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Utilization of ICT Facilities by Librarians in two Selected Higher Institutions in Jigawa State, Nigeria

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ABSTRACT

This research work is on utilization of information, communication and technology (ICT) facilities used in two selected higher institutions in Jigawa State. The advancement of ICT has brought a lot of changes not only on the library and information services but also on the roles and expectations of librarians and information professionals more especially during global health crises. Librarians and information professionals are expected to do more and more especially in this age of information explosion to address the existing and anticipated information needs of target users. In order to answers the research questions raised. Some objectives that guided the research work were raised, which include; to identify the ICT facilities used in library of two selected higher institutions in Jigawa State; examine the utilization of ICT facilities by librarians in two selected higher institutions in Jigawa State. Identify the challenges of using ICT facilities in library of two selected higher institutions in Jigawa State. The study adopted survey research design with a total population of 25 library staff from the two respected institutions. Questionnaires and observation were the instruments used to collect data. The major findings of the study show that lack of enough funds, lack of technical know-how and maintenance. Therefore, the study recommended the followings. To provide enough funds for sustainability of the system, training and re-training of the library staff especially in terms of information literacy skills.

Keywords: Utilization, Academic Libraries, ICT Facilities, Higher Institutions, Jigawa State

INTRODUCTION

Information and communication technology (ICT) in libraries refers to application of computers and other emerging technologies in library operations. Due to advancement in science and technology traditional library materials are replaced with information materials in digital formats. One of the miracle of ICT gadgets in library operations can be used irrespective of time, and space. According to Dim and Mole (2021) before the advent of information and communication technology (ICT) the production of paper, print materials have been the major available source of information resources for research, teaching and learning. With development of ICT, most academic libraries in Nigeria have adopted the digitization of information resources, the researchers try to identify the ICT facilities used by librarians in Jigawa State College of Education Gumel, and Binyaminu Usman Polytechnic Hadejia respectively. This is necessary due to the fact that, the world is battling with public health crises. A report by World Health Organization on 26 November, 2021 WHO designated the variant B.1.1.1., 529 a variant of concern named "Omicron". In this regard, it seems the pandemic it comes to stay, therefore, librarians and information professionals in the respective institutions have to change their ways and strategies of acquiring, preserving and dissemination of information to be in line with 21st century information delivery. Today, libraries are surrounded by networked facilities that are connected to vast ocean of internet-based services. The research was conducted via quantitative approach with survey designed as a methodology of the study.

Statement of the Problem

The role of ICT in libraries operations could not be overemphasis as all the domestic housekeeping that done manually in the library are now done with computers and network services. The advancement of ICT (Information, Communication and

Technology) has brought a lot of changes not only in the library and information services but also on the roles and expectations of the librarians and information professionals (Kamba, 2021).

Despite the availability of information and communication technology (ICTs) facilities preliminary investigation done by the researchers' show that digital services rendered by librarians and information professionals in the two respective higher institutions in Jigawa State has reduced to the barest minimum. This collaborate with research findings of Adebayo, Olayinka and Adeniran (2018) on role of ICT in provision of library services: a panacea for sustainable development in Nigeria, the paper revealed that despite the availability of wide opportunities offered by advent ICT, it has been observed that application of ICT in library services in Nigeria it seems inadequate probably due to variety of challenges. Also, a research conducted by Ohiani, Duosakeh, Shehu and Johnson (2021) recommended that librarians should embrace every opportunity to acquire the requisite technological skills, capabilities, and competencies in order to remain relevant and active in providing information resources and services using ICT. To encourage librarians in BUPOLY Hadejia and JSCOE Gumel to use ICT facilities available in their disposal is what motivate the researchers to carry this research. Via quantitative approach with survey design as the methodology of the study.

Research Questions

1. What types of ICT facilities are available in library of two selected higher institutions in Jigawa State?
2. To what extent the ICT facilities are utilized by the librarians in two selected higher institutions in Jigawa State?
3. What are the challenges faced when utilizing ICT facilities by librarians in two selected higher institutions in Jigawa State?

Objectives of the Study

1. Determine types of ICT facilities available in library of two selected higher institutions in Jigawa State.
2. Examine the utilization of ICT facilities by librarians in two selected higher institutions in Jigawa State.
3. Identify the challenges faced by librarians when utilizing ICT facilities in two selected higher institutions in Jigawa State

Review of Related Literature

The library is an important component of any educational institution or college or university, which is the hub of the teaching, learning and research activities where students, researchers, and teachers can explore the vast resources of information. A study on the use of information and communication technology (ICT) for achieving sustainable development among library staff at Federal Polytechnic Mubi Adamawa State Nigeria which conducted by Magaji (2019). He adopted survey designed the population of the study was 67 respondents which comprise 26 senior and 41 junior library staff. Structured questionnaires was the instrument use for data collection. The finding of the study shows that hardware, convert non –digital material to digital format and erratic power supply are among ICT challenges among library staff. The study recommended that government and stakeholders should provide policy that will enhance the accessibility of ICT services to the library. Similarly, another study conducted at Taraba State University Jalingo, Nigeria by Garbobi (2020) on management of university libraries in digital environment: problems and prospects; stressed the need for university libraries to be digitized so as to play their roles effectively in contemporary digital environment. It also stressed the need for employment and adequate training of and the need to purchase vital ICT equipment and other e- resources to ensure successful digital programme for the university libraries. The paper also highlighted challenges encountered by university management in the course of managing university libraries in the contemporary digital

environment such as copyright issues, funding problems, epileptic power supply, lack of infrastructures, lack of preservation policy, lack of professionals' staff and training programme among others. Furthermore, Ashikuzzaman (2019) emphasized that rapid changes in the ICT have brought revolution changes in the concepts, organization, functioning and management of libraries. The impact of these changes is affecting all the aspects of library operations, Information resources and services, staff skills requirement and users expectations. Some of the notable impacts on libraries, staff, and users are:

1. Impact on Library Collection: Library collection goes beyond the print materials and includes the CDs/DVDs, audio and videocassettes, e-books e-journals and e-databases. The traditional paper as a medium of storage is getting replaced with electronic format.
2. Impact on Library Staff: Information and communication technologies have changed the duties, responsibilities, and function of the library professionals. The changing environment forces the librarians to become ICT skilled, dynamic, and ready to accept changes and challenges outfit the requirements of library users, because without change, management library could not be survived.
3. Impact on Library Users: Library users can remote access the worldwide information through their desktops without any time and distance limitation. Current users need to possess basic technical skills to access the information in electronic form.

In the same vein, Hussaini, Haruna and Muhammad (2021) reported that librarians served as the facilitators of information resources to users, thereby providing the information needs of the library users. Library users come with different kind of information needs using different approaches of information retrieval. It is the

duty of a library professional to quench the thirst of information needs of the library users taking into consideration whatever kind of approaches the user might have come with. While, Madaki, Katsayal, and Tela (2021) their paper examines the role of virtual library in implementing the delivery of tertiary education in Nigeria. The research focuses on exploring the impact of virtual services in supporting teaching, learning and research activities in Nigeria's tertiary educations which was diminished as a result of the outbreak of the dreaded coronavirus. The study adopted quantitative research methodology using survey research design. The population of one hundred and fifty (150) librarians from six federal universities; one each from six geo-political zones in Nigeria, formed the respondents of the study. A structured questionnaire containing a total of five weighted questions was developed for the purpose of this study and distributed to academic librarians in the selected universities. The findings of the study indicates that academic libraries of federal universities in Nigeria faced various challenges in rendering virtual library services; among the challenges the study found include lack of clear e-library policy to prepare libraries for the eventualities of pandemics like Covid-19, lack of enough facilities, lack of optimum use of e-resources in the library by the students, lecturers, and researchers as well as lack of

necessary skills on the part of the academic librarians and many more. The study recommended that, academic libraries of federal universities in Nigeria should ensure full implementation of virtual library services through provision of e-library policy, state of the art e-library facilities, organizing periodic user awareness for students, lecturers and researchers as well as regular training on ICT related courses for academic librarians and other supporting staff, to keep them abreast with the needed skills to operate a virtual library for delivery of quality education during COVID-19 and beyond.

From the aforementioned digitization is the only option for library and information professionals, therefore, librarians from the two respected higher institutions in Jigawa State needs to adapt and adopt the component of ICT for proper collection and dissemination of information to the right user and right time and place.

Methodology

Survey research was used for the study. The target population of this study comprises library staff in Jigawa State College of Education Gumel and Binyaminu Usman Polytechnic Hadejia respectively. This is based on the fact that there's the existing of ICT facilities, infrastructure and human resources which are shown in the table below.

Table 1: Population of the Study

1.	Jigawa State College of Education, Gumel (JSCOE)	16
2.	Binyaminu Usman Polytechnic, Hadejia (BUPOLY)	9
	Total	25

Source: Library Staff Record, 2021

Table 1 shows that the total number of library staff in JCOE Gumel were sixteen (16) these comprises professionals and para-professionals. BUPOLY Hadejia have nine (9) library staff these comprises professionals and para-professionals.

Table 2: Availability of ICT facilities in the two selected higher institutions

Options	JSCOE Gumel		BUPOLY Hadejia	
	Available	Not Available	Available	Not Available
Computers	14(87.5%)	2(12.5%)	6(66.7%)	3(33.4%)
Internet Facilities	10(62.5%)	6(37.5%)	3(33.4%)	6(66.7%)
Photocopiers	13(81.3%)	3(18.8%)	4(44.5%)	5(55.6%)
Printers	12(75%)	4(25%)	3(33.4%)	6(66.7%)
Scanning Machine	10(62.5%)	6(37.5%)	4(44.5%)	5(55.6%)
CD ROM	12(75%)	4(25%)	2(22.3%)	7(77.8%)

Field Survey, 2021

Table 2 presented the types of ICT facilities available necessary for delivery of electronic information services by librarians in two selected higher institutions in Jigawa State. The table have shown that Computers with frequency of 14 have the highest response rate more than any others in

JSCOE. Internet facilities 10, photocopiers 13, printers 12, scanning machine 10 and Compact Disk Read Only Memory (CD ROM) 12 respectively. In BUPOLY too, computers with frequency of 6 have the highest rate followed by photocopiers, printers with 4 each respectively.

Table 3: Utilization of ICT facilities by librarians in two selected higher institutions

Options	JSCOE, Gumel			BUPOLY, Hadejia		
	Frequency/%	Yes	No	Frequency/%	Yes	No
Computers		14(87.5%)	2(12.5%)		7(77.8%)	2(22.3%)
Internet/Email		14(87%)	2(12%)		6(66.7%)	3(33.4%)
Scanning Machine		10(62.5%)	6(37.5%)		4(44.5%)	5(55.6%)
Photocopiers		13(81.3%)	3(18.8%)		3(33.4%)	6(66.7%)
OPAC		0(0%)	16(100%)		0(0%)	9(100%)
Printers		12(75%)	4(25%)		5(55.56%)	4(44.5%)

Field Survey, 2021

Table 3 reveals that significant number of the library staff in the two selected higher institutions in Jigawa State utilized the ICT facilities in satisfying the immediate and anticipated information needs of their users. The table indicated that majority of the respondents in JSCOE showed that computers, internet/ email with 14 respondents each have the

highest number responses. Photocopiers 13, printers 12, scanning machine 10 while, Online Public Access Catalogue (OPAC) with lowest frequency of 0 have lowest responses. Respondents in BUPOLY indicated that computers with frequency of 7 have the highest responses. Internet / email 6, followed by printers 5, scanning machine 4, photocopiers 3 and OPAC with 0 have the lowest response.

Table 4: Challenges of using ICT facilities by librarians in two selected higher institutions

Options	JSCOE Gumel		BUPOLY Hadejia			
	Frequency/%	Yes	No	Frequency/%	Yes	No
Technophobia		9(56.3%)	7(43.8%)		4(44.5%)	5(55.6%)
Lack of computer skills		5(31.3%)	11(68.8%)		6(66.7%)	3(33.4%)
Poor subscription		15(93.8%)	1(6.3%)		8(88.9%)	1(11.2%)
Power failure		0(0%)	16(100%)		7(77.8%)	2(22.3%)
Maintenance		14(87.5%)	2(12.5%)		9(100%)	0(0%)
Lack of basic ICT skills		12(75%)	4(25%)		7(77.8%)	2(22.3%)

Field Survey, 2021

Table 4 shows that challenges of using ICT facilities in library operations by librarians in the two selected higher institutions libraries in Jigawa State. Based on the analysis from the table was shown that majority of respondents in JSCOE shows that challenges they encountered is poor internet subscription, with percentage of 93.8%, followed by maintenance 87.5%, and then followed by lack of basic ICT skills and others respectively. While, in BUPOLY the result shows that maintenance has the highest response as indicated by almost 100% of the responses, followed by poor subscription 88.9%, power failure and lack of ICT skills have 77.8% each respectively, lack of computer skills 66.7% and technophobia 44.5% respectively.

Discussion of Findings

The result of the study with respect to question 1 which sought to find the ICT facilities use by librarians in higher institutions in Jigawa State which shows that majority was computers. This conforms to research findings of Apuke and Tunca (2020) students affirmed that the use of internet enabled them to perform research ahead of time, tackle multiple homework, widen the scope of reading and learning, promotes self-learning, encourages and enhances peer learning as well as ameliorates student's examination preparation. Also, the finding of this study is in agreement with Dim and Mole (2021) the finding from the study revealed that the Academic staff and the Librarians

in the university library obeyed the government lock down and stay at home order. The University

Library that used to be a beehive of activities was on lock and key. Result revealed that while on lockdown, the library made provision for online use of its information resources for users.

The result of research question two which is on the extent of utilization ICT facilities by librarians JSCOE Gumel and BUPOLY Hadejia respectively. Shows that moderately academic staff utilized the electronic information resources. This is similar with research conducted on utilization of electronic information resources in Ramat library university of Maiduguri by Anjili and Ahmed (2015) the result shows that out of 170 students only 7.6% utilized electronic information resources for research and learning.

The result of research question 3 on the challenges associated with utilization of ICT facilities by librarians in two selected higher institutions in Jigawa State shows that poor internet subscription, lack of maintenance, lack of basic ICT skills and power failure. However, power failure is not a problem as far as JSCOE Gumel is concerned because of the proper maintenance of the solar - panel on the ground. The findings of the study is in line with Garbobi (2020) who investigated management of university libraries in digital environment: problems and prospects at Taraba State University Jalingo among the problems encountered by the librarians were copyright issues,

funding problems, epileptic power supply, lack of infrastructures, lack of preservation policy, lack of professionals' staff and training programme. This implies that librarians in the two selected higher institutions encountered some problems among others while using ICT facilities in their disposal though with varied dimension.

Recommendation

The following recommendations have been based on findings

1. The management of the institutions should provide enough funds for proper digitization /maintenance of the ICT facilities available.
2. Workshop, seminars on proper manipulation of information in electronic format should be regularly given to the librarians.
3. Train the trainer the basic information literacy skills.
4. Books and other information materials should be sources and provided online and offline.

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