

# An Appraisal of ICTs Adoption and Use by Library Staff of College Library, Federal College of Education Zaria

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**Abstract** - This study was set to evaluate ICTs adoption and use among library staffs of college library, Federal College of Education Zaria. Library staffs of academic libraries seem to be facing daunting challenges in regard to their primary role of delivering information to their users and the reason as to why they are losing their supremacy in carrying out this fundamental role is due to the changing information environment and technological innovations. The study therefore aims to find out the reason why the library staffs adopt ICT, to find establish the extent to which ICTs are being utilized by the library staff and to find out the challenges faced by the library staffs in ICTs. A descriptive survey research design was adopted for the study using questionnaire as instrument for data collection. Ninety one (91) questionnaires were distributed and seventy seven (76) were returned with a response rate of 83.5%. Data collected were analyzed using tables, frequency count and percentages of response. The findings indicated library staffs' reasons of adopting ICT with 62 (81.6%) of the respondents finding ICTs been accurate and timely, as well as easy in access and retrieval of information. In the area of research and development, the staffs show their acceptance of ICTs with 50 scores representing 65.8% and 49 (64.5%) in terms of organization of work. Another result reveals 67 (88.2%) of the staffs indicated their usage of ICTs in the area of wide-area network applications, and 70 (92.1%) using local area network application. However, the staffs were found not using ICTs in online information services, online databases, library databases and for Online Access Catalogues (0% response each). Few of the library staffs, 16 respondents (21.1%) show lack of qualified library professionals as a problem of ICT they faced. Whereas majority, 74 staffs representing 97.4% pointed out lack of sufficient funds to support the purchase of ICTs. And 68 (89.5%) indicated lack of motivation and need among librarians to adopt ICT in their daily operation as their troubles. The researcher concluded on the note that library staffs of college library recognizes the importance of ICTs and uses ICTs to some extent despite some challenges there in.

**Key Words:** Adoption: ICTs: Use: Library Staff: Federal College of Education: Zaria: Nigeria.

## 1.INTRODUCTION

The adoption and use of ICTs by libraries in the 21<sup>st</sup> century cannot be deviated if the libraries especially academic libraries are to be meaningful in the present age. Library staffs must accept these technologies in library functions and services. For centuries, social and technological changes have been affecting every profession and the library is not an exception today. Therefore, academic library environment have to transit or incorporate ICTs among their staffs. Information resources once available in print are now available in CD-ROM, database and other sources available in electronic form. Libraries staffs need to embrace Information and Communication Technologies (ICTs) so as to perform their activities effectively. For examples online media, online public access catalogues are library functions and services that are much easier, accurate and timely using ICTs than traditional ways of information delivery and access. Organization of work, research and development are other important aspects of a library that can be achieve using ICTs. Academic librarians have to adopt these ICTs to meet the growing needs of their users. Heinrichs and Lim (2009) suggested that libraries needed to hire skilled librarians that can create and disseminate knowledge in the digital age. In spite of the importance of ICTs, some libraries face the problems of inadequate ICT infrastructural facilities, bandwidth, lack of motivation and need among the librarians to adopt ICT and lack of qualified ICT library professionals. Similarly, Kamba (2011) stated that ICT is not very well spread and utilized in African institutions of higher learning, mainly because of poor communication network, limited access to ICT hardware and software and government's ineptitude to provide adequate funds to run the libraries. Inadequacy of competent staff, lack of theoretical knowledge, lack of computer culture, lack of knowledge on the importance of ICT, inadequate funds among other factors have been site by several authors (Siddike et al, 2011; Kamba, 2011; Moropa, 2010; Okojie, 2010) as impediments for ICT adoption in academic libraries.

## 2. STATEMENT OF PROBLEM

The proliferation of new technologies opens a number of challenges for higher institutions of learning and notable among these are those associated with the adoption and institutionalization of these emerging technologies Musakali and Mutula (2007). Similarly, Makori (2009) indicated that 'library staffs of academic libraries seem to be facing daunting challenges in regard to their primary role of delivering information to their users and the reason as to why they are losing their supremacy in carrying out this fundamental role is due to the changing information environment and technological innovations...' So, this study seeks to investigate ICTs embraced by the library staffs of college library, Federal College of Education Zaria.

## 3. OBJECTIVES OF THE STUDY

- 1) To find out the reason why library staffs of college library FCE Zaria adopt ICT
- 2) To find establish the extent to which ICTs are being utilized by library staff in FCE Zaria library
- 3) To find out the challenges faced by the library staffs in ICTs

## 4. SIGNIFICANCE OF THE STUDY

This study is likely to provide academic libraries with an outline on which to have ICTs incorporated in their libraries, so as to improve the quality and management of their libraries. The result of this study will be useful to the library under study and other information professionals as they will be able to know where they stand, the challenges they are facing and the way forward. Lastly, this study will contribute to the existing knowledge pertaining to the adoption of ICTs in college libraries.

## 5. REVIEW OF RELEVANT LITERATURES

Several authors (Hellen, 2007 and Makori, 2009) have indicated that academic libraries are currently operating in a new technological environment and that they need to adapt to it. Mutula (2007) stated that the future of universities greatly hinges on their ability to embrace and leverage the potentials of these emerging technologies at all levels of their business activities and strategies. This is same with colleges too. Academic libraries have no choice but utilize ICT in their functions as Omoniwa (2001) hypothesized that in the twenty-first century, globalization of information and the adoption of information technology will be the hallmark of great libraries. If libraries are to function effectively in the present age, the manual processes or methods will have to give way to information and communication technologies (ICT) and a computer driven environment (Orolunsola, 2009). ICTs have had a far reaching impact on library and information institutions and services worldwide (Abdelrahman, 2009). A study by Haneefa (2007) indicated that libraries and Information Centers have been employing

ICT and electronic information resources and services to satisfy the diverse information needs of their users. Intense efforts have been made by various libraries in employing ICTs in their various operations with information retrieval systems. Ghuloum and Ahmed (2011) pointed that ICTs as used in academic libraries attempts to deliver numerous applications such as wide-area network applications, local area networks, online information services (the Internet), online databases, library databases, CD-ROMs, online access catalogues, retrieval networks, digital online archives, mainframe computers, microcomputer labs, and other digital content services.

While new technologies have added value to library services by presenting new modes of collecting, storing, retrieving and providing information, they have also brought challenges alongside. Ghuloum and Ahmed (2011) have indicated that several factors such as financial factors, technological factors, human factors and cultural factors may be a barrier in ensuring utilization of ICTs. These have included such factors as a lack of sufficient funds to support the purchase of the technology, lack of qualified library professionals, lack of motivation and need among librarians to adopt ICT in their daily operations (Ani, 2005; Starr, 2001). Similarly, Kamba (2011) noted that ICT is not very well spread and utilized in African institutions of higher learning, mainly because of poor communication network, limited access to ICT hardware and software. This refers to issues as poor or lack of ICT policy, low internet connectivity, inadequate supply of electricity, inadequate number of PCs, etc (Minishi-Majanja, 2007).

## 6. METHODOLOGY

Descriptive survey research method was adopted to examine ICTs embracing by library staffs of Federal College of Education, Zaria. Francis (2003) observed that descriptive method enables a researcher to describe an event, situation or phenomenon as it is, as at the time of study. It can be used by the researcher to obtain information concerning the current status of an occurrence to describe "what exist" with respect to variables or conditions in a state of affair. The population of the study stood at Ninety One (91) of library staffs, college library FCE Zaria with 100%. In line, Bernard (2012) asserts that, when a population is less than hundred, the researcher is to use the whole population for the study. Hence no sampling technique was adopted. The questionnaire was the instrument used for data collection and descriptive statistics was used to analyze the data collected, using tables, frequency count and percentages of response.

### 6.1.Results

Below were presented findings of the study;

### 6.2.Response Rate

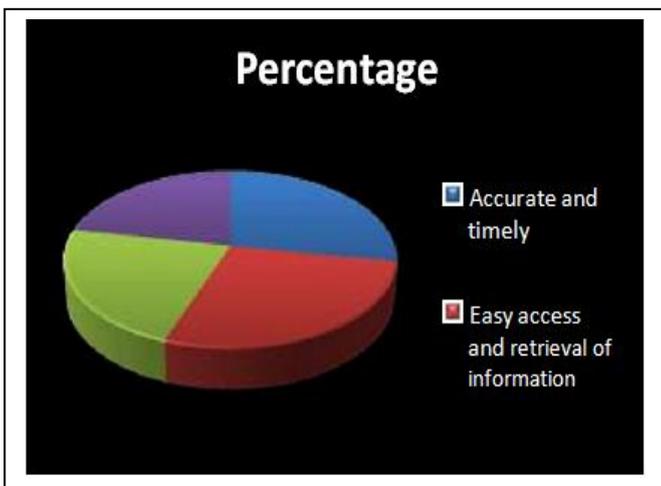
Number of questionnaires returned

Variables	Frequency	Percentage
Number of questionnaires answered	76	83.5
Number of questionnaires not answered	15	16.5
Total	91	100

From the above table, 79 questionnaires were answered indicating a response rate of 83.5%. While 15 of the questionnaires representing 16.5% were returned unanswered.

### 6.3.Rationale for ICT adoption by library staffs of college library, FCE Zaria

Rationale for ICT adoption	Frequency	Percentage
Accurate and timely	62	81.6
Easy access and retrieval of information	62	81.6
Research and Development	50	65.8
Organization of work	49	64.5

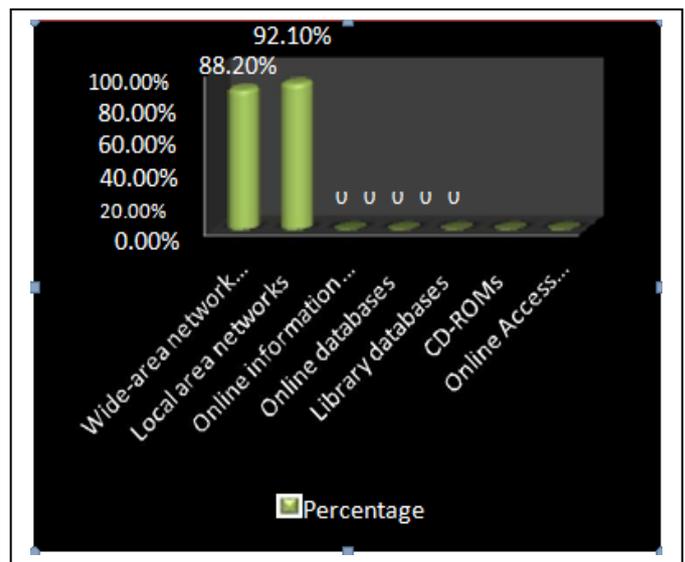


Respondents indicated their reasons for ICT embracing. 62 (81.6%) of the respondents find ICTs been accurate and timely, as well as easy in access and retrieval of information. While in the area of research and development, the respondents show their acceptance of ICTs with 50 scores

representing 65.8%. And 49 (64.5%) responded in terms of organization of work. However, the statistical evidence from the above mentioned indicated that, the library staffs of college library FCE Zaria to an extent accept ICTs and recognize it importance.

### 6.4.Usage of ICTs by library staffs of college library, FCE Zaria

ICTs Utilization	Frequency	Percentage
Wide-area network applications	67	88.2%
Local area networks	70	92.1%
Online information services	0	0
Online databases	0	0
Library databases	0	0
CD-ROMs	0	0
Online Access Catalogues	0	0

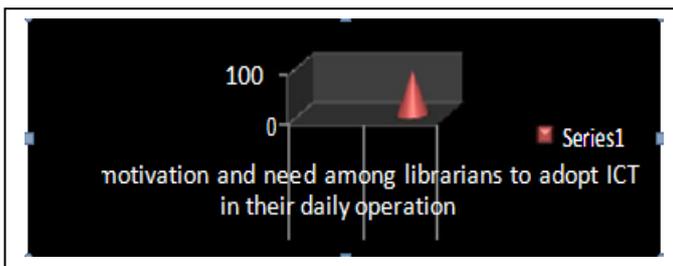


In table library staffs show their area of ICT use. 67 of 76 (88.2%) respondents indicated their usage of ICTs in the area of wide-area network applications. And 70 (92.1%) of the library staffs indicated use of local area network application. The staffs were found not using ICTs in online information services, online databases, library databases and

for Online Access Catalogues (0% response). However, the statistical evidence from the above stated indicated that, the library staffs of college library, FCE Zaria only use ICTs in the area of wide-area network applications and local area networks for internet access.

### 6.5.Challenges face up by library staffs of ICTs at college library, FCE Zaria

Challenges	Frequency	Percentage
Lack of sufficient funds to support the purchase ICTs technology	74	97.4
Lack of qualified library professionals	16	21.1
Lack of motivation and need among librarians to adopt ICT in their daily operation	68	89.5



In table few of the library staffs, 16 of 76 respondents (21.1%) voted for lack of qualified library professionals as a problem of ICT they faced. But a majority of about 74 library staffs representing 97.4% pointed out lack of sufficient funds to support the purchase of ICTs and 68 (89.5%) indicated lack of motivation and need among librarians to adopt ICT in their daily operation as their problems. However, the statistical evidence from the aforementioned indicated lack of sufficient funds to support the purchase ICT technology and lack of motivation and need among librarians to adopt ICT in their daily operation are the encumber for ICTs for the library staffs of college library FCE Zaria.

### 7.SUMMARY OF MAJOR FINDING

- The findings indicated that over 80% of library staff used ICTs for the purpose of been accuracy, timely, as well as easy in access and retrieval of information
- Over 60% of library staff in the federal college of education Zaria indicates the level of usage of ICTs discovered that wide –area network applications for other activities. Whereas, online databases, library databases and Online Public Access Catalogues were completely not used

- On the major challenges faced by library staffs for adoption of ICT in federal college library, FCE Zaria. The study discovered that lack of sufficient funds to support the purchase of ICTs and lack of motivation and need among librarians to adopt ICT in their daily operation as their problems were the major challenges face by the library staff in the adoption and use of ICTs s to some little extent despite some challenges they face.

### 8.RECOMMENDATION

The researcher finally outlines the following as recommendations;

1. The library should in co-operate ICT use in the areas of online information services, online databases, library databases, CD-ROMs and online access catalogues
2. The library should fund appropriately in the purchase of ICTs for the library
3. Motivation among library staffs on ICT should be encourage
4. The library should also note on the qualification of library professionals to handle the ICTs.

The researcher therefore concluded that, the library staffs of college library recognizes the importance of ICTs and uses ICT

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