited data from 102 librarians in 12 public tertiary institutions in Ekiti and Ondo States. Because of the manageable size of the population, the entire population was used for the study. A questionnaire was used as the instrument of data collection. The questionnaire had four sections. Section A elicited demographic information such as gender, marital status, age (young librarians > or = 50 years, young librarians 51 years and above), and work experience of the respondents. Responses were presented in a pie chart. Section B elicited information on demographic factors about LIS professionals' anxiety in the use of ICTs. A 5-point Likert-like scale of Very High Level, High Level, Moderate Level, Low Level, and Very Low Level was used in this section. In Section C, the Tech Anxiety Rating Scale (TARS) developed by Steelman and Tislar (2019) was adapted to collect data on the level of the LIS professionals' worry about the use of ICT in performing library operations. The 26-question scale comprised a series of contemporary technology-based tasks and devices. Responses were given on a 5-point Likert-like scale of Very High Level, High Level, Moderate Level, Low Level, and Very Low Level. High scores indicated a higher level of tech anxiety. Section D was on strategies for reducing ICT anxiety among LIS professionals. Responses were scaled on Agree and Disagree.

Out of the 102 copies of the questionnaire administered, 89(87.3%) were returned and used for the study. The questionnaire was analyzed using mean, frequency count, and percentages. Four hypotheses were tested at a 0.05 level of significance.

Results

Demographic information of the respondents

Table 1: Demographic information of the respondents

Demographic Variables	Frequency	Percentage %
Gender:		
Male	41	46
Female	48	54
Total	**89**	**100**
Marital Status		
Married	82	92
Unmarried	7	8
Total	**89**	**100**
Age		
Old (Above 50 years)	56	33
Young (50 years and below)	33	37
Total	**89**	**100**
Experience		
Experienced	71	80
Inexperienced	18	20
Total	**89**	**100**

Table 1 reveals that there are more female respondents (48, 54%) than male respondents. Eighty two (92%) of the respondents are married and 7 (8%) are unmarried. Majority of the respondents (56, 63%) are above 50 years and are categorized as old LIS professionals while the remaining (50 years and below) are young 33 (37%). Seventy one (80%) of the respondents are experienced while the remaining 28 (20%) are inexperienced.

Demographic Factors and LIS Professionals' Anxiety in the Use of ICT

Table 2: Level at which demographic factors account for anxiety in the use of ICT among LIS professionals in tertiary institution libraries in Ekiti and Ondo States

Demographic Factors	Mean ($\bar{x}$)	Std. Deviation	Comment
Age	3.35	1.151	High
Experience	3.09	1.331	High
Marital Status	2.73	1.256	Moderate
Gender	2.02	1.274	Low
Average Mean	2.80		Moderate

Criterion means: <2.50 (Low Extent), 2.5 0 to 3.00 (Moderate Extent), >3.00 (High Extent)

As reflected in Table 2, the average mean ($\bar{x}$ =2.80) falls within 2.50 and 3.00. This means that demographic factors account for moderate level of anxiety in the use of ICT among LIS professionals in tertiary institution libraries in Ekiti and Ondo States.

LIS Professionals' Anxiety and the Use of ICT

Table 3: Level of LIS professionals' anxiety on the use of ICT in performing library operations in tertiary institution libraries

Items	**Mean** ($\bar{x}$)	**Std. Dev.**	**Comment**
I am apprehensive about what may occur if I decide to install or accept an update to my device, program, or app	3.79	.896	High
I feel apprehensive that I may not be able to use my programs (or apps) if a new version comes out	3.76	1.161	High
I feel nervous that I cannot use ICTs in vital areas of Librarianship	3.64	1.095	High
I am bothered that I cannot fix simple ICT problems	3.62	1.025	High
I am anxious that I will have a poor evaluation of my proficiency in the use of ICTs	3.57	1.062	High
I feel apprehensive seeing a window or message appear (pop up) on my screen	3.41	1.039	High
Performing novel ICT tasks gives me apprehension	3.37	1.146	High
The possibility of my computer being infected by a computer virus gives me apprehension	3.35	1.288	High
The inability to locate what I save on my device makes me sleepless	3.33	1.140	High
I am worried that I find it difficult to figure out new tasks on my computer	3.30	1.193	High
My anxiety reduces the level of my concentration on ICT tasks	3.24	1.152	High
Anxiety makes me rehearse the steps to take while using ICTs	3.22	1.444	High
I am anxious about what may occur after I press a button on my computer	3.17	1.228	High
I am apprehensive that what I do will damage my device	3.17	1.228	High
I am apprehensive that what I do unintentionally may delete the files on my computer	3.09	1.331	High
I am worried that something bad may occur if I press the wrong button	3.08	1.260	High
Apprehension grips me about the safety of connecting to the	3.07	1.256	High

Table 3 shows that the average mean ($\bar{x}$ =3.14) is higher than the criterion mean ($\bar{x}$ =2.50). This means that the level of LIS professionals' anxiety about the use of ICTs in performing library operations in tertiary institution libraries is high. The majority of the respondents claimed that they feel apprehensive about what may occur if they decide to install or accept an update to their device, program, or app ($\bar{x}$ =3.79, SD=0.896). This is followed by the apprehension of not being able to use programs (or apps) if a new version comes out ($\bar{x}$=3.76, SD=1.161).

Strategies for Reducing ICT Anxiety among LIS Professionals Table 4: Strategies for reducing ICT anxiety among LIS professionals

Strategies	**No.**	**Percentage (%)**
Regular training on the use of ICTs	89	100
Mentorship	81	91
Adaptation of computer experience	76	85.4
Development and introduction of ICT policies	74	83.1
Employment of LIS professionals with good knowledge of ICTs	67	75.3
Provision of Internet access	67	75.3
Ownership of personal computer	63	70.8
Personal development of ICT skills	41	46.1

As shown in Table 4, the strategies for reducing ICT anxiety among LIS professionals include regular training on the use of ICTs 89 (100%), mentorship 81 (91%), and adaptation of computer experience 76 (85.4%). However, personal development of ICT skills (44, 46.1%) is less used.

Hypotheses

Hypothesis 1: There is no significant difference between the level of ICT anxiety of male and female LIS professionals in tertiary institution libraries in Ekiti and Ondo States.

Table 5: Level of ICT anxiety among LIS professionals based on gender

Gender	**Anxiety**		**Total**	**x^2c**	**x^2t**	**Df**	**Result**
	High	**Low**					
Male	11	37	48	0.25	3.84	01	Not Significant
Female	19	22	41				
Total	**30**	**59**	**89**				

P = 0.05

The chi-square analysis reflects in Table 5 that the mean calculated (x^2c = 0.34) is less than the mean in the true table (x^2t = 3.66) at 0.05 level of significance and df = 0.1. As such, the x^2c = 0.25 is not significant. Hence, the null hypothesis is accepted. This means there is no significant difference between the level of ICT anxiety of male and female LIS professionals in higher institution libraries in Ekiti and Ondo States.

Hypothesis 2: There is no significant difference between the level of ICT anxiety of old and young LIS professionals in tertiary institution libraries in Ekiti and Ondo States.

Table 6: Level of ICT anxiety among LIS professionals based on age

Age	Anxiety		Total	x^2c	x^2t	Df	Result
	High	Low					
Young	9	28	37	4.50	3.84	01	Significant
Old	34	18	52				
Total	**43**	**46**	**89**				

P = 0.05

The mean calculated (x2c = 4.50), as shown in the chi-square analysis in Table 6, is higher than the mean in the true table (x2t = 3.84) at 0.05 level of significance and df = 0.1. This means that the x2c = 4.50 is significant. Hence, the null hypothesis is rejected. This indicates that there is a significant difference between the level of ICT anxiety of old and young LIS professionals in higher institution libraries in Ekiti and Ondo States as old LIS professionals exhibit a higher level of ICT anxiety than young LIS professionals.

Hypothesis 3: There is no significant difference between the level of ICT anxiety of married and unmarried LIS professionals in tertiary institution libraries in Ekiti and Ondo States.

Table 7: Level of ICT anxiety among LIS professionals based on marital status

Marital Status	Anxiety		Total	x^2c	x^2t	Df	Result
	High	Low					
Married	53	31	84	3.36	3.24	01	Significant
Unmarried	1	4	5				
Total	**54**	**35**	**89**				

P = 0.05

As revealed in the chi-square analysis in Table 7 above, the mean calculated (x^2c = 3.36) is higher than the mean in the true table (x^2t = 3.24) at 0.05 level of significance and df = 0.1. As such, the x^2c = 3.36 is significant. Hence, the null hypothesis is rejected. This means there is a significant difference between the level of ICT anxiety of married and unmarried LIS professionals in higher institution libraries in Ekiti and Ondo States.

Hypothesis 4: There is no significant difference between the level of ICT anxiety of experienced and inexperienced LIS professionals in tertiary institution libraries in Ekiti and Ondo States

Table 8: Level of ICT anxiety among LIS professionals based on experience

Experience	Anxiety		Total	x^2c	x^2t	Df	Result
	High	Low					
Experienced	26	25	51	3.80	3.84	01	Not
Inexperienced	18	20	38				Significant
Total			**89**				

P = 0.05

The chi-square analysis in Table 8 above shows that the mean calculated (x^2c = 3.80) is less than the mean in the true table (x^2t = 3.84) at 0.05 level of significance and df = 0.1. Therefore, the x^2c = 3.80 is not significant. Hence, the null hypothesis is accepted. This means there is no significant difference between the level of ICT anxiety of experienced and inexperienced LIS professionals in higher institution libraries in Ekiti and Ondo States.

Discussion

The findings of this study show that the level at which demographic factors account for anxiety in the use of ICTs among LIS professionals in tertiary institution libraries in Ekiti and Ondo States is moderate. The study also found that the level of LIS professionals' anxiety about the use of ICTs in performing library operations is high. This means that other factors, not demographic factors, accounted for the high level of anxiety about ICT use by the LIS professionals. The LIS professionals in the study employed the following strategies to reduce ICT anxiety: regular training on the use of ICTs, mentorship, adaptation of computer experience, development and introduction of ICT policies, employment of LIS professionals with good knowledge of ICTs, and provision of Internet access. The hypotheses tested in the study revealed that there is a significant difference between the level of ICT anxiety of old and young LIS professionals in higher institution libraries in Ekiti and Ondo States, there is no significant difference between the level of ICT anxiety of male and female LIS professionals in higher institution libraries, there is a significant difference between the level of ICTs anxiety of married and unmarried LIS professionals in higher institution, and there is no significant difference between the level of ICT anxiety of experienced and inexperienced LIS professionals in higher institution libraries.

The mean reported by this study for the level of LIS professionals' anxiety about the use of ICTs in tertiary institution libraries is high. This portends danger for libraries. These are not far from the submissions of Gambari and Chike- Okoli (2017), and Oketunji (2012). These studies indicated that a high level of ICT anxiety is connected with a decline in utilization and avoidance of ICTs.

Recommendations

1. Demographic variables should be considered and incorporated early in the process of introducing ICTs in libraries, and not as a corrective afterthought.
2. The minds of LIS professionals should be disabused from ICT anxiety and replace this misapprehension with self-confidence.
3. ICT devices should be made available in sufficient quantity in libraries for regular practice and use by LIS professionals.
4. Strategies such as regular training on the use of ICTs, mentorship, adaptation of computer experience, and development and introduction of ICT policies should be used to facilitate the use of ICTs and eliminate ICT anxiety among LIS professionals.

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