

**FACTORS AFFECTING INFORMATION AND COMMUNICATION TECHNOLOGIES (ICTS)
USE AMONG LIBRARY PERSONNEL IN A UNIVERSITY OF TECHNOLOGY: A CASE
STUDY OF LADOKE AKINTOLA UNIVERSITY OF TECHNOLOGY (LAUTECH),
OGBOMOSO, OYO STATE, NIGERIA**

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ABSTRACT: *This paper examined the factors affecting Information and Communication (ICTs) use among library personnel within LAUTECH virtual library. To retrieve the necessary information, questionnaire was randomly distributed to a sample of one hundred and twenty five (125) respondents in the Library. One hundred and twenty (120) questionnaires were collected and analyzed. A response rate of at least 96% was achieved. The researcher used frequency and simple percentage to analyze the data and the outcome of the results indicated that respondents of 20.8% use library ICT very often, 29.2% use it occasionally, while 31.7% never used library ICT. The study also revealed that 37.5% of the respondents were not aware of the existence of ICT materials. There are problems of insufficient power supply, insufficient number of staff, insufficient computer system, problem of unqualified categories of staff and the problem in acquiring right information from the library. It is noted here that the percentage of the respondents seems to be low, and this must be connected to their ability to have access to ICT services. Workshops and other training programs should be organized to encourage all these personnel in the application and use of available ICT facilities in LAUTECH virtual library. All factors stated above such as organized workshop, insufficient power supply, insufficient computer system, problem of unqualified categories of staff and the problem in acquiring right information to the library at LAUTECH virtual library must be properly addressed by the University Management for effective access and use by all users of the library.*

KEYWORDS: Information Communication Technology (ICT), Library Personnel, Library, University, Nigeria.

INTRODUCTION

The term “Information and Communication Technologies” (ICTs) is defined as a diverse set of technological tools and resources used to communicate and create, disseminate, store, and manage information. (ICTs) contains a range of rapidly evolving technologies and they include telecommunication technologies (telephony cable, satellite, TV and radio, computer-mediated conferencing, video conferencing) as well as digital technologies, internet, World Wild Web, intranet, extranets and software applications (Chisenga, 2015). These technologies are making it possible for libraries to provide a variety of library and information services to clientele. Function and services that academic Librarian used to provide manually can now be provided through the use ICTs which can do many things better and faster Haliso (2017).

Academic libraries are institutions that are established to take care of the information needs of students, lecturers, researchers and other community of scholars. Also, the mission of academic libraries is to provide quality information service and knowledge products (print and electronic) to all users. According to Wolpert (2016) “academic libraries are cost effective information services and provider of knowledge products to a community of scholars”. It would now appear that the administrators of academic libraries realized the important role of information and technologies (ICTs) play in their job performance and so made information and communication technologies (ICTs) available to their workforce. In Nigeria, academic libraries including Olusegun Oke Library (LAUTECH), University of Ibadan, and Ahmadu Bello University Library attempted to automated library function as far back as 1990 and the attempt still continues. TINLIB software was introduced in leading academic libraries, but due to some technical and organizational problems, no single academic library in Nigeria in general and in the Southwestern Nigeria in particular uses the TINLIB software today. Obajemu and Ibegwam (2014) point out that libraries in Nigeria are still on the race to make their services totally ICT based.

The report also point out lack of appropriate funding system to acquire relevant information and communication tools; lack of infrastructure to provide access to electronic information. Money was not there for collection development and there have been few acquisitions, most of the collection stopped growing substantially in the mid-90s. Information and Communication Technologies (ICTs) enhance service provision to library users. Librarian use ICTs to perform function like cataloguing and classification, serials management, collection management, budgeting, circulation management, referencing, indexing and abstracting in order to improve information services to library users. However, it has been observed that most academic librarians in Nigeria still struggle with manual in library operation system. Unfortunately, users of library show dissatisfaction and always complain of poor information services delivery by academic librarian.

Academic Libraries in Africa do not enjoy the same information delivery methods like those in developed countries except those in South Africa. Chisenga and Rorissa (2012) point out the great disparity in the adoption and use of ICTs in academic libraries. Although, many libraries in Nigeria and Africa as a whole suffer from poor funding, poor communication system inadequate computerization, inadequate infrastructure, inadequate human capacity as the major challenges towards ICT use, lack of library software standardization, and lack of ICT qualified librarians. How ICTs are adopted and used for research work depends on various factors within the use environment. Use has been found to vary across the various fields of science (Birnholtz 2017). Some disciplines would greatly benefit from embedding ICT within their work activities, especially those whose tasks are more interdependent and pose more problems of coordination and communication (Olson & Olson (2015).

Objective of the study

This research was designed specifically to achieve the following objective:

1. To know if the respondents are aware of ICT facilities.
2. To identify the services provided by the library
3. To determine the level of utilization of Information and Communication Technology (ICT) among professional and non-professional.
4. To determine the level of satisfaction with Information obtained by both professional and non professional
5. To identify the problems associated with the access of information from the library
6. To offer suggestions for improvement.

Research Question

In order to achieve the objectives stated above, attempts were made to find answers to following questions.

1. Do the respondents aware of ICT facilities
2. What are the types library services provided in academic libraries.
3. What determine the level of utilization of information and Communication Technology among users of library.
4. What are the levels of satisfaction with Information obtained by users of library.
5. What are the problems associated with the access of information from the library.

REVIEW OF RELATED LITERATURE

Electronic sources of information and low cost microcomputers have introduced unprecedented changes to the services and operation in information systems. Information and Communication Technology (ICT) consists of hardware, software, networks and media for collection, storage, processing, transmission and presentation of information. It is made up of two basic components;

the information technology (IT) and the communication (which include the internet and telecommunication technologies) Ani (2015). Information and Communication Technology revolution is seen as the central and driving force for globalization which has widen the imagination and the abilities of library and information professionals to produce, access, adapt and apply information in their organization and institution. The main purpose of communication technology is to transmit information in the form of signal between remote location, using electrical or media as carriers of signals.

Information technology refers to application of modern technology in handling information. This includes all the activities involved in information transaction, acquisition, storage, processing, and retrieval of information through the use of electronics. Aina (2014) stressed that, use of computers and communication technologies in information handling and processing has arising because of increased workload involved in coping with information explosion. This scenario compelled libraries and information centers to engage in changing its systems to ease the processes of acquiring, retrieval and dissemination of information to its users. According to Iyiade and Ajani (2015). A network is a technology through which information can be accessed is a way of connecting computers so that they can communicate, share information among the cooperative organizations. The access to informational materials could be possible through data bases across the globe. The data bases contained e-text, e-reference materials, e-catalogues, and so on, these are essentially provide much opportunity to information seekers to gain access to their information needs very fast through electronics.

The use of ICT promotes the development and improves academic environment, it speeds up information delivery, facilitates teaching, learning and research. For the fact of the above observation about the potentials, and benefits of using ICT, the level of awareness and use in Nigeria seems to be very minimal. Davis,F. D. (2015). Point out some factors that stand against the effective use of ICTs in Nigeria academic libraries. Social-technical factors have been identified as playing a major role in determining adoption and use of ICT in various setting. In environments with constrained ICT resources, past studies show that support infrastructure play a significant role in decisions in which technology to use and sustained usage.

Availability of Technical support: The importance of availability of technical support in use of ICT, closely associated with mediating the effects of effort expectancy has been noted as affecting usage behavior UN (2014). Lack of awareness of a diverse range of technologies: A number of academic Librarians point out of awareness of available ICT option. For people to make use of the technologies, they have to be aware of them. The communication channels used to create awareness of an innovation could determine the rate of adoption. Rogers (2013). Rogers note that while use of mass media is associated with faster rate of adoption, interpersonal channels would

be more useful for complex technologies. However, participants called for universities to take a more active role in facilitating awareness of the various technologies, as well as supporting researchers in acquiring the necessary skills through organizing training in the use of such technologies, to instill confidence in their use.

Social influence: Social influence is defined as “degree to which an individual perceives that important others believed he or she use the new system”. Davis, G. B. & Davis, F. D. (2013). This construct is represented by items referring to influence from important individuals in the surrounding environment and support system. The social system and communication practices of those a researcher mainly engages with can influence the mode of communication adopted. A number of professionals gave the reasons for their extensive use of e-mail as that it is the kind of technology most people are familiar with and use. Some participant noted that they resorted in using Skype because it was the most convenient form of meeting with their collaborators based in different parts of the world. Although, individual had to adapt to what the others in their circle mainly used, so as to comfortably identify themselves with the group and participate in discussions. This established the differences in use of internet technologies between those who studied in developed countries and those who studied in developing countries could partly be a result of social influence of technology use within the environments in which they studied.

METHODOLOGY

The study made use of descriptive research design using the questionnaire as the instrument for data collection. The data for this study were collected by administering questionnaire to a population of one hundred and twenty five (125) of library Personnel working within the same system. The group constitutes all library Personnel with the minimum academic qualification of Master’s degree and above, while all supportive staff obtained diploma in librarianship study. Questionnaire was distributed by hand to library Personnel and supportive to fill. Out of one hundred and twenty five questionnaires distributed to the respondents, one hundred and twenty questionnaires were returned making the retrieval (response) rate of 96%.

FINDINGS AND DISCUSSION

One hundred and twenty copies out of one hundred and twenty five questionnaires administered were returned and analyzed. This representing a response rate of 96%. Also, it indicates that respondents perceived the factors Affecting Information and Communication Technology (ICTs) Use among Professional Librarian and para-professional.

Table 1: Distribution of respondents by genders

Gender	Frequency	Percentage
Male	80	66.7
Female	40	33.3
Total	120	100

The finding in the table 1 above revealed that 66.7% were male respondents while 33.3% were female. It shows that the male were more represented than female.

Table 2: Awareness of ICT

Responses	Frequency	Percentage
Yes	75	62.5
No	45	37.5
Total	120	100

The table above indicated that, 62.5% of the respondents are aware of Information Communication Technology facilities available in LAUTECH Virtual Library. The higher percentage of the responses seemed to be positive and this clearly indicated that, the majority of the respondents are computer literates, and relies upon modern technologies for their information needs. The improvement in services provides by Virtual Library (LAUTECH) was designed to fulfill users expectation. Information and Communication Technology (ICT) has made the library and information user more demanding and the job of the librarians and information managers has become more challenging than ever. But 37.5% are found to be unaware of the activities taken place at the virtual library.

Table 3: ICT services available for users

ICT services	Frequency	Percentage
Internet services	40	33.3
Printing	30	25.0
Help desk services	15	12.5
University portal services	35	29.2
Total	120	100

Table 3 above shows that 33.5% explore internet services for research and learning. According to Hicks and Tedd (2014), the internet is basically a worldwide network of computer and related facilities link by a standard protocol. It is also referred to as an information superhighway along which users can travel to patronized by users of Library are e-library, e-journals, e-books, e-mail computers, scanners etc. The provision of these services could only be possible through proper utilization of the facilities involved. 30% of the respondents printed the information materials they

accessed through internet. 15% of the respondents enjoyed help desk facilities which essentially include repairs of computers (both desktop and laptop). 35% of the respondents patronized university portal services. These services include, access to online registrations.

Table 4: Utilization of ICT services by users

Utilization of ICT services	Frequency	Percentage
Very often	25	20.8
Occasionally	35	29.2
Rarely	22	18.3
Never	38	31.7
Total	120	100

The Table 4 above shows that the level of utilization of ICT in the LAUTECH virtual library as indicated in the Table, 20.8% of the respondents used the library ICT very often to access their varied information needs through different data bases around the world. About 29.2% of the respondents used the virtual library occasionally to acquire relevant information materials to satisfy their information needs, while 18.3% rarely use the available services to obtain the information for their academic pursuit. When the respondents further asked to indicate the level of their utilization of ICT services, 31.7% expressed their opinion that they never use the LAUTECH virtual library to acquired more information in the field of their studies. This also shows the part of factors that affect the utilization of ICT services.

Table 5: Level of satisfaction derived by correspondents

Level of satisfaction	Frequency	Percentage
Very satisfied	27	22.5
Satisfied	25	20.8
Fairly satisfied	35	29.2
Not satisfied	33	27.5
Total	120	100

The responses from the Table above revealed that, 22.5% are very satisfied with the services provided by ICT in the LAUTECH virtual library, while 20.8% are satisfied. Of all the respondents, it appears that 29.2% are fairly satisfied with the services offered by the ICT in the LAUTECH virtual library, while 27.5% are not satisfied with the services completely. This shows that the level of satisfaction with the information by individuals depends on their ability to access to relevant information.

Table 6: Problem of Accessing Information

Problem	Frequency	Percentage
Network	40	33.3
Insufficient number of system	35	29.2
Insufficient number of staff	15	12.5
Power	30	25.0
Total	120	100

The Table above shows that, about 33.3% of the respondents against network as an inhibitor in their bid to access the desired information. Iyande and Ajani (2016) perceived a network as another technology through which information can be accessed. This is quite through when we view network as a way of connecting computers thereby they can communicate and share resources. 29.2% of the respondents sees the problems from insufficient number of the systems in the LAUTECH virtual library. The availability of the computers in virtual library is required to cater for the growing number of users willing to utilize them for their information needs. 12.5% of the respondents insist that, the quality of staff to assist them in effort to obtain the information they need is low, also, it is difficult for few to reach all the information seekers who has problems regarding operation of the system. Of the total number of the respondents, 25.0% attributed the problems of accessing their information needs to erratic power supply which occurred without number of notice.

CONCLUSION

Many factors have been identified by the researcher as being responsible for the poor state of Information and Communication Technology among Professional librarian and para-professional in LAUTECH virtual library. Rosenberg (2012), who empathetically stressed that in Africa libraries, there have been persistently frustrated by lack of manpower, fund, computer facilities as well as poor maintenance of equipment. It also describe the scenario thus: there are many infrastructural impediment to internet connectivity and general ICT adoption that are unique to the African context- power failure, equipment failures, restriction of communication technologies, expensive or unreliable technologies and low local content. From the foregoing, critical analysis of the subject matter have shown that lack of Information and Communication Technology appreciation by major stake holders in the profession constitutes problem that impedes ICT integration application in African librarianship.

RECOMMENDATION

Factors affecting Information and Communication Technology use among library Personnel and Supportive Staff in LAUTECH can be overcome, when the following suggestions are observed:

1. There should be adequate power supply to facilitate uninterrupted services to the users.
2. Workshop and other training programs should be organized to expose staff with necessary skills required for operating the facilities available for use in virtual library.
3. Since the LAUTECH virtual library is meant for all users, the management of the university should assist the virtual library to procure more computers and other facilities.

4. Management of the university should provide adequate fund for the acquisition of appropriate and adequate ICTs materials.
5. There should be a standby generator to ensure continuous supply of electricity in the case of power outage.

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