



ISSN: 2141 - 9612

# TINCITY

**JOURNAL OF LIBRARY,  
ARCHIVAL AND INFORMATION SCIENCE**

**(T-JOLAIS)**

**Journal of the Nigerian Library  
Association, Plateau State Chapter**

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## EDITORIAL

The June issue of the Tin-city Journal of Library, Archival and Information Science (T-JOLAIS) Vol. 5, No. 1, June 2015, is here by introduced. We acknowledge with gratitude the immense contributions of our Editorial Advisers and Reviewers, whose wealth of knowledge and professional experience will remain invaluable to our teaming readers. We also want to use this opportunity to express our appreciation to our numerous and highly respected contributors, subscribers and readers. We will continue to ensure that our peer review mechanism is greatly accelerated and our practice of disposing off manuscripts within two weeks of receipt is sustained.

It is our hope to ensure the regularity of the appearance of the journal, so that T-JOLAIS could rank among the Leading Library, Archival and Information Science Journals in Africa.

On behalf of the Editorial Board, I hereby congratulate our distinguished contributors.

***Victor ChuksNwokedi***

***Editor-in-Chief***

***E-mail: [victorchuksnwokedi@yahoo.com](mailto:victorchuksnwokedi@yahoo.com)***

***Phone: 08036123508***

# **Relationship between Information and Communication Technology (ICT) Skills Acquired and Information Service Delivery among University Library Personnel of North-Central zone, Nigeria**

**Dr. Obaje, Alfred Michael (CLN)**

*HOD, Systems and Multimedia services,*

*Federal University of Technology, Minna, Nigeria.*

*Phone number: +2348037034489*

*[obaje012@gmail.com](mailto:obaje012@gmail.com), [mike.obaje@futminna.edu.ng](mailto:mike.obaje@futminna.edu.ng)*

## **ABSTRACT**

*The study investigated the relationship between Information and Communication Technology (ICT) skills and information service delivery among university library personnel of North-central zone, Nigeria. The study was guided by three hypotheses. Descriptive survey method was used for this study. The target population for the study consisted of 319 library personnel (166 librarians and 153 library officers) from selected seventeen (17) University libraries. Self-designed questionnaire was administered 319 respondents, out of which 255 (79.9%) were properly filled, returned and used for the analysis. Data gathered were analyzed using both descriptive and inferential statistics. Weighted Mean was used to determine the level of ICT skills acquired by library personnel, and Pearson Product Moment Correlation (PPMC) was used to test the hypotheses of the relationship between independent variables and the dependent variable at 0.05 level of significant. Analysis revealed that the relationships between levels of ICT skills acquired by library personnel and information service delivery were significant, weak and positive. Researcher recommended among others, that University library management should budget funds for library personnel local and international ICT-based training workshops to improve their ICT skills. This will eventually increase the level of information service delivery and hence the relationship will be stronger to improve level of users' satisfaction.*

**Key Words: ICT Skills, Service Delivery, University, Library, Personnel**

## **Introduction**

The emergence of information explosion and revolution across the world has greatly changed the Information and Communication Technology (ICT) skill requirements of library personnel and service delivery demand by users. According to Buckland (1992), the key purpose of any library is to provide quality service, access to relevant information through computers, information networks and software applications. These technologies are making it possible for libraries to provide a variety of information services to users. All the functions and services that library staff used to provide manually can now be provided to some extent through the use of ICTs which facilitate speed, efficiency and productivity. Similarly, Adomi (2011) opined that though blogs are cheap and easy web resources that can enable libraries to advertize resources and services, be in touch with patrons, and communicate with members of the user community, most librarians and libraries in Nigeria were yet to adopt/use them for service provision. However, Steiner (2009) lucidly delineated the reference utility of social networking sites in the library profession. The researcher discussed in specific terms how social networks such as Face book; My space; twitter which is a microblogging site; blogs; and wikis can be effectively used for library reference services.

However, Ezeani (2011) noted that the use of ICTs in the library and information profession in Nigeria has been widely reported by Ezeani and Ekere (2009); Ozioko, Ezeani, and Omeje (2009); Adebisi (2009), Ahiauzu (2008), Armah (2009). Hence, librarians and library officers in University libraries are not novice to the use of ICT for information service delivery. Consequently, they have acquired some levels of ICT skills to

deliver quality services to some extent. These skills may have been acquired through formal education, seminars and workshops, in-house training, trial by error while performing tasks and through friends and colleagues.

### **Statement of the Problem**

The researcher discovered that University libraries of North-Central Zone, Nigeria, are using one form of ICT facility or the other to facilitate quality information service delivery, especially the use of Internet and subscribed online databases. However, not all library personnel appeared to be well- skilled in ICT; this possibly has resulted in absence ICT- based information services in some libraries. The Current Awareness Services (CAS), Selective Dissemination of Information (SDI), Referral services are still provided manually. Library personnel's skills of the Internet use seem not to extend beyond the sending or receiving e-mail, face book and web searching. Over the years library personnel had acquired skills in ICT for service delivery in libraries. The researcher investigated the relationship between the levels of skills acquired and levels of information services delivery.

### **Objectives of the Study:**

The objective of this study was to find the relationship between information and communication technology skills acquired and information service delivery among University library personnel of North-Central zone, Nigeria

### **Research Design**

Descriptive survey method was used for the study. Survey research was appropriate because of the large area covered. This method gave a fair chance for every library personnel. In a review of completed survey in librarianship, Busha and Harter (1980) noted that researchers in the field of librarianship used survey research method to test the relationships between variables and made useful generalizations.

### **Population and Sample**

The target population for this study comprised of three hundred and nineteen (319) librarians and library officers in seventeen (17) selected University libraries (Federal, State and Private) spread across the North-Central Zone, Nigeria. The entire population of 319 (166 librarians and 153 library officers) was used for this study because it was manageable in terms of accessibility to the target population and cost.

The population of librarians and library officers in the selected University libraries is presented in table

**Table 1: Sample Size for library Personnel**

S/N	UNIVERSITY	Year of Establishment	Librarians	Library officers	Total
1	University of Ilorin, Ilorin	1975	15	22	37
2	University of Jos, Jos	1975	22	20	42
3	Federal University of Technology, Minna	1982	28	18	46
4	University of Abuja, Gwagwalada	1988	15	8	23
5	University of Agriculture, Makurdi	1988	13	45	58
6	Benue State University, Makurdi	1992	8	8	16
7	Kogi State University, Anyigba	1999	14	9	23
8	Nasarawa State University, Keffi	2002	5	5	10
9	National Open University of Nigeria, Abuja	2003	4	1	5
10	Ibrahim Badamasi Babangida University, Lapai	2005	14	5	19
11	Al-Hikmah University, Ilorin	2005	6	1	7
12	Bingham University, Karu, Nassarawa State	2005	6	0	6
13	University of Mkar, Mkar, Benue state	2005	4	6	10
14	Salem University, Lokoja	2007	2	2	4
15	African University of Science and Technology, Abuja	2007	2	0	2
16	Kwara State University, Malete-Ilorin	2009	6	3	9
17	Nigerian Turkish Nile University, Abuja	2009	2	0	2
TOTAL			166	153	319

Source: Field Survey and NUC Bulletin (2014)

### Research Instrument

The research instrument for this study was self-designed questionnaire. The researcher also used direct observation of services to confirm some responses by the respondents. Stan (1997) noted that the advantage of using proxy variables is that it is possible to obtain data on a very large population at a modest cost. In-depth

testing is very costly. Researchers in adult literacy have found that self-assessment measure of skills have produced results as good as in-depth skills test. Hence, questionnaire was used as a major instrument appropriate for this study. The questionnaire was pre-tested before administering to the target respondents. Pre-testing of the instrument was necessary in order to reduce the risk of errors, bias and non-response. The reliability coefficient (Cronbach's Alpha) of 0.748 was obtained from the questionnaire administered. The coefficient was considered high enough for reliability.

### **Procedure for Data Collection**

Copies of questionnaire were personally administered by the researcher and research assistants to the library personnel, not only to ensure high response rate but also to establish rapport so as to explain some difficult aspects of the questionnaire to respondents if the need arises (Best and Khan, 1989). The researcher used one research assistant from each of the studied University libraries to assist in the administration and collection of the completed copies of questionnaire. It took three weeks for administration and retrieval of questionnaires from the 17 University libraries.

### **Method of Data Analysis**

Data gathered were analyzed using both descriptive and inferential statistics. Descriptive statistics was used to summarize data in an effective and meaningful way. Sambo (2008) opined that mean and standard deviation are subject to less error hence, the researcher used Mean to determine the level of ICT skills acquired by library personnel. Pearson Product Moment Correlation (PPMC) was used to test the hypotheses of the relationship between an independent (a particular skill) and dependent variable (information service delivery) using Statistical Package for Social Sciences (SPSS version 20) tool.

### **Data Analysis**

Two hundred and fifty five (255) library personnel from seventeen (17) University libraries in North Central Zone, Nigeria responded to the questionnaire on level of ICT skills acquired and level of information service delivery. Out of 255 library personnel, 145 (56.9%) were males while 110 (43.1%) were females. Data also revealed that majority of library personnel, 112 (43.9%) obtained BLS or B.Sc, this is followed by diploma certificate holders 76 (29.8%), personnel with MLS and PhD were 60(23.5%) and 7(2.7%) respectively. This shows a bright future for University libraries as 172 (67.4%) library personnel were holders of BLS/B.Sc or MLS. These categories are movers of innovations if given the necessary supports and training in ICT skills. The personnel with PhD were few; this is not unconnected with the fact that, as soon as a librarian obtains this qualification, to avoid stagnation he or she moves to a library school to lecture in order to progress professionally to a professorial cadre.

### **Hypotheses Testing**

The hypotheses formulated tested the relationship between the Level of Computer Literacy skills, Level of Database Management, Information storage and Retrieval skills, Level of Internet and networking skills of library personnel and Information Service Delivery in the University libraries of North-Central Zone, Nigeria. Pearson Product Moment Correlation Coefficient (PPMC) was used.

$H_{01}$  : There is no significant relationship between level of computer literacy skill acquired and library personnel information service delivery in University libraries of North-Central Zone, Nigeria

The outcome of the test of significance of the relationship between level of computer literacy skills acquired and library personnel information service delivery in University libraries of North-Central Zone, Nigeria is presented in table 2

**Table 2: Relationship between level of computer literacy skill acquired and library personnel information service delivery**

Variables	Mean	Std Deviation	Std Error	r-value	Df	P-Value
Level of Computer Literacy Skills Acquired	2.30	1.104	0.020	0.341	253	0.023
Information Service Delivery in University Libraries	2.06	0.87	0.015			

**Significant at  $P < 0.05$**

Table 2 revealed that, the relationship between the level of Computer literacy skill acquired and information service delivery by library personnel in University libraries of North-central Zone, Nigeria is positive, but weak ( $r = 0.341$ ,  $Df = 253$ ,  $P < 0.05$ ), the value 0.023 is less than 0.05. This means that, there is strong evidence against the null-hypothesis. Therefore, the null hypothesis is rejected. The Mean values of 2.30 and 2.06 on a 5-point scale show low level of computer literacy skill and information service delivery among University library personnel of North-Central Zone, Nigeria respectively.

The relationship between the two variables is positive and weak ( $r = 0.341$ ). This revealed that an increase in the level of computer literacy skill of the library personnel only resulted in a small increase in the level of information service delivery. This might be as a result other factors necessary for improvement in information service delivery not fully supported by the University libraries.

$H_{02}$ : There is no significant relationship between level of database management, information storage and retrieval skills acquired by library personnel and information service delivery in University libraries of North-Central Zone, Nigeria.

The outcome of the test of significance of the relationship between level of database management, information storage and retrieval skills acquired by library personnel and information service delivery in University libraries of North-Central Zone, Nigeria is presented in table 3

**Table 3: Relationship between level of database management, information storage and retrieval skills acquired and library personnel information service delivery**



Variables	Mean	Std Deviation	Std Error	r-value	Df	P- Value
Level of database management, information storage and retrieval Skills acquired	1.92	1.206	0.031	0.101	253	0.034
Information Service Delivery in University Libraries	2.06	0.87	0.015			

### Significant at $P < 0.05$

Table 3 revealed that, the level of database management, information storage and retrieval skills acquired has a positive, weak but significant relationship with information service delivery by personnel in University libraries of North-Central, Zone, Nigeria. ( $r=0.101$ ,  $df= 253$ ,  $P < 0.05$ ). This means that, there is strong evidence against the null- hypothesis. Therefore, the null hypothesis is rejected. The Mean values of 1.92 and 2.06 on a 5-point scale show low Level of database management, information storage and retrieval skill and information service delivery among University library personnel of North-Central Zone, Nigeria respectively.

The relationship between level of database management, information storage and retrieval skills and personnel information service delivery is weaker ( $r=0.101$ ) than the relationship between level of computer literacy skill acquired and personnel information service delivery in University libraries of North-Central Zone, Nigeria.

$H_{03}$  : There is no significant relationship between level of Internet and Networking skills acquired and library personnel information service delivery in University libraries of North- Central Zone, Nigeria

The outcome of the test of significance of the relationship between level of Internet and networking skills acquired and library personnel information service delivery in University libraries of North-Central Zone, Nigeria is presented in table 4.

**Table4: Relationship between Level of Internet and Networking Skill acquired and library personnel Information Service Delivery**

Variables	Mean	Std Deviation	Std Error	r- value	Df	P- Value
Level of Internet and Networking skills acquired	2.07	1.012	0.022	0.421	253	0.012
Information Service Delivery in University Libraries	2.06	0.87	0.015			

**Significant at  $P < 0.05$** 

Table 4 revealed that, the level of Internet and networking skills acquired has a positive, weak but significant relationship with information service delivery by personnel in University libraries of North-Central, Zone, Nigeria. ( $r=0.421$ ,  $df=253$ ,  $P < 0.05$ ). This means that, there is strong evidence against the null-hypothesis. Therefore, the null-hypothesis is rejected. The Mean values of 2.07 and 2.06 on a 5-point scale show low Level of Internet and Networking skills and information service delivery among University library personnel of North-Central Zone, Nigeria respectively. The relationship here is strongest ( $r = 0.421$ ) when compared with other skills relationships with information service delivery tested.

**Summary of findings**

1. There was weak relationship between level of computer literacy skill acquired and library personnel information service delivery in University libraries of North-Central Zone, Nigeria
2. The relationship between level of database management, information storage and retrieval skills acquired and library personnel information service delivery in University libraries of North-Central Zone, Nigeria, was positive, but very weak.
3. Level of Internet and networking skills acquired has a positive, weak relationship with library personnel information service delivery in University libraries of North-Central Zone, Nigeria,

**Discussion**

The findings revealed that the relationships between levels of ICT skills acquired and information service delivery among the University library personnel were significant, weak and positive. This is in agreement with Ifeje's (2013) findings that most libraries in developing countries like Nigeria were yet to fully apply ICT to all their operations and services. The study revealed that libraries applied ICT facilities such as computers, internet and databases in carrying out reference services. However, the level of ICT involvement in reference services was average. There was also significant relationship between the use of ICT and improved reference services provision ( $r=0.07$ ,  $P > 0.5$ ) and ICT skills of Reference librarians and reference service provided ( $r=0.101$ ,  $P > 0.5$ ). Similarly, the result is in agreement with Shah (2013) who investigated the relationship between the quality of services provided by the library and the level of users' satisfaction from these services. Results showed a significant positive relationship between library services quality and users' satisfaction. There was also a positive relationship between acquired skills and information delivery by library. Oakes et al. (2001) revealed that some personality factors positively correlate with skill acquisition and that skill acquisition can predict the level of subsequent job performance. Hence, skills positively correlate with job performance, in this case, information service delivery by library personnel

**Conclusion**

Generally, the relationship between information and communication technology skills acquired and information service delivery among University library personnel was significant, positive but weak. This was because; the general levels of ICT skills of library personnel were low, coupled with inadequate facilities for information service delivery. Positive relationship signifies that, skilled library personnel and adequate facilities for information service delivery among University library personnel might lead to the desired level of users' satisfaction in University libraries of North-Central Zone, Nigeria.

## **Recommendations**

To improve the level of information service delivery, University libraries of North-Central Zone, Nigeria should provide essential information services on University library's Web pages. There is need to migrate from manual to electronic operations through library automation. Computer literacy skills training should be organized for new librarians and library officers on assumption of duty. Library personnel are encouraged to learn these skills from experienced staff and attend conferences and workshops.

Database management, information storage and retrieval skills should be given attention by organizers of training workshops. The Nigeria Library Associations, local and national should focus trainings on these skills. Library schools should also design curriculum to address the areas of ICT skills deficiencies. Library management should sponsor personnel for Internet and networking skills trainings. Staff should be committed to sponsor themselves to acquire the necessary skills to make them relevant in the work place when library management could not afford.

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