LAFIA JOURNAL OF LIBRARY AND INFORMATION SCIENCE
LJLIS Volume 1, Number 1, 2022
https://lalibjournals.org/index.php/LJLIS
ISSN: Print - 2814-0702, Online - 2814-0710
(LJLIS)

RELATIONSHIP BETWEEN LIBRARIANS' ICT SKILLS AND LIBRARY SERVICES IN UNIVERSITY LIBRARIES IN ABUJA, NIGERIA

[1]Isa Omali Abu
Library Services Department,
Federal University of Technology, Minna
Email: isaomali@futminna.edu.ng

[2]Peter Alih Ibrahim
National Examination Council (NECO) Headquarters, Minna.
Email: talk2ibrahimp@gmail.com
&
[3]Shantali Musa Mohammed
Abubakar Gimba Library, Ibrahim Badamasi University, Lapai
Email: shantalimusa@gmail.com

Abstract
The study investigated the relationship between ICT skills of Librarians in university libraries in Abuja and library services. Three research questions and one hypothesis were formulated. Survey research method was used with a target population of 60 librarians without sampling. Relationship between ICT skills of librarians and library service delivery questionnaire was designed validated and administered on the respondents. Forty-four (44) copies of questionnaire were returned in usable form. Descriptive statistics were used for analysis. The results of the findings showed that there is significant relationship between librarians' ICT skills and service delivery, librarians in universities in Federal Capital Territory Abuja have high skills in ICT and also their level of service delivery is high. One of the constraints to provision of effective information service is power outages. The study recommended that training should be given to librarians and library users from time to time, alternative source of energy and provision of current ICT facilities in the university libraries.

Keywords: Librarians, ICT skills, library service and university libraries

Introduction

Information Communication Technology (ICT) has become indispensable in the issue of national advancement and development. Information, as power is effectively an infinite resource and an important tool that is needed for the development of all sectors in any nation. It is therefore, imperative that application of ICT in libraries would go a long way in satisfying the information needs of the users accurately and quickly. According to Adebayo, Ahmed and Adeniran (2018) the emergence of ICT has impacted greatly on the quality of information provided through libraries. It also enables proper and adequate provision of library services to library users from all disciplines. In this 21st century, the drastic role of ICT in library services cannot be over emphasized. Many library routines and operations that were initially performed manually are now being converted to computerized operations which means, applications of ICT techniques to providing better and faster services to the users.

Information and Communication Technology, (ICT) is a general term that is being used to refer to the technologies that are used to collect, store, edit and

communicate information in various format (Raji, 2018). The use of ICT improves access to digital information, narrows down the digital divide and also improves standard of living. Adoption of ICT in libraries is a way of improving on information services provided in libraries. This is the time that, people need to access timely information with ease, and this can only be done through the application of ICT to library services. It is also a way of contributing to sustainable development of the nation, since timely and effective provision of useful information can assist in building up a society ICT as an enabling tool, assist libraries in provision of information, which is very paramount to development of the various sectors in the nation.

Information and Communication Technology (ICT) can be defined as the application of computers and other technologies for easy acquisition, organisation, storage, accessibility, retrieval, and dissemination of information to the end users promptly. ICT is one of the greatest inventions of mankind which played unprecedented role in changing the landscape of human and organisational activities around the globe including libraries. ICT is also a revolution that provides the platform and technical means of handling information and communication for the benefit of mankind. The impact has been vital in all activities of humans such as banking, health, transportation, education and libraries. ICT has immensely changed the system of traditional library services; that were hitherto laborious, repetitive and boring. ICT is a catalyst for generating, processing, storing and disseminating information (Kwofie, Aigbavboa & Thwala, 2020).

Omini and Esin (2019) identified library services that could be carried out with ICT, to include; acquisition, cataloguing, circulation, serials control, selective dissemination of information services and preparation of management information. According to Sokari, Olayemi, Abba and Haliru (2019) using technologies on services peculiar to the library has improved efficiency and effectiveness in resource organization service delivery and dissemination of information. Adeniran, Nwalo and Ajani (2020), defined ICT as computers and other technologies that are used in the acquisition, organisation, storage and dissemination of information in libraries. No doubt, ICT is a catalyst for generating, processing, storing and disseminating information

Uzohue and Yaya (2016) are of the opinion that the basic rationale behind ICT application in the library is to improve library functions and make service delivery such as selection, acquisition, arrangement, storage, retrieval, dissemination of information relevant to users.

Okiy (2015) asserted that libraries, as centres for learning, teaching and research can no longer cope with information management through the use of traditional methods; where the process of acquisition, processing and organisation of information resources may take up months before information resources could be ready for patrons use. According to Quadri and Abiodun (2017) ICT skills are about the ability to use their knowledge about ICT to find, develop and present information; whether it is text, image or number, or all of this integrated task. It is clear that academic librarians must learn and adjust to a rapidly changing digital environment and acquire literacy and skills to become important assets to the library.

Statement of the Problem

A well-administered university library directs its activities towards the fulfilment of the university objectives. Technology has changed the dominant form of recorded thought from print to electronic. That change has also affected the ways in which library staff creates, process, store, retrieve and disseminate information. As a

result, university libraries evolve their philosophies, missions, and processes accordingly. Preliminary investigation carried out by the researchers in the university libraries in the Federal Capital Territory, Abuja, shows that all the libraries are using one form of ICT facility or the other to facilitate service delivery, especially the use of Internet and subscribed online databases. However, it was discovered that not all librarians are well- skilled in ICT which has resulted in poor service delivery. The available Internet connectivity in university libraries under study has therefore, been underutilised. In view of this, services such as current awareness service (CAS), selective dissemination of information (SDI) and referral services are not still being offered satisfactorily. It was also observed that apart from low level of skills in ICT, other reasons for underutilisation of ICT facilities might include lack of sustainable power supply, low level of computer literacy among library personnel, erratic internet services, staff attitude to accept changes among others.

Objectives of the Study

The objectives of the study are;

1. To find out the level of ICT skills of librarians in university libraries in Abuja
2. To find out the level of library service delivery in university libraries in Abuja
3. To find out the constraints to provision of library services by librarians in university libraries in Abuja

Research questions

1. What is the level of ICT skills of librarians in university libraries in Abuja?
2. What is the level of library services delivery in university libraries in Abuja?
3. What are the constraints to library services delivery in university libraries in Abuja?

Hypothesis

There is no significant relationship between ICT skills and library service delivery by librarians in university libraries in Abuja.

Methodology

Survey research was used for the study with the adoption of the entire population of fifty (52) library staff from seven (7) universities in Abuja, Federal Capital Territory. There was no need for sampling because of the small nature of the population. Structured questionnaire was the only research instrument used for the collection of data for the study. The researchers administered fifty-two (52) copies of the questionnaire on the respondents. The collected data was subjected to descriptive statistics to answer research questions.

Presentation and Analysis of Data

Table 1: Response Rate

Institutions	Number of Copies of Questionnaires sent out	No. Returned	% Returned
University Of Abuja	25	19	76%
National Open University of Nigeria Abuja	8	8	100%
Baze University	5	5	100%
Africa University of Science and Technology	3	3	100%
Nigerian Turkish Nile University Abuja	5	5	100%
Veritas University	6	4	67%
Total	**52**	**44**	**85%**

Table 1 shows that the National Open University of Nigeria Abuja Study centre, Baze University Abuja, Africa University of Science and Technology, Abuja and Nigerian Nile University Abuja filled and returned all the copies of questionnaire that were administered in usable form making response rate of 100%. Twenty-five (25) copies of questionnaire were administered in University of Abuja out of which 19 (76%) were properly filled and returned, 4 (67%) copies of the questionnaire were filled and found usable out of the 6 copies of questionnaire that were administered in Veritas University Abuja.

Table 2: Responses of Respondents on the Level of Computer ICT Skills of Librarians for Service delivery in University Libraries in Abuja

Statement	Very High	High	Average	Low	No Skill	Mean	StD
Proficient in serial services using computers	0 (0)	1 (2.3)	10 (22.7)	22 (50.0)	11 (25.0)	2.02	0.762
Proficient in Classification compilation of bibliographies using computers	0 (0)	3 (.8)	12 (27.3)	15 (34.1)	14 (31.8)	2.09	0.936
Proficient in Cataloguing using computers	0 (0)	4 (9.1)	11 (25.0)	17 (38.6)	12 (27.3)	2.16	0.939
Proficient in reference services, using computers	0 (0)	2 (4.5)	8 (18.2)	14 (31.8)	20 (45.5)	1.82	0.896
Ability to charge and discharge library materials at Circulation desk with the use of computers.	9 (20.5)	15 (34.1)	20 (45.5)	0 (0)	0 (0)	3.75	0.781

Note: The figures in brackets are the percentages of the respondents

Table 2 shows responses of respondents on the level of computer ICT skill of library Staff for Information Service delivery. Most respondents with a mean response of 3.75 indicated ability to charge and discharge library materials at Circulation desk with the use of computers, this is because with little training librarians can understand how to use computer on the circulation desk, it does not require much knowledge and skill to be able to do that. Ability to use computer for online public catalogue has a mean score of 2.16, if the strength of internet network is strong cataloguing and classification are very easy. Although other statements' mean score are low but the respondent response to proficient in reference service using computers has the lowest mean score of 1.82.

Research Question 2: What is the level of library service delivery by librarians in university libraries in Abuja?

Table 3: Responses of Respondents on the Level of service Delivery by Librarians for Service Delivery in Universities in Abuja

S/N	Statement	Very High	High	Low	Very Low	Service Not Available	Mean	StD
1	Provision of users' education/instruction and information literacy/bibliographic instruction services	7 (15.9)	21 (47.7)	15 (34.1)	1 (2.3)	0 (0)	3.77	0.743
2	Provision of Circulation services	31(70.5)	10 (22.7)	2 (4.5)	0 (0)	1 (2.3)	4.59	0.787
3	Institutional repository services	3 (6.8)	4 (9.1)	9 (20.5)	28 (63.6)	0 (0)	2.59	0.923
4	Provision of serial services	30 (68.2)	13 (29.5)	0 (0)	1(2.3)	0 (0)	4.64	0.613
5	E-library services	4 (9.1)	24 (54.5)	15 (34.1)	0 (0)	1 (2.3)	3.68	0.74
6	Provision of Internet services	3 (6.8)	17 (38.6)	21 (47.7)	2 (4.5)	1(2.3)	3.43	0.789
7	Provision of Current Awareness Service (CAS)	5 (11.4)	18 (40.9)	20 (45.5)	0 (0)	1(2.3)	3.59	0.787

Note: The figures in brackets are the percentages of the respondents

Table 3 shows that most librarians can provide the service of access points to magazines, journals and newspapers with a mean score of 4.64, high number of librarians with a mean score of 4.59 can provide the service of charging and discharging of information materials at the circulation desk, the lowest mean score of 2.59 is from institutional repository service, this is because most libraries are not practicing it.

Table 4: Responses of Respondents on the constraints to Library service delivery by librarians in university libraries in Abuja

S/N	Possible Constraints	Yes	%Yes	No	%No
1	Lack of ICT practical lectures in Libraries	23	52.3	21	47.7
2	Lack of interest for ICT use	13	29.5	31	70.5
3	No encouragement from library management	22	50	22	50
4	Inability to accept change in the system	9	20.5	35	79.5
5	Inadequate ICT facilities	18	40.9	26	59.1
6	No in-house ICT training for librarians	14	31.8	30	68.2
7	Erratic power supply	39	88.6	5	11.4

Table 4 shows that the major constraint of ICT is lack of constant electricity, power outage is one of the major problems confronting Nigeria as another inhibiting factor is lack of fund, before now institutions of higher learning were poorly funded, the situation will be worst now that Nigeria has gone on recess.

Hypotheses Testing

One null hypothesis was formulated to test the relationship between information communication technology (ICT) skills and provision of information services. The hypothesis was tested at 0. 05 level of significance using Pearson Product Moment Correlation Coefficient (PPMC) as follows;

There is no significant relationship between information communication technology (ICT) skills and provision of library services.

Table 5: Pearson Product Moment Correlation Coefficient on the Relationship Between ICT skills and Provision of information Services

Descriptive statistics

Variables	Mean	Std. Deviation	N
Utilization of ICT facilities in University Library	55.3636	6.90497	44
Provision of Information Services in University Library	50.2273	4.26922	44

Correlations

Variables		Utilization of ICT facilities in University Library	Provision of Library Services in University Library
Utilization of ICT facilities in University Library	Pearson Correlation	1	.454**
	Sig. (2-tailed)		.002
	N	44	44
Provision of library Services in University Library	Pearson Correlation	.454(**)	1
	Sig. (2-tailed)	.002	
	N	44	44

Correlation is significant at the 0.05 level (2-tailed).

Table 5, shows the descriptive statistics and the correlation coefficient on the relationship between information communication technology (ICT) skills and provision of library services in university libraries in Abuja. The Table shows that there is significant correlation between ICT skills and provision of services at 0.05 level of significance (correlation coefficient = 454; P< 0.05). Hypothesis is therefore rejected. There was significant relationship between ICT skills and provision of library services in university libraries in Abuja.

Discussion of Findings

The result of the findings of research question one which states that, what is the level of ICT skill of library librarians for library service delivery in the university libraries in Abuja, showed that the level of ICT skills of librarians for service delivery is high. High number of the professional librarians have the ability to charge and discharge library materials at circulation desk with the use of computers, this is because with little training staff will be able to use the facility, effectively. This result is in agreement with Bansode and Viswe (2017) who studied ICT skills among librarian professionals working in university libraries in Marashtra and discovered that the ICT literacy skills of professional librarians is high. The use of ICT has brought effective and efficient service provision to users, the speed of operation has increased considerably and the output of library staff is equally high.

The result of the findings of the research question two, which states that, what is the level of library service delivery by librarians in university libraries in Abuja, revealed that the level of library service delivery in university libraries in Abuja is high. Respondents indicated that most librarians can provide the service of access points to magazines, journals and newspapers. Preservation and provision of access to knowledge and information is the main mandate of academic libraries alongside supporting the mission of their parent institutions The result of the findings is similar to the findings of Nwezeh and Shabi, (2011); who did a collaborative work on students' use of academic libraries in Nigeria, a case study of Obafemi Awolowo University Library Ile-Ife, the result of the findings showed that is high use of resources like books, journals, newspapers, government publications, indexes and abstracts as common information materials provided and utilized by academic libraries.

The third research question was to find out the factors inhibiting library service delivery in university libraries in Abuja. The result showed that electricity as the major inhibiting factor to library service delivery. Nigeria is having serious problem of electricity, the power providers are not able to constantly supply power to consumers for about four hours in a day, sometimes for days. This result corroborates the result of Moruf and Dangani (2020) who reported electricity as one of the major factors of library service delivery. The higher educational institutions don't have their own constant alternative to electricity

Hypothesis

The result of the null hypothesis showed that there is significant relationship between information communication skills (ICT) and library services delivery in university libraries in Abuja. The main objectives of the library are pooling information resources and information related infrastructure and making them available to users. In this process, many libraries have re-examined their traditional methods and services to overcome inadequacies through automation and computerisation. Information communication technology (ICT) has been a means of

provision of quality services. This report is similar to Moruf and Dangani (2020) who reported that with the introduction and implementation of Information and Communication Technology (ICT) in various library activities, the majority of the transactional and other important services are done digitally or electronically by the Library and Information Science (LIS) professionals. The need for library professionals to acquire relevant ICT knowledge and skills cannot be over emphasized. Without relevant ICT skills it is difficult or impossible for librarians to give efficient, effective quick and up to date library services.

Conclusion

Effective application of information and communication technology (ICT) in libraries make the users and the library management to be satisfied. The adoption of ICT in libraries makes way for the updated technology for the faster and approachable library services. As new technologies are developed, apparently there is the need to develop our skills and capacity to provide improved library services. The success of any library, depends on the quality of service that is provided by the librarian and the supporting staff.

Recommendations

1. Staff that is not computer literate in the university libraries in Abuja, Nigeria should take positive steps to remedy their deficiencies so as to be relevant. By this, library and information services will become elevated through the acquisition of adequate ICT knowledge/skill and its full application in the university's libraries in Abuja.
2. Training programmes should be organised for library staff and users on regular basis. Library staff (information workers) ought to be exposed to new techniques of information handling and dissemination. Once the staff and users are exposed to one form of training or the other, they will gain a greater sense of satisfaction self-actualisation from their works and contribute more effectively to the achievement of the library objectives.
3. Making ICT available requires funding as such funding bodies, agencies and NGO should help and make funds available to academic libraries to acquire modern ICT facilities for improved library services.
4. There is also need for the improvement of power supply in the libraries in order to enhance maximum use of the ICT resources because they depend on light (electricity) to function. The problem of poor power supply can be solved through provision of alternative power supply such as electricity inverters, solar power energy, and sound proof generators.

References

Adebayo, O.A., Ahmed, Y.O. and Adeniran, R.T. (2018). The Role of ICT in Provision of Library Services: A Panacea for Sustainable Development in Nigeria" (2018). *Library Philosophy and Practice* (e-journal).

Adeniran, C.O., Nwalo, K.I.N. & Ajani, Y.A. (2020). Application of Information and Communication Technology in Academic Libraries in Kwara State, Nigeria, Progress and Challenges. *Middle-Belt Journal of Library and Information Science,* vol.8 p70 – 88.

Bansode, S. Y. & Viswe, R.R. (2017). "ICT Literacy among Library Professionals Working in the University Libraries in Maharashtra, India: A Study." *DESIDOC Journal of Library & Information Technology*, vol. 37, no. 5, 2017, pp. 353,

Kwofie, T. E., Aigbavboa, C., & Thwala, W. (2020). Exploring information and communications technology for enhanced communication in non-traditional procurement. *In Effective Construction Project Delivery* (153-177). Springer, Cham.

Moruf, H. A. and Dangani, B. U. (2020). Emerging Library Technology Trends in Academic Environment - *An Updated Review. Science World Journal*, 15(3). ISSN 1597-6343.

Okiy, R. B. (2015). Strengthening information provision in Nigerian university libraries through information communication technologies. *Electronic Library, 23(3*): 311- 322.

Omini, E. U., & Esin, J. E. (2019). Utilization of information and communication technology and library operations in state university libraries in south-south Nigeria. *Global Journal of Educational Research*, 18(1): 47-56.

Quadri, R.F. & Abiodun, A.S. (2017). Evaluation of ICT Literacy Skills among students of Federal Polytechnic Offa, Kwara State, Nigeria. A Review of Related Literature. *Science Research Journal of Energy,* 2(2), 27 - 41

Raji, S.K. (2018). The role of ICT as a panacea for national development. Retrieved from www.nacoss.or.ng.

Saibakumo, W.T (2021) Awareness and acceptance of emerging technologies for extended information service delivery in academic libraries in Nigeria, *Library Philosophy and Practice/Digital Commons @* University of Nebraska-Lincoln Vol. 9(2).

Sokari, V., Olayemi, K. J., & Abba, H. Z. (2019). The application of ICT in the circulation services of the university library, Federal University, Lokoja-Kogi State, Nigeria.

Uzohue, C.E., & Yaya, J.A. (2016). Provision of current awareness services and selective dissemination of information by medical librarians in technological era. *American Journal of Information Science and Computer Engineering,* 2(2): 8- 14.