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INFLUENCE OF INSECURITY ON ICT-BASED LIBRARY SERVICE IN TERTIARY INSTITUTIONS IN ADAMAWA STATE, NIGERIA

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Abstract
This study examined the impact of insecurity on ICT-based library services in tertiary institutions in Adamawa State. Four objectives guided the study. The study answered four research questions and tested two null hypotheses. Data were collected using a self-designed questionnaire administered to 37 library staff members selected from four tertiary institutions through stratified random sampling. Descriptive statistics (mean and standard deviation) were used to analyze the data, while regression analysis was used to test the null hypotheses. The findings include the following: Physical threats, viruses, and cybercrime had mean ratings between 3.54 and 3.65, indicating a 'Very High Security Threat. 'Ransom and malware threats had mean ratings of 2.63 and 2.75, indicating a 'High Security Threat.'; The overall impact of insecurity on ICT-based library services in tertiary institutions was rated at a high extent (mean = 3.00, SD = 0.88);There was a positive moderate relationship between insecurity and the reliability of ICT-based library services (correlation coefficient r = 0.63), and a significant relationship was found between insecurity and reliability; There was a positive high relationship between insecurity and confidence in ICT-based services (correlation coefficient r = 0.69), and this relationship was found to be significant in Adamawa State libraries; and The study recommended that library staff increase efforts to protect against security threats, especially those from human sources such as strangers using the libraries, by enhancing security vigilance.
Keywords: Influence; Insecurity; ICT-Based Library Services; Tertiary Institutions; Adamawa State.

Introduction

Libraries across the globe are solemnly accountable for maintaining information resources in terms of preserving traditions and the transition of culture and history from one era to another. They provide people with valuable information and knowledge that is always needed by the user community to make progress or gain information that could enable them to change their understanding of a particular phenomenon. Libraries have historically been repositories of preserved history books, manuscripts, newspapers, and other documents. Throughout the course of the last 50 years, libraries have grown to be the best information providers that do not involve a building (Ogunsola, 2011). This is not unconnected to the introduction of ICT into the information industry, where the disadvantaged countries can have free access to the flow of information without restrictions.

The growing information explosion experienced as a result of the introduction of information and communication technology (ICT) for the generation of relevant information, processing, and dissemination, libraries are being seen as growing organisms (Segun, Adedeji, &

Bonnell, 2016). Today, library staff can no longer use the conventional method of acquiring and organizing information resources and be able to keep the user community up-to-date and timely. This is because the emergence of technological development in information management has changed library operations from the manual to the ICT-driven method, since the laborious and stressful human involvement in service production cannot yield any fruitful service that guarantees adequate and sound information that is capable of moving a nation forward.

The goals of tertiary education, along with their libraries as enunciated, are crucial for national development. However, safety and criminal reduction in public libraries and information centers, particularly in academic institutions, are some of the most critical activities that deter or inhibit librarians from providing the users' information needs. The vulnerabilities of security in libraries in higher institutions have obstructed the collection and arrangement of sources of information to the extent that users of libraries often find it difficult to access the necessary details of the required information. However, Boulton (2017) holds the view that, aside from all the usefulness and effectiveness of ICT-driven library services, they always struggle with the menace of security threats to a high extent, adding that issues of cybercrime, data breaches, physical threats, denial-of-service (DoS) attacks, etc., cause more damage to ICT-based library services if adopted.

While emphasizing the reliability of ICT-based library services, Ajie (2019) reiterated that there can never be another source of information generation that will provide the users with quality and reliable information from their sources. They further suggested that academic and research libraries should not relent in embracing ICT-based library services for timely, exhaustive, and accurate facts and figures to help researchers accomplish their tasks easily. In a separate remark, Oyedokun, Oyewumi, Akanbi, and Laaro (2018), while suggesting the required levels of ICT literacy that library staff should possess for library service to flow, noted that there will be total assurance of timely, quality, and reliable information for the user community. According to them, with a little literacy from the users, library staff will have little stress from continuous consultations for more information from the users.

Lamenting the ability to bring about confidencein the use of ICT-based library services by patrons, libraries are now using information and communication technologies for book and serial acquisitions, money transition, classification and cataloging, reference services, user orientation services, circulation services, interlibrary loans, document services, electronic content, e-mail and chat assistance, Web 2.0 interactive sharing, bibliographic services, and photocopy services. These opportunities not only enable libraries to provide quick information to users but also ensure trust in use by the users and build their confidence in accessing the right information. They equally revealed that the internet was the greatest wonder of the century. That, with the availability of e-mail and internet facilities in academic libraries, offers a wide range of access to information globally without geographical barriers and in a timely manner. Similarly, Nneka, Pauline, Chioma, and Chioma (2018) noted that many modern libraries have adopted various ICTs in managing library services and activities. These include the use of integrated library management software (ILMS), CD-ROMs, networks, the internet, the Online Public Access Catalog (OPAC), online resources such as electronic journals, databases, online libraries, etc.

In view of the above assertions, Ajie (2019) revealed that ICT-based library services are the best for academic libraries but require proper concentration and care to avoid failure, which will lead to data loss or corruption that can have an adverse effect on the information system. Accidental data loss or corruption can occur due to hardware or software failures, power outages, natural disasters, or human errors. These breaches can result in data loss, reputational damage,

and legal implications, and are very bad signals for information centers. It is the above threats that prompted the need to ascertain the influence of insecurity on ICT-based library service in tertiary institutions' libraries in Adamawa State.

Statement of the Problem

The introduction of ICT into the library circle is the greatest development ever made toward ensuring fairness and equity in information resource sharing around the world. This singular development has made developing countries to have access to information just like the developed nations, especially among tertiary institutions of the world. In recognition of this development, tertiary institutions have been struggling with the application of ICT to obtain information for the past decades, including Adamawa State, as a result of security threats to both the physical infrastructures and the distraction of the system that leads to improper malfunction. As it is now, using the ICT for library services in Adamawa State tertiary institutional libraries is more of a glorified manual library service system.

The worry is that, if such infrastructures put in place are not made useful in generating the right information for the user community, students and lecturers may not have the current and adequate information resources for their programmes, and that will affect the products of such schools, especially in this competitive world where expertise is highly needed for employment. It is on these premises that this study tried to ascertain whether insecurity is the predictable variable responsible for the underutilization of ICT-based library services in tertiary institutional libraries in Adamawa State.

Objectives of the Study

The general objective of the study is to assess the influence of insecurity on ICT in tertiary institutions in Adamawa State, Nigeria, while the specific objectives were to:

1. determine the specific type of insecurity that has the most significant impact on ICT-based library services in libraries in tertiary institutions in Adamawa State.
2. determine the extent to which insecurity affects the utilization of ICT-based library services in tertiary institutions in Adamawa State.
3. examine the impact of insecurity on the reliability of ICT-based library services in tertiary institutions in Adamawa State.
4. determine the impact of insecurity on user confidence in ICT-based library service in libraries in tertiary institutions in Adamawa State.

Research Questions

The following research questions were used in the study:

1. What are the specific types of security threats that have the most significant impact on ICT-based library services in tertiary institutions in Adamawa State?
2. To what extent does insecurity affect the utilization of ICT-based library services in tertiary institutions in Adamawa State?
3. What is the relationship between insecurity and reliability in ICT-based library services in tertiary institutions in Adamawa State?
4. What is the relationship between insecurity and confidence in ICT-based services in tertiary institutions in Adamawa State?

Hypotheses

The following null hypotheses were used:

Ho1. There is no significant relationship between insecurity and the reliability of ICT-based library services in tertiary institutions in Adamawa State.

Ho2. There is no significant relationship between insecurity and confidence in ICT-based services in libraries in tertiary institutions in Adamawa State.

Review of related Literature

With adequate ICT facilities and other peripherals, according to Nkanu, Iyishu, and Ogar (2011), there will be encouraging efforts made for university libraries to provide academic information. However, information and communication technology-based library services are confronted with so many security threats that if not properly addressed, users might not be proud of their emergence in the library as a tool for information generation, storage, and dissemination. Studies conducted by Etse and Boateng (2019) and Ozavize and Bedo (2020) found that digital collections such as online databases, archives, and libraries are vulnerable to various cyber security threats resulting from data breaches in academic libraries and can have significant consequences, particularly in developing countries.

Similarly, Boulton (2017) noted that infections emanating from viruses, worms, and ransom ware can infect digital collections. Malicious software can damage or corrupt data, disrupt operations, or compromise the integrity and availability of the collection. Consequently, a study conducted by Boulton (2019) found that the worst of all threats to ICT-based libraries is the physical threat, where individuals within an organization or institution abuse their authorized access to digital collections. This could be employees, contractors, or volunteers who intentionally or unintentionally misuse or leak sensitive information. Insider threats pose a significant risk due to their proximity to the data and systems.

A study carried out by Nneka, Pauline, Chioma, and Chioma (2018) reveals that the extent to which insecurity can cause a threat to ICT-based library services is enormous. They noted that a number of ICT facilities can be physically vandalized to such a high extent that even library staff and users cannot see the physical facilities, regardless of having the means to use them for sourcing information. They also noted that the extent of the threat does not mean that the materials are readily available and packed in the store, but making them accessible to serve the purpose for which they were meant to achieve is more important. Similarly, Onuoha, Charis, Anyanwu, and Amaechi (2015) noted that, as of the time they were carrying out their research, it was revealed that library software, the Machine Readable Catalog (MARC), the Online Public Access Catalogue (OPAC), internet facilities, and network facilities were not functional in some of the university libraries due to virus infection. In the same view, Okoro et al. (2014) reveal that computers and their accessories can be harmed at any time in the library's effort to use ICT for library operations. They further enumerated some of the implications of not having an effective ICT-based library service, including distortion of services as a result of cybercrime activities.

Prior to the emergence of ICT and its subsequent deployment and utilization in libraries, according to Essien et al. (2022), the traditional provision of library services was a time-consuming enterprise enmeshed in a web of repetitive and drab functional processes. However, the adoption and application of information and communication technology have made the provision of library services more efficient and convenient. The main aim of libraries is to provide services that satisfy user needs and wants. Thus, the incorporation of ICT into library services provides libraries with a great opportunity to be more efficient in their service for the maximum satisfaction of information

needs by library users. Similarly, studies from Anyim (2018) have shown that the adoption of information and communication technology (ICTs) in the routines of the 21st century of academic library services has a positive impact on library processes. This has made information storage, retrieval, cataloging, classification, serial control, exchange of materials, administrative activities such as budgeting, and even security to be carried out efficiently, thereby leading to fundamental improvements in the overall functioning of libraries. Islam and Islam (2020) stated that this shift is very important, especially for an academic library, which must act in tandem with library users, who, along with the rest of the world, live in virtual realities where library services are required online in real time on the web and are not affected by the traditional opening and closing hours of the physical library.

Research Methodology

A descriptive research design was used for the study. A total of ninety-five (95) library staff from the four selected tertiary institution libraries in Adamawa State were used as the targeted population of the study, with a sample size of thirty-seven (37)—that is, fifteen (15) professional and twenty-two (22) paraprofessional staff using the stratified random sampling technique. A self-designed questionnaire was the main instrument used for data collection, where descriptive statistics of mean and standard deviation were used to answer research questions, and the inferential statistics of regression analysis were used to test the null hypothesis. Decisions are taken at a mean score of 2.50; that is, anything below 2.50 is negative and above is positive for the research questions, while for hypotheses, the relationship is said to be high when the [r] ranges from 0.50 and above, and the null hypothesis will be rejected.

Data Analysis and Presentation

Out of the thirty-seven (37) respondents studied, State Polytechnic had 15 (40.5%), College of Agriculture Ganye 10 (27%), and College of Education Hong 6 (16.2%), with Legal Studies Yola 6 (16.2%). It also shows that 22 (59.5%) were male and 15 (40.5%) were female. Also, out of the 15 (40.1%) professional staff, 5 (13.5%) were MLS holders, 10 (27%) were BLS holders, and the remaining 22 (59.5%) were paraprofessionals.

Research Question One: What are the specific types of security threats that have a significant impact on ICT-based library services in tertiary institutions in Adamawa State?

Table 1: A mean and standard deviation of the specific types of security threats that have significant impact on ICT-based library services in tertiary institutions

S/n	Specific ICT Based Library Services Security Threats	N	Mean	Std	Rank	Dec
1	Physical threats that destroy or vandalize ICT facilities, e.g., men and animals	37	3.65	.76	1st	VHST
2	Mal Waves that hinder opening a page online	37	2.63	.59	5th	HST
3	Data breaches distort the flow of information.	37	2.34	.82	6th	LST
4	Virus that corrupts packages or programs	37	3.56	.57	2nd	VHST
5	Ransom waves that cause unnecessary charges	37	2.75	.73	4th	HST
6	Cybercrime that can deny users accessing their records	37	3.54	.65	3ed	VHST
	Cluster Mean	**37**	**3.10**	**.69**		**HST**

VHST = Very High Security Threat, HST = High Security Threat, LST = Low Security Threat

Table 1 above reveals that the ICT based library services suffer from a lot of security threats. The results indicate the mean rate that physical threats, viruses, and cybercrime have the mean range between 3.54 and 3.65, indicating "very "high security threats," while ransom ware and malware have a mean rating of 2.63 and 2.75, indicating "high "security threats," with only data breaches that had a mean rating of 2.34. However, the clusters mean 3.10 ±.69 suggest that insecurity has a significant impact on ICT based library services at high security threat in tertiary institutions in Adamawa State. The standard deviation scores that range from.82 to.57 show high response dispersion among the security threats in the ICT-based library services in tertiary institutions in Adamawa State.

Research Question Two: To what extent does insecurity affect ICT-based library services in tertiary institutions in Adamawa State?

Table 1: A mean and Standard Deviation of the *extent does Insecurity affect ICT-based* *Library Services in Tertiary Institutions in Adamawa State*

S/n	Extent to which insecurit y can affect ICT -based library services	N	Mean	Std	Rank	Dec
1	Physical threats cause detractions and canalize ICT facilities.	37	3.52	.98	2nd	VHE
2	Data breaches affect access to complete information.	37	3.56	.50	1st	VHE
3	A Mal wave distorts the visib ility of ICT-based information resources.	37	2.37	.71	5th	LE
4	Cyber security threats, e.g., hacking, deny users access to their records.	37	2.67	.99	4th	HE
5	Ransom waves can cause users of ICT -based libraries to be forced to pay for information.	37	2.3595	.96	6th	LE
6	A virus such as a worm can eat up records on an ICT -based information system.	37	3.3514	.85	3rd	HE
	Cluster Mean	**37**	**3.00**	**.84**		**HE**

VHE= Very High Extent, HV= High Extent, LE= Low Extent

Table 2 shows the result of the extent to which insecurity affects ICT-based library services in tertiary institutions in Adamawa State. The result reveals that physical threats cause detractions and canalize ICT facilities and Data breaches affect access to complete information and affect ICT-based library services to a "very high extent." While cybercrime and viruses affect ICT-based library services to a high extent, and finally, mal waves and ransom waves affect ICT- based library services at a low extent. The clusters mean 3.00 ±.88 suggest that insecurity have significant impact on ICT based library services at a High Extent in tertiary institutions in Adamawa State. The standard deviation scores that range from .98 to .50 shows high response dispersion among the security threats in the ICT based library services.

Research Question Three: What is the relationship between insecurity and quality and reliability of ICT-based library services in libraries in tertiary institutions in Adamawa State?

Table 3: *Pearson's Correlation Analysis of the Relationship between* **Insecurity and Quality and Reliability of ICT-based library services in Adamawa State** *Tertiary Institutions.*

Variables	Mean	Std	N	R	r^2
Insecurity as threats	30.09	3.23	37	0.63	0.33
Quality and reliability of ICT based Library Services	35.12	4.32	37		

Std = Standard Deviation, n = Population size, r = Correlation Coefficient, r^2 = Coefficient of determination

Table 3 presents the result of the relationship between insecurity and quality and reliability in ICT based library services in tertiary institutions in Adamawa State. . It reveals that the correlation coefficient [r] is 0.63. This reveals that there is a positive moderate relationship between insecurity and insecurity and quality and reliability of ICT based library services in tertiary institutions. This result implies that have adequate security can contribute to insecurity and quality and reliability of ICT based library services in tertiary institutions' libraries. The table also reveals that the coefficient of determination [r^2] associated with the correlation coefficient [r] of 0.63 is .33. This result implies that 33% of adequate security provision could determine insecurity and quality and reliability of ICT based library services in tertiary institutions carried out in the libraries.

Ho_1: There is no significant relationship between Insecurity and Quality and Reliability of ICT based Library Services in Adamawa State Tertiary Institutions.

Table 4: *ANOVA on the Relationship between* **Insecurity and Quality and Reliability of ICT based Library Services in Tertiary Institutions in Adamawa State**

Model	Sum of Squares	Df	Mean Square	F	Sig	Decision
Regression	1343.231	1	1243.513	1142.612	0.00	Significant
Residual	2532.143	35	11.132			
Total	3965.674	37				

df = Degree of freedom, Sig = Level of Significance p 0.05, F = F-ratio

Table 4 shows that the obtained F-ratio 1142.612 is significant at the 0.00 level. The null hypothesis was rejected because 0.00 is less than the 0.05 level of significance set for the study. Therefore, it can be declared that a significant relationship exists between insecurity and quality and reliability of ICT based library services in\ Adamawa State.

Research Question 4: What is the relationship between insecurity and user trust and confidence in ICT based service in libraries in tertiary institutions in Adamawa State.

Table5: *Pearson's Correlation Analysis of the Relationship between* **Insecurity and user trust and confidence in ICT based library service in** *tertiary institutions libraries in* ***Adamawa State.***

Variables	Mean	Std	N	R	r^2
Insecurity	40.42	3.974	111	0.69	0.62
User trust and confidence 9n ICT based library service	38.52	4.76	109		

Std = Standard Deviation, N = Population size, r = Correlation Coefficient, R^2 = Coefficient of determination

Table 5 presents the result of the relationship between insecurity and user trust and confidence in ICT based service in tertiary institutions libraries in Adamawa State. It reveals that the correlation coefficient [r] is 0.69. This suggests that there is a positive high relationship between insecurity and user trust and confidence in ICT based service in Adamawa State carried out. This result implies that when there is adequate security it could improve user trust and confidence in ICT based library service in tertiary institutions libraries in Adamawa State. . It also indicates that the coefficient of determination [r^2] associated with the correlation coefficient [r] of 0.69 is .62. This result suggests that 62% of security provision can improve user trust and confidence in ICT based library service in tertiary institutions libraries in Adamawa State

Ho_2: There is no significant relationship between insecurity and user trust and confidence in ICT based service in libraries in tertiary institutions in Adamawa State.

Table 8: *ANOVA on the Relationship between insecurity and application in* ICT based library services *in tertiary institutions libraries in* Adamawa State.

Model	Sum of Squares	Df	Mean Square	F	Sig	Decision
Regression	4423.231	1	4432.654	421.421	0.00	Significant
Residual	6932.342	36	10.221			
Total	11355.573	37				

df = Degree of freedom, Sig = Level of Significance p 0.05, F = F-ratio

Table 6 shows that the obtained F-ratio 416.321is significant at the 0.00 level. The null hypothesis was rejected because 0.00 is less than the 0.05 level of significance set for the study Therefore, it can be inferred that a significant relationship exists between insecurity and user trust and confidence in ICT based service in libraries in tertiary institutions in Adamawa State.

Summary of Major Findings

Based on the outcome of the study on whether there is the influence of insecurity on ICT application for service in selected tertiary institutions in Adamawa State. The following are the major findings:

1. The results indicates the mean rate of physical threats, virus and cybercrime have the mean

range between 54 to 3.65 indicating a "Very High Security Threats" while ransom and malwares have a mean rating of 2.63 and 2.75 indicating a "High Security Threat" with only data breaches that had a mean rating of 2.34.

2. There is a significant i3.00 ±.88 impact insecurity on ICT based library services at a "High Extent in tertiary institutions in Adamawa State.
3. A there is a positive moderate relationship between insecurity and insecurity and quality and reliability of ICT based library services in tertiary institutions in Adamawa State since the correlation coefficient [r] is 0.63. A significant relationship exists between insecurity and quality and reliability of ICT based library services in\ Adamawa State
4. A positive high relationship between insecurity and user trust and confidence in ICT based service in Adamawa State since the correlation coefficient [r] is 0.69. A significant relationship exists between insecurity and user trust and confidence in ICT based service in libraries in tertiary institutions in Adamawa State.

Conclusion

Insecurity concerns are critical problems in Nigeria's modern education that have profoundly eaten into the marrow of mankind, and yet all attempts to address them have proved abortive. Instability and sustainability in higher education is a societal phenomenon that should not be taken for granted by stakeholders owing to its far-reaching effects and impacts on employment, the economy, and culture as a whole. Based on the findings as indicated above, it is hereby concluded that the Adamawa State government has done well in providing the required ICT facilities for effective service in its tertiary institutions. This is because there were adequate, the library staff's ICT literacy level is generally moderate but low functional ICT facilities in the libraries. The only enemy of progress recorded there is the issue of insecurity that led to the destruction of ICT-related faculties, which calls for immediate attention.

Recommendations

Based on the above findings, the following recommendations are worthy of consideration:

1. The library staff should add more effort on security threat protection strategies emanating from humans, especially strangers using the libraries, by improving more on security vigilance, etc.
2. The government, on the other part, should not relent effort in providing more and the latest ICT facilities to meet up with the global standard and should take it as an issue of insecurity considering the gravity of the effect of insecurity on both the facilities and service generation.
3. Government and other related agencies should not be tired of adding more efforts in educating both library users and library staff in order to achieve quality and reliable information service.
4. The management should ensure that user-friendly packages and accessories are acquired to bring about user trust and confidence in using the facilities.

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