
Factors Affecting the Technology Skills and Job Performance of Library Professionals in Nigerian Universities

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Abstract: *This study investigated the factors affecting technology skills, and job performance of library professionals in selected public universities in southwest Nigeria with the aim of finding out the level of technology skills, and job performance of the library professionals. Twelve public academic libraries comprising state and federal universities were selected for the study, and the total enumeration technique was adopted to examine 376 library staff consisting of academic librarians and library officers. Questionnaire was used for the data collection. Descriptive analyses were employed, and the results were presented in tables using frequency counts and percentages. It was found from the findings that the majority of the respondents were self-efficient in handling the technology facilities while some were just craving self-technology development. Erratic power supply and inadequate funds, among others were factors affecting the technology skills and job performance of the library professionals. Based on the findings of the study, it was recommended that library management should prioritize the constant acquisition of technology facilities, continuous ICT training be organized for library professionals, adequate funds be allocated to the libraries, and the factor of erratic power supply be resolved by providing stable power supply.*

KEYWORDS: factors, technology skills, library professionals, public university, southwest, Nigeria.

INTRODUCTION

Academic libraries and the library profession have witnessed huge growth and progress with the help of technology applications in library services. Technology contributes immensely to the development of academic libraries and aids the job performance of library professionals. Social and technological changes have been affecting every profession for centuries. During the last two decades, rapid

technological development has affected library services as well. Technological advancement compelled libraries to adopt interactive online media for their survival (David, 2019).

Libraries are going through challenges in terms of research, practices, and the need for them to be in tune with the digital age. In this age of technology, library services should be redesigned to meet the users' needs and to provide modern information services facilitated by technology. As libraries in developed countries have introduced a lot of technology facilities to their users, now is the time for the developing countries libraries to follow the developed countries and adopt new technological facilities.

Problem Statement

Library professionals' technology skill is inevitable. Library professionals cannot be effective if there is a lack of inadequate skills. They must have the right disposition to the proper use of technology in performing their daily routines. From observation, it has been discovered that technology is not given a proper place in the academic library services of some institutions in Nigeria despite its importance. Some library professionals and management believe that the application of technology to library services is not vital. Advanced and industrialized countries have responded positively to the call and challenges occasioned by the information eruption via an appropriate choice of technology adoption. This is not the same in developing countries like Nigeria where many factors are impeding adequate utilization of technology such as inadequate ICT facilities, erratic power supply, low level of technical skills among some library professionals, low library automation/bandwidth, and inadequate funding.

Objective of the Study

The objective of this study is to identify the factors affecting the technology skills and job performance of library professionals

Scope and Limitations of the Study

The study was limited to and focused on the identifying the factors that were affecting the technology skills and job performance of library professionals in some selected public universities in the southwest geo-political zone of Nigeria. The zone consisted of six states thus: Ogun, Lagos, Osun, Oyo, Ondo, and Ekiti. Library professionals working in the concerned university libraries which consist academic librarians and library officers were used for the study. The available library professionals during the course of the survey were used as the population of the study. They possess relevant diplomas and degrees in the field of library and information science. Twelve (12) federal and state public university libraries were chosen for the research purpose which are: Ekiti State University, Ado-Ekiti (EKSU), Federal University, Oye Ekiti (FUOYE), Adekunle Ajasin University, Akungba Akoko (AAUA), Federal University of Technology Akure (FUTA), University of Osun, Osogbo (UNIOSUN), Obafemi Awolowo University, Ile-Ife (OAU), Ladoke Akintola University of Technology, Ogbomoso (LAUTECH), University of Ibadan (UI),

Lagos State University (LASU), University of Lagos (UNILAG), Olabisi Onabanjo University, Ago-Iwoye (OOU), and Federal University of Agriculture, Abeokuta (FUNAAB).

LITERATURE REVIEW

Factors Affecting Technology Skills and Job Performance of Library Professionals

The use of information technology (IT) in providing efficient library services is inevitable in today's information world. Stakeholders, and university libraries encounter some difficulties and challenges in information technology practicing and adoption. Some of the problems are lack of training opportunities for LIS professionals, and IT skills among the majority of LIS professionals (Mirza & Arif, 2016). Despite a lot of benefits derived through the adoption and use of technologies in libraries, there are still many challenges/ factors militating against the effective use of these technologies which include: Lack of ICT policies; Limited Financial Resources; Shortage of IT Facilities and IT Skills; Erratic Power Supply; Poor maintenance of ICT Equipment (Adebayo, Ahmed, & Adeniran, 2018).

Oyedipe, & Popoola (2019) investigated the influence of demographic factors (age and job status), level of ICT skills possessed by the Library personnel in public universities, and ICT use on task performances of the respondents. The study employed a correlation design. Thirteen public universities were purposely selected while total enumeration was adopted to study 248 library personnel made up of librarians and library officers in public university libraries in South-west, Nigeria. Data was collected through a questionnaire. The study established a significant positive correlation between age, job status, ICT skills, and task performance. Also, the Anova test found a significant joint influence of age, job status, ICT skills, and ICT use on task performances of respondents. The study further indicated that age, job status, ICT skills possessed by respondents, and ICT use had a relatively significant influence on the task performances of the respondents. It is therefore recommended that; library personnel must leverage their demographics positively to bring about a positive disposition to their jobs while all categories of staff must ensure they possess the requisite ICT skills that will ginger ICT use for effective task performance.

Muhammad, & Wael (2018) found out and investigated the factors that affect the strategic plan of information and communication used by the academic library with the reference to the federal College of Education and Technical Gusau as the case studies. The findings showed that the academic library is in lack of high professionals and computer experts in information technology, adequate manpower, and professional personnel to run the project in the academic library. In the academic library, there should be availability and accessibility of the information and communication technology resources which contain the software and hardware applications that will help, support and facilitate the services. the library is expected to fully connect with the network. Ixchel, & Lynn (2018) examined librarians' research data management (RDM) experiences, specifically the factors that influence their ability to support researchers' needs.

Findings from interviews with 36 academic library professionals in the United States identified 5 factors of influence which are:

- Technical resources
- Human resources
- Researcher's perceptions about the library
- Leadership support and
- Communication, coordination, and collaboration.

Fu-Hsuan, & Pao-Nuan (2016) opined that innovation in academic libraries is not a brand-new issue. Academic libraries can benefit from successful innovation since innovation is a key contributor to gaining and sustaining competitive advantage for survival. Building on two case studies, 28 participants from leadership teams to practitioners are involved, the qualitative findings identified the specific two types of barriers that academic libraries face by applying a barrier approach to innovation, that's environmental such as system dimension, network, institution and organizational barriers such as resources, culture, leadership, and structure.

Workineh, & Yehuwalashet (2017) opined that the Ethiopian university library was providing traditional ways of services. The traditional library service was backward and ineffective in information dissemination as well it brings an impact on the development of information centers. The study focuses on factors hindering the development of libraries and information centers in Ethiopia. A questionnaire, observation, and interview were used to investigate the underlying influences that affect the library. The key problems addressed were lack of staff training and a shortage of necessary facilities. For the university library, the window of a network (internet) should be recommended to upgrade their services to allocate updated and current reference services and internet services.

Meshal, Sheila & Andrew (2016) analyzed factors shaping the adoption of technology in academic libraries in Kuwait. Interview methods combined with observation and document analysis were employed to carry out the study. A major aspect of the Kuwait context was a relative lack of financial restraints and an enthusiasm for technology within society as a whole. Other important influences shaping technology adoption specifically within libraries were the top-down decision-making style and a quest for prestige, in a context of a lack of library culture among users, a shortage of professional staff, and a strong perhaps exaggerated, faith in technology as a solution to problems.

Archana & Dubey (2015) reviewed the literature on the utility and impact of digital technology on academic library services and operations in India. The study highlighted some problems faced by academic libraries in India in the implementation of digital technology which include:

- Lack of planning
- Inadequate management support

- Inadequate Finance
- Lack of Consultancy Service for Digital Technology
- Lack of Staff willingness
- Lack of Less Expensive Standard Software
- Lack of Well Accepted Standard of Library Management System
- Inadequate Hardware
- Low interest in Retro-Conversion and Barcoding
- Low Priority to Digital Technology
- Lack of Awareness in users toward Digital Technology
- Lack of Control over Library Staff
- Lack of Searching Skills
- Lack of Motivation among Library Staff
- Frequent Change in Digital Technology
- Lack of Support for Library Staff
- Insufficient Resources
- Lack of knowledge in browsing e-journals
- Limited Computer literacy among Library Users
- Lack of knowledge in Computer Handling
- Inadequate Publicity for the Digital Technology-Based Resources and Services
- Discouraged Attitude of Library Professionals towards their Users
- Limitation of Internet Access Speed
- Lack of Power Supply
- Insufficient Knowledge of Consortium

METHODOLOGY

The population of the study comprises 376 library professionals of the twelve (12) selected federal and state public universities in southwest Nigeria which was also used as the sample because it is not large. Total enumeration was used for the study to represent the total respondents (100%). Total enumeration is a kind of purposive sampling technique that involves examining the entire population that has a particular set of characteristics. It is used when the total population is of a

manageable size. The instrument used to collect data for this study was a questionnaire. A survey method with a well-structured questionnaire was used as a tool for the study to acquire a varied view on the research questions related with factors affecting technology skills and job performance of the library professionals of selected public University libraries in southwest Nigeria.

The questionnaire consisted of two parts. Part A considered the demographic data of the respondents while Part B contains items that captured the variables in the study which are: (1) Technology Factors, and (2) Managerial Factors Affecting the technology skills and job performance of library professionals. The questionnaire adopted a 5 Likert's rating scale, ranging from 5 to 1 with Very Highly Available (VHA)/Strongly Agree (SA) = 5, Highly Available (HA)/Agree (A) =4, Available (A)/Disagree (D) = 3, Lowly Available (LA)/Strongly Disagree (SD) =2, Not Available/Not Applicable (NA) =1. Three hundred and seventy-six (376) copies of the questionnaire were distributed to all the available library professionals in the selected university libraries out of which 265 copies were retrieved. IBM Statistical Package for Social Sciences (SPSS) version 26 software was used in analyzing the study with descriptive statistics distribution.

DATA ANALYSIS AND RESULTS

Distribution of Demographic Data

Distribution of Respondents by Institution Type

A total number of 376 questionnaire were distributed to all the respondents used for the study, out of which 265 questionnaire were retrieved and analyzed.

This section portrayed the social-demographic characteristics of the respondents using descriptive statistics: frequency and percentage distribution of the respondents' variables by institution type, qualification, and year of experience of the respondents. The results were as shown in Table 1.0

Table 1.0: Summary of Socio-demographic Information of Respondents by Institution Type

<i>Variables</i>	<i>Type</i>	<i>Frequency</i>	<i>Percentage (%)</i>
Institution	Federal	147	55.5
	State	118	44.5
	Total	265	100.0

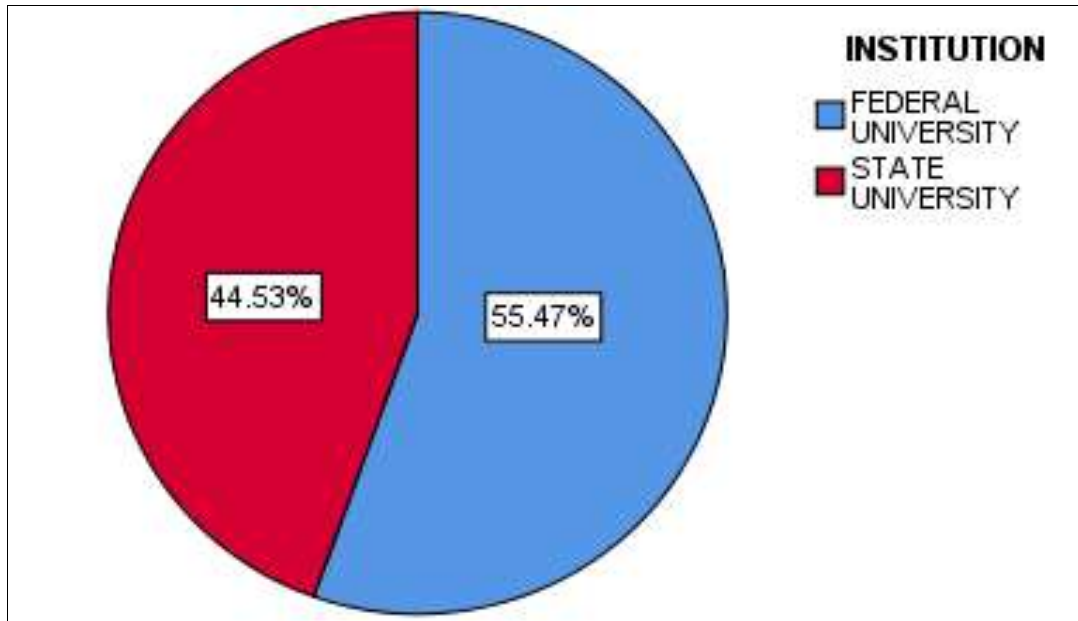


Figure 1.0: Pie Chart Showing Summary of Socio-demographic Information of Respondents by Institution Type

The institution variable of the respondents showed that most of the respondents were from the federal institution with 55.5% while respondents from state universities recorded 44.5%.

Distribution of Respondents by Qualification

Table 2.0: Summary of Socio-demographic information of Respondents by Qualification

<i>Variables</i>	<i>Levels</i>	<i>Frequency</i>	<i>Percentage (%)</i>
Qualification	Diploma	53	20.0
	OND	09	3.4
	HND	09	3.4
	BLS/BSc	57	21.5
	MLIS/MSc	106	40.0
	PhD	31	11.7
	Total	265	100.0

The qualification variable revealed that most of the respondents were MLIS/MSc holders with 40.0%, followed by BLS/BSc with 21.5%, the next to it was Diploma with 20.0%, and then Ph.D. with 11.7%, while OND and HND holders recorded 3.4% each as the least percentage.

Respondents with BLS/BSc, MLIS/MSc, and Ph.D. qualifications were classified as Academic Librarians/Professionals while respondents with Diploma, OND, and HND were classified as Library Officers/Para-Professionals. By implication, majority of the respondents were Master holder in Library and Information Science.

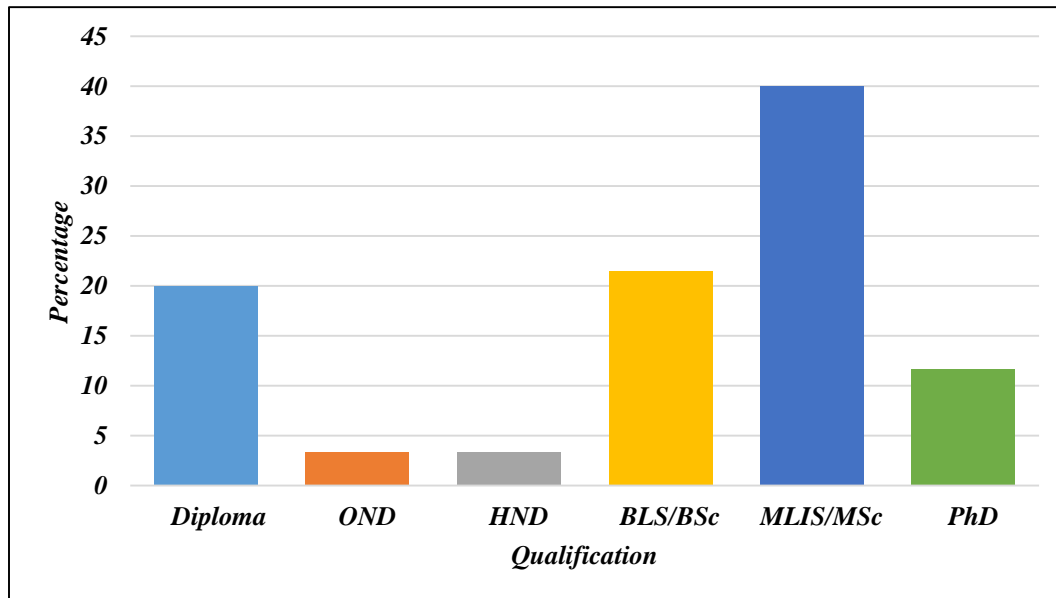


Figure 2.0: Summary of Socio-demographic Information of Respondents by Qualification

Distribution of Respondents by Years of Experience

Table 3.0: Summary of Socio-demographic information of Respondents by Years of Experience

<i>Variables</i>	<i>Years of Experience (Years)</i>	<i>Frequency</i>	<i>Percentage (%)</i>
	0-5	56	21.1
	6-10	37	14.0
	11-15	69	26.0
	16-20	54	20.4
	21 and Above	49	18.5
	Total	265	100.0

The years of experience variable revealed that the years of experience of the respondents with highest frequency were between 11-15years with 26%, followed by 0-5years with 21.1%, the next to it was 16-20years with 20.4%, and then 21years and above with 18.5%, while 6-10years recorded 14.0% as the least percentage. This shows that the majority of the respondents' years of experience falls between 11-15years.

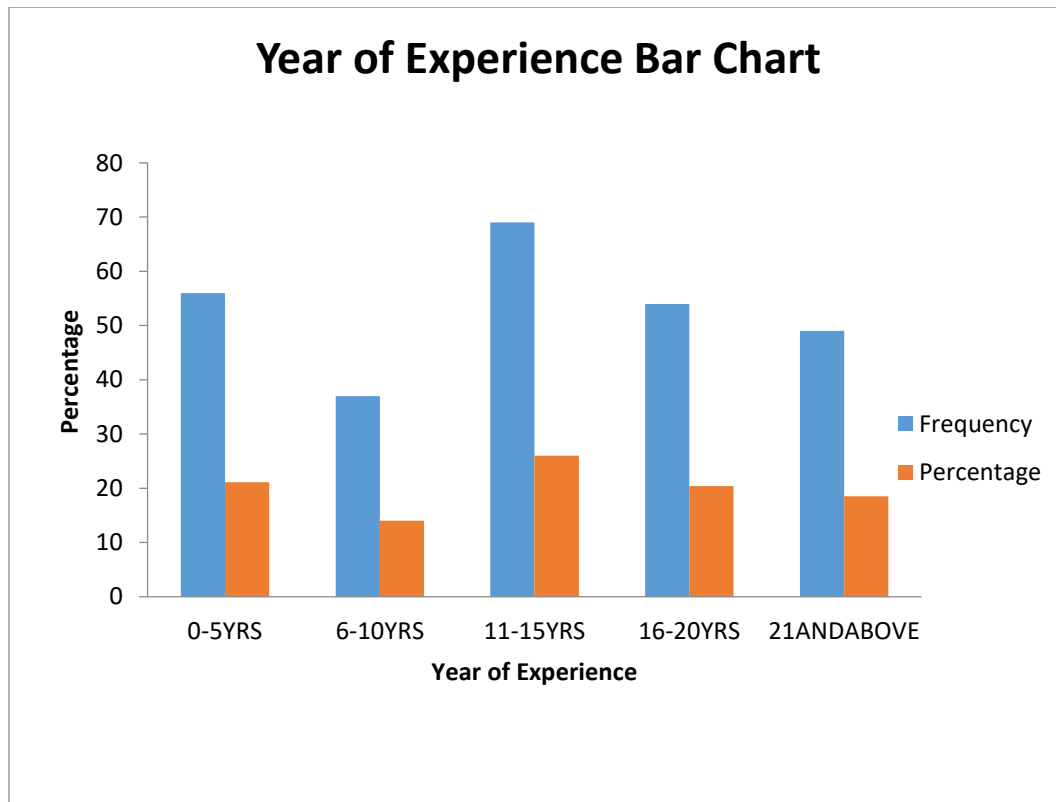
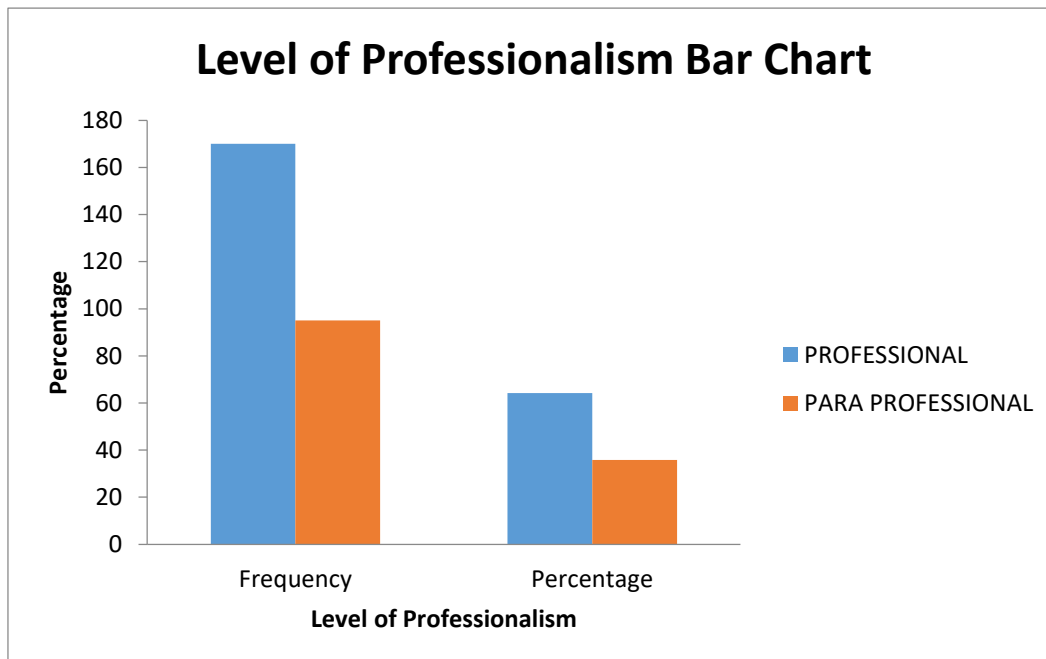


Figure 3.0: Bar Chart Summary of Socio-demographic information of Respondents by Year of Experience

Distribution of Respondents by Level of Professionalism**Table 4.0: Summary of Socio-demographic information of Respondents by Level of Professionalism**

Variable	Level of Professionalism	Frequency	Percentage
	Professionals	170	64.2
	Para-Professionals	95	35.8
	Total	265	100.0

The level of professionalism variable of the respondents showed that most of the respondents were professionals with 64.2% while para-professionals recorded 35.8%. The results from the table indicates that majority of the respondents were professional/academic staff which may have good impact on their professionalism and technology skills.

**Figure 4.0: Bar Chart Summary of Socio-demographic information on Respondents by Level of Professionalism**

Factors Affecting Technology Skills and Job Performance of Library Professionals

This section analyzed the objective of the study which was to identify the factors affecting the technology skills and job performance of the library professionals in the selected university libraries in southwest Nigeria as shown in Table 5.0. The Table was divided into (i) Technological factors and (ii) Managerial factors.

Table 5.0: Factors Affecting Technology Skills and Job Performance

Factors	SA F (%)	A F (%)	D F (%)	SD F (%)	NA F (%)
(i) Technological Factors					
Unstable Power Supply	144 (54.3)	81 (30.6)	11 (4.2)	11 (4.2)	18 (6.8)
Low Internet Connectivity Bandwidth	124 (46.8)	103 (38.9)	14 (5.3)	6 (2.3)	18 (6.8)
Unreliable Telecommunication Network	115 (43.4)	113 (42.6)	14 (5.3)	4 (1.5)	19 (7.2)
Expensive Hardware and Software	117 (44.2)	111 (41.9)	15 (5.7)	5 (1.9)	17 (6.4)
Expensive ICT Facilities	112 (42.3)	110 (41.5)	17 (6.4)	6 (2.3)	20 (7.5)
Inadequate ICT Facilities for Networking	105 (39.6)	92 (34.7)	13 (4.9)	6 (2.3)	49 (18.5)
(i) Managerial Factors					
Inadequate ICT Budgeting	92 (34.7)	127 (47.9)	18 (6.8)	2 (0.8)	26 (9.8)
Library Insecurity	88 (33.2)	108 (40.8)	38(14.3)	7 (2.6)	24 (9.1)
Insufficient Funding	118 (44.5)	108 (40.8)	17 (6.4)	3 (1.1)	19 (7.2)
Poor Policy on ICT Adoption	79 (29.8)	134 (50.6)	24 (9.1)	7 (2.6)	21 (7.9)
Low Managerial Interest in ICT	70 (26.4)	106 (40.0)	56 (21.1)	12 (4.5)	21 (7.9)
Insufficient ICT Facilities and Infrastructure	82 (30.9)	132 (49.8)	23 (8.7)	8 (3.0)	20 (7.6)
Lack of Good Maintenance of ICT Facilities	70 (26.4)	144 (54.3)	22 (8.3)	10 (3.8)	19 (7.2)
Obsolete and Poor Infrastructure	72 (27.2)	137 (51.7)	27 (10.2)	7 (2.6)	22 (8.3)
Lack of Skilled Library Staff	53 (20.0)	122 (46.0)	44 (16.6)	20 (7.5)	26 (9.8)

Note: SD-Strongly Agreed, A-Agreed, D-Disagreed, SD-Strongly Disagreed, NA-Not Applicable

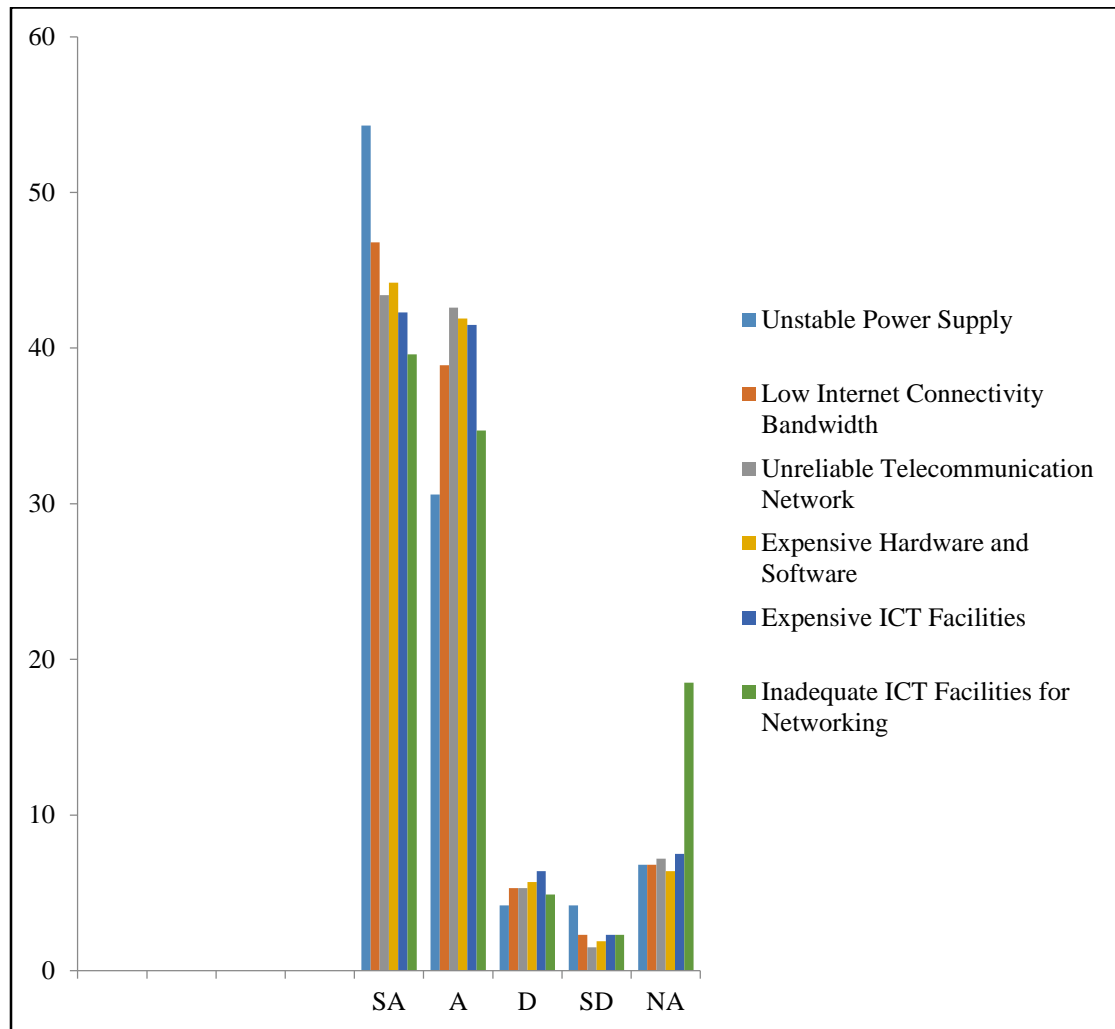


Figure 5.0: Technological Factors

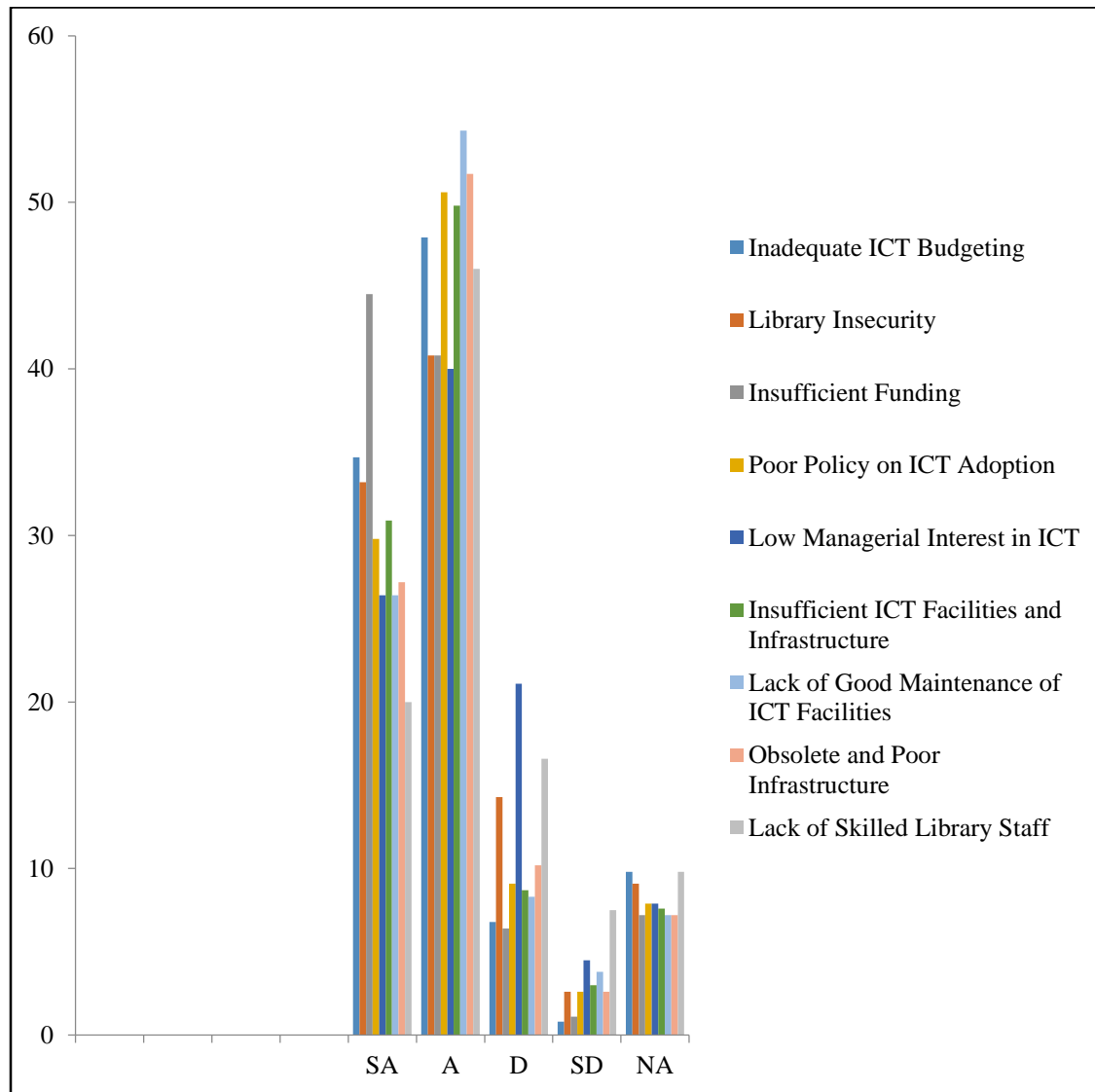


Figure 6.0: Managerial Factors

Table 5.0 showed the Factors affecting technology skills of the library professionals. This Table was sub-divided into Technological factors and Managerial factors. Technology factors aspect revealed that respondents strongly agreed that the highest factor affecting the technology skills and job performance of the library professionals was Unstable Power Supply with 144(54.3%), followed by Low Internet Connectivity Bandwidth with 124(46.8%), followed by Expensive Hardware and Software with 117(44.2%), followed by Unreliable Telecommunication Network with 115(43.4%). Next to it was Expensive ICT Facilities with 112(42.3%) and lastly Inadequate ICT Facilities for Networking with 105(39.6%).

Under managerial factors, the majority of the respondents strongly agreed that Insufficient Funding was the highest factor affecting the technology skills with 118(44.5%), followed by Inadequate ICT Budgeting with 92(34.7%), followed by Library Insecurity with 88(33.2%), and then Insufficient ICT Facilities and Infrastructure with 82(30.9%), followed by Poor Policy on ICT Adoption with 79(29.8%), followed by Obsolete and Poor Infrastructure with 72(27.2%), followed by Low Managerial Interest in ICT, and Lack of Good Maintenance of ICT Facilities with 70(26%) respectively, and lastly Lack of Skilled Library Staff with 53(20.0%).

Table 6.0: Factors Affecting Job Performance of Library Professionals

Factors Affecting Job Performance of Library Professionals	SA F (%)	A F (%)	D F (%)	SD F (%)	NA F (%)
ICT Application Phobia	85 (32.1)	98 (37.0)	46 (17.4)	13 (4.9)	23 (8.7)
Lukewarm Attitude of Library Towards ICT Skills Training	65 (24.5)	119 (44.9)	45 (17.0)	15 (5.7)	21 (7.9)
Non-Availability of Consultation Services	63 (23.8)	123 (46.4)	41 (15.5)	15 (5.7)	23 (8.7)
Insufficient ICT Skills Training	75 (28.3)	129 (48.7)	27 (10.2)	13 (4.9)	21 (7.9)
Gender and Age of Library Staff	40 (15.1)	101 (38.1)	70 (26.4)	31 (11.7)	21 (7.9)
Working Hour Overload	59 (22.3)	104 (39.2)	68 (25.7)	15 (5.7)	19 (7.2)
Inadequate ICT Training Opportunity	54 (20.4)	139 (52.5)	43 (16.2)	10 (3.8)	19 (7.2)
Lukewarm Attitude of Library towards ICT Application Learning	51 (19.2)	129 (48.7)	44 (16.6)	19 (7.2)	22 (8.3)
Lackadaisical Attitude of Authority/Management towards Staff ICT Training	63 (23.8)	90 (24.0)	76 (28.7)	15 (5.7)	21 (7.9)
High Cost of ICT Training	74 (27.9)	94 (35.5)	60 (22.6)	12 (4.5)	25 (9.4)
Lack of Cooperation Among Library Staff	41 (15.5)	98 (37.0)	77 (29.1)	26 (9.8)	23 (8.7)

Note: SD-Strongly Agreed, A-Agreed, D-Disagreed, SD-Strongly Disagreed, NA-Not Applicable

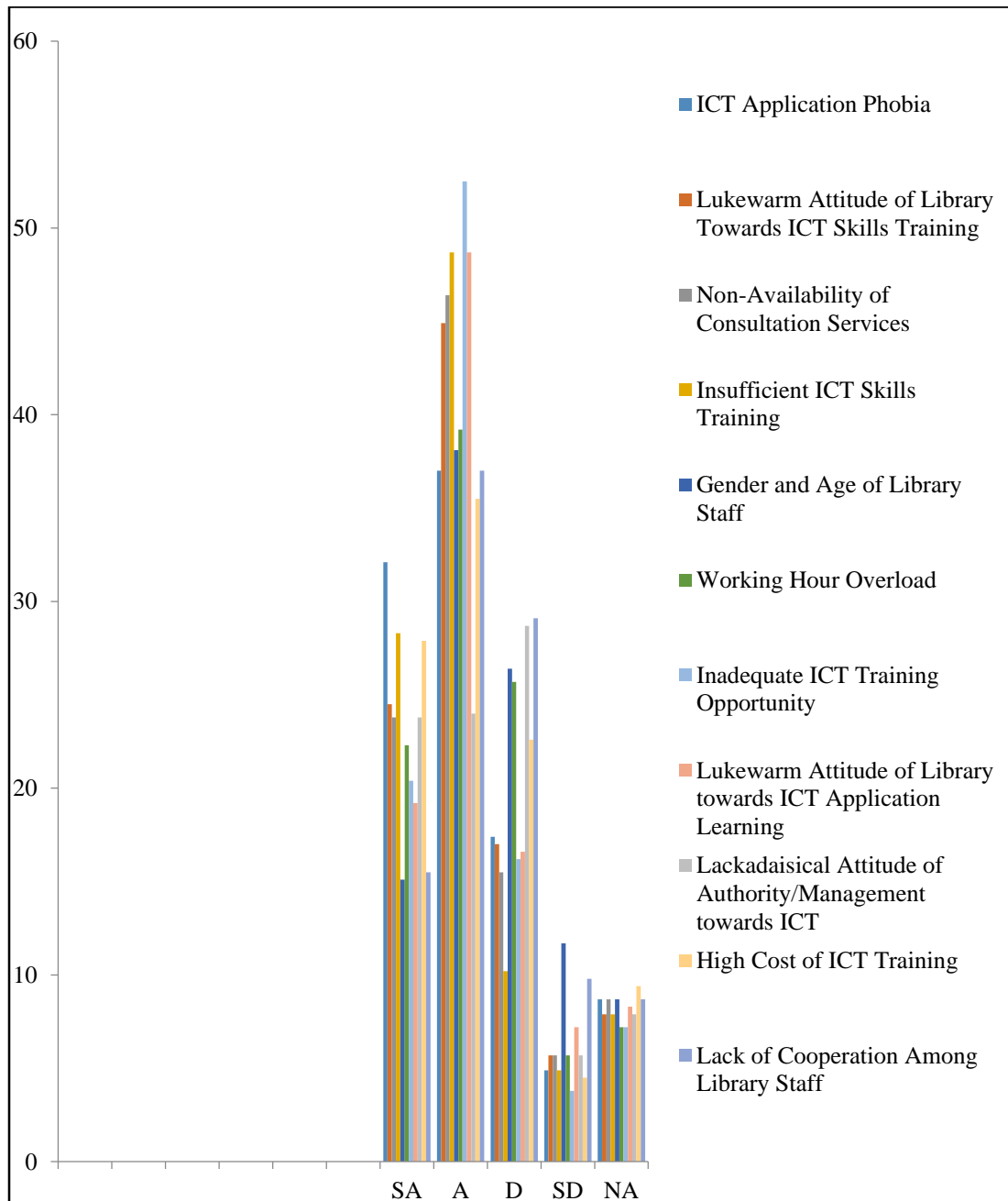


Figure 7.0: Factors Affecting Job Performance of Library Professionals

Table 6.0 showed the factors affecting the job performance of library professionals. From the results in the table, the respondents agreed that the highest and the most common factor affecting the job performance of library professionals was Inadequate ICT Training Opportunity with

139(52.5%), followed by Insufficient ICT Skills Training, and Lukewarm Attitude of Library Towards ICT Application Learning with 129(48.7%) respectively, followed by Non-Availability of Consultation Services with 123(46.4%), and then Lukewarm Attitude of Library Towards ICT Skills Training with 119(44.9%), followed by Working Hour Overload with 104(39.2%), followed by Gender and Age of Library Staff with 101(38.1%), and then ICT Application Phobia, and Lack of Cooperation Among Library Staff with 987(37.0%) respectively, followed by High Cost of ICT Training with 94(35.5%), and lastly Lackadaisical Attitude of Authority/Management Towards Staff ICT Training with 90(24.0%).

The results of the findings revealed that the majority of the factors considered were above average which means that the factors were really affecting the job performance of the library professionals. It is, therefore, necessary that library professionals be allowed to undergo constant ICT training to improve their job performance. Library management should also develop a right and positive attitude towards ICT application in the library, and as well organize consultation services for their staff.

CONCLUSION AND RECOMMENDATIONS

This study investigated the factors affecting the technology skills and job performance of library professionals in selected public universities in southwest Nigeria. It was observed from the study that erratic power supply, inadequate funds, and facilities among others were found to be factors affecting technology skills and job performance of the library professionals. Based on the findings and conclusion of the study, the following recommendations were made:

- ❖ Library management should make it a duty to be organizing mandatory, regular, and continuous ICT training programs for library professionals to develop their technology skills for efficient and professional handling of the facilities to catch up with what is in existence in developed nations.
- ❖ Each library professional should also determine to acquire technology skills for personal development to meet the global ICT demand of the present age.
- ❖ A collaborative effort should be made by the mother institution community, library management, and the professional bodies in creating awareness of and promoting technology literacy skills among the library professionals and library users to aid the transformation of their technology skills.
- ❖ Government should increase the funds of the universities particularly state public universities which will, in turn, make the management devote more funds for technology facilities acquisition, make provision for financing regular staff training, upgrading and improving the technological outlook of the library and its services. Also, there should be a provision of a stable power supply from the government since the power generators are money-consuming. All these will go a long way to alleviate the factors affecting the effectiveness of library professionals and their job performances.

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