



ICT UTILIZATION AS CORRELATE OF JOB PERFORMANCE AMONG LIBRARIANS IN LAZ OTTI MEMORIAL LIBRARY, BABCOCK UNIVERSITY

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Abstract

Purpose: Performance of a successful academic library is based on a determined effort to meet staff and users expectation in terms of service delivery and robust utilization by patrons. This study investigated ICT utilization as correlate of job performance among librarians in Laz Otti Memorial library with focus on the level of librarians' utilization of ICTs for quality job delivery at its best.

Design/methodology/approach: The study adopted descriptive survey design. A total of 25 copies of questionnaire were administered among Laz Otti Memorial librarians at Babcock University ilishan-remo, Ogun State using total enumeration sampling technique. The return rate was 100%. Data collected were analyzed using descriptive statistics like frequency distribution and percentage point. collected data were analysed using frequency counts and percentages of IBM Statistical Package in Social Sciences (SPSS) version 21.

Findings: Findings from this study revealed that the level of ICT utilization by librarians enhances their work performance. Finding shows that the librarians have a positive attitude towards the use of ICT to enhance their job performance. The librarians affirm among others that they utilize online database to access up-to-date information and access to multiple information to enhance their work performance. It was revealed by the study that the level of job performance of librarians was largely attributed to their proficiency in the use of ICTs available at their disposal. Similarly, result shows that librarians are faced with different challenges with the use of ICT while carrying out their daily duties

Practical implication: This study contributes to the body of literature in relation to ICT utilization and librarian's job performance while enabling Laz Otti Memorial librarians identify the benefits of becoming competence in the use of various ICTs at their disposal to enhance their work performance.

Originality/Value: Being the first study conducted on the librarians of Laz Otti Memorial Librarians, it has x-rayed the ICT competences needed to drive Job performance.

Keywords: Job Performance, ICT Utilization

Paper type: Empirical Research

Introduction

Performance of a successful academic library is based on a determined effort to meet staff and users expectation in terms of service delivery and robust utilization by patrons. The Librarians' positions are considered as vital asset in the developmental process of library and its advancement in today's technologically information-centric world (Faboyinde, 2008). The nature of Librarians' job varies from other academic and administrative unit of academic institutions. They are required to keep adjusting toward meeting the changing information need of patrons. The Library needs the relentless services of librarians from diverse background and experience, both professional and para-

professionals to exert their energies towards the accomplishment of their goals. As a result of the above, academic institutions seek to attract and retain the best, most qualified and dedicated librarians with the willingness to "release their latent energy and creativity in the service of the Institution" (Cole, 2010). Therefore, the success of any library is dependent upon the availability of technological tools for librarians to carry out their duties and reliance on their efficacious ability to efficiently utilize the ICT tools for the purpose of enhancing their job performance at work. Over the years, librarians' performance has been studied; it has long been a concern to many library professionals as to what their

performance is like. Hence, Mullin (2010) in his definition of performance asserts that "performance constitute both ability and level of motivation, thus performance is (ability x motivation).

In the work of Mullins (2010), it was discovered that majority of the international studies carried out by Proud foot Consulting in the United States of America, shows that the major reason for low performance was due to poor working morale, environment and expertise of employees. These include absence of positive team spirit, low motivation, poor sense of belonging, people feeling undervalued, technical skills, inadequate IT skills, inadequate IT training, poor working condition or environment and poor reward. It is, however, worthy of note that performance problems are not necessarily caused by low salary or pay only. Other factors like shortage of resources or lack of IT skills, perceived expertise and special technical abilities may be the cause of low performance of job by librarians. In achieving better performance in the library, librarians must be seen as people who possess high ICT skills, and the ability to drive the morale of their subordinates. Meanwhile, the achievements of librarians in the course of carrying out their jobs are all a product of strong sense of perceived competence in their use of various ICT tools available to enhance their work. Academic librarians are mainly the major hub in the day to day maintenance of institutions' learning resources as well as teaching, giving instructions to users and carrying out daily administrative duties in order to enhance proper learning and teaching environment within. Hence, librarians in academic institutions are faced with unique professional responsibilities that are mostly accompanied with the use of ICT and their efficient use of these technology tools have been discovered to have positive effect on their job performance.

According to Chisenga (2006), ICTs entails the following evolving technologies: telecommunication technologies (telephony, cable, satellite, TV and radio, computer-mediated conferencing, video conferencing), digital technologies (computers, information networks (internet, World Wide Web, intranets and extranets) and software applications. That

brings us to the main purpose of the library which is to provide quality services to its users by making available access to relevant information through the computers, information networks and software applications. It is arguably true to state that these technologies make the provision of various information services provided by the library to its users possible without delay. Haliso (2007) and Chisenga (2006) identified some of the opportunities that ICTs presents to the libraries to include Organization of information for use, Capacity building, Management information system, Digital libraries, and Resource sharing/document delivery.

From the foregoing, it is doubtful if librarians can perform their duties without efficiently utilizing these technologies. To this effect, Menuo (2002) noted that to expand the scope of information literacy, the need to retrain information professionals is direly as they are considered the potential managers of information in this technology driven age. Menuo further reported that librarians and users of the library should be sensitized to be able to use stand alone computers, computer networks, internet, and applications such as word processing, spreadsheet, and electronic mail. More advanced ones such as presentations, production of web pages, designing of websites, use of digital multimedia equipment and programs in order to enhance their work performance on various levels. It is the availability of ICT tools that brings about its use which invariably leads to the attainment of satisfactory performance. That is why the combination of available information and communication technologies and its efficient use enhances the job performance of the librarians. Studies affirm that both developed and developing world must accept the use of information and communication technologies (ICTs) as the best tool that will aid the enhancement of job performance of the library staff through the application of ICTs by the librarians (Rosenberg 2005; Mphidi 2004; Chuene, 2000; Siddique, 1997).

To ensure this is achieved, librarians must realize the tremendous effect the use of information and communication technologies has in the

enhancement of their job performance and that is the core of the present study.

Statement of Problem

Librarians' level of performance in academic libraries in Nigeria has been attributed to several factors like job motivation, reward, work environment, job satisfaction, career advancement and IT competence. The availability and competent use of ICT tools affect the quality of service delivery and the job performance of librarians. Observation from literatures shows clearly that the adoption, application and use of ICTs to automate library process helps to deliver quality services to users with less effort. The use of ICTs to enhance the performance of librarians at their job is enormous. Meanwhile librarians are challenged by poor IT policy adoption, inadequate ICT training and skills, poor work environment and inadequate motivation. All of these affect their performance at work. However, it is not known why most of the librarians under perform in their duties when it comes to the application, adoption and use of these ICT tools for better job performance. Hence, the need to carry out a research on Information Communication Technology (ICT) utilization as correlate of job performance among Librarian's in Laz Otti Memorial Library.

Objectives

The general objective of the study is to examine the extent of ICT utilization to enhance job performance among librarians in Laz Otti

Memorial Library. The study was carried out using the following specific objectives:

1. To examine the level of ICT utilization by Librarians.
2. To examine librarians attitude towards the utilization of ICT for their job performance
3. To determine the level of job performance of librarians while using ICT.
4. To identify challenges affecting librarians use of ICT for job performance

Methodology

The survey research design was employed because it helps to look into every form of data that is possible in a given research. The study examined all the librarians of Laz Otti Memorial Library, Babcock University. The sampling technique suitable for this study is Total Enumeration Sampling. It involves the use of all the elements represented in the study population due to an average number of the population, while the sample size was 25 librarians currently working at Laz Otti Memorial Library at Babcock University, Ilisan-Remo. A self-structured questionnaire, was adopted as a tool for data collection. This is used because it seeks basically the opinion of the respondent on the different questions pertaining to the research. The researcher made use of a descriptive statistics such as percentages, frequency counts and presented in a table for proper interpretation.

Result and Analysis of Data

Demographic Data of Respondents

Table 1: Age Distribution of Respondents

Age	Frequency	Percentage
25-30	4	16%
31-35	6	24%
36-40	7	28%
41-50	6	24%
50 above	2	8%
Total	25	100.0%

Table 2: Sex Distributions of Respondents

SEX	Frequency	Percentage
Female	18	72
Male	7	28
Total	25	100.0

Table 3: Marital Status of Respondents

Marital status	Frequency	Percentage
Single	7	28.0%
Married	16	64.0%
Widow	2	8.0%
Total	25	100.0

Table 4: Educational Qualification of Respondent

Educational qualification	Frequency	Percentage
B.A/B.Sc	10	40.0%
M.A/M.Sc	8	32.0%
Ph.D	7	28.0%
Total	25	100.0%

Table 5: Years of Work Experience with LOML

Work Experience	Frequency	Percentage
Less than 5 years	8	32.0%
6-10 years	12	48.0%
11-20 years	5	20.0%
Total	25	100.0%

Table 6: the level of ICT utilization by Librarians

S/N	Level of ICT Utilization	VHE	HE	LE	NE
1	I enjoy the use of my computer	13(52%)	12(48.0%)	-	-
2	I am not satisfied with the provision of internet facilities	-	18(72.0%)	7(28.0%)	-
3	The provision of audio-visual is adequate in the library	-	13(52.0%)	12(48%)	-
4	The use of tablet for personal research is insufficient for the library	7(28.0%)	13(52.0%)	4(16.0%)	1(4.0%)

Table 1 shows that 28% of respondent were between the age range of 36-40; 31-35 and 41-50 had 24% respectively. While 25-30 had 16%, 50 and above had 8%.

Result from Table 2 shows that majority 72% of respondent were female, while 28% were males.

Finding from Table 3 reveals that majority 64.0% of respondent were married, meanwhile 28.0% were single and 8.0% widow.

Table 4 shows that majority 40.0% of the respondents has BA/B.SC, while 40.0% had MA/M.sc certificate and 28.0% had Ph.D.

Result from Table 5 shows that majority 40.0% of the respondents' work experience were 6-10

years, 32.0% less than 5yrs and 20.0% 11-20yrs respectively.

Survey from Table 6 shows that majority 52.0% of respondents with very high extent enjoy the use of computer, while 48.0% with high extent. Moreover, 72.0% of respondents affirm high that they were not satisfied with the provision of internet facilities while 28.0% were with low extent respectively. However, 52.0% of respondents affirm high that the provision of audio-visual is adequate in the library, while 48.0% were low extent. Survey also shows that majority 52.0% of respondent affirm high to the use of tablet for personal research being insufficient for the library, while 28.0% were very high extent; 16.0% were low extent and 4.0% no extent respectively.

Table 7: Librarian's attitude towards the utilization of ICT for their job performance

S/N	Librarians Attitude to ICT Utilization	SA	A	D	SD
1	I use ICT most times to share resources across the network	15 (60.0%)	5 (20.0%)	2 (8.0%)	3 (12.0%)
2	I make use of Online databases to access up-to-date Information	14 (56.0%)	7 (28.0%)	4 (16.0%)	-
3	ICT use helps me in accessing multiple information available right on time	20 (80.0%)	5 (20.0%)	-	-

Result shows that majority 60.0% strongly agree that they use ICT most times to share resources across the network, while 20.0% agree. 12.0% strongly disagree, while 8.0% disagree. However 56.0% strongly agree that they make use of

online database to access up-to-date information, while 28.0% agree and 16.0% disagree. Majority 80.0% strongly agree that ICT use has helped them in accessing multiple information available right on time, while 20.0% agree.

Table 8: The level of job performance of librarians while using ICT

S/N	Level of Job Performance	VHE	HE	LE	NE
1	I utilize computer to select information resources	11 (44.0%)	10 (40.0%)	4 (16.0%)	-
2	I use the multimedia for presentation	7 (28.0%)	14 (56.0%)	2 (8.0%)	2 (8.0%)
3	I use the online catalogue for resources acquisition	8 (32.0%)	10 (40.0%)	4 (16.0%)	3 (12.0%)
4	I utilize the projector for visual presentation	5 (20.0%)	12 (48.0%)	5 (20.0%)	3 (12.0%)

Finding shows that majority 44.0% of the respondents affirm they utilize computer to select information resources to a very high extent, while 40.0% to a high extent, and 16.0% to a low extent. Meanwhile, 56.0% use the multimedia for presentation to a high extent, 28.0% to a very high extent, 8.0% to low extent and no extent respectively. Also, 40.0% of the

respondents use online catalogue for resources acquisition to a high extent, while 32.0% use online catalogue to a very high extent, 16.0% low, 12.0% to no extent. Finally, 48.0% of the respondents affirm that they utilize the projector for visual presentation to a high extent, while 20.0% utilize it to a very high extent, 20.0% has a low usability, and 12.0% to no extent.

Table 9: The challenges affecting librarians in their use of ICT for job performance

S/N	Challenges affecting librarians ICT usage	SA	A	D	SD
1	Inadequate ICT funding limits its availability in the library	12 (48.0%)	2 (8.0%)	4 (16.0%)	7 (28.0%)
2	Inadequate ICT skills by librarians	-	5 (20.0%)	6 (24.0%)	14 (56.0%)
3	Epileptic power supply	-	7 (28.0%)	5 (20.0%)	13 (52.0%)
4	The complexity and technicality of using ICT is a major challenge for most librarians	-	7 (28.0%)	7 (28.0%)	11 (44.0%)

Survey shows that 48.0% of respondent strongly agree that inadequate funding limits ICT availability in the library, while 28.0% strongly disagree and 16.0% disagree while 8.0% agree. Majority 56.0% of the respondents strongly disagree that inadequate ICT skills affects their job performance, 24.0% disagree and 20.0% agree respectively. More so, 52.0% of the respondents strongly disagree that epileptic power supply is a challenge, 28.0% agree, and 20.0% disagree. Lastly, 44.0% of the respondents strongly disagree that the complexity and technicality of using ICT is a major challenge for most librarians, while 28.0% disagree and agree respectively.

Discussion of findings

Result of the analysis shows that the level of ICT utilization by librarians enhances their work performance. It is evident from the study that the librarians at LOML enjoy the use of computer as it eases their work performance, meanwhile most of the librarians are not satisfied with the provision of internet facilities in the library and lastly, the provision of tablet for personal research is insufficient for the users and the staff. The finding of this study is in line with that of Primon, (2003) which emphasizes that the use of ICT includes computers, the rapidly changing technologies (radio, television, mobile phones and internet), networking and data processing capabilities, and the software for using the technologies for better work performance.

Finding shows that the librarians have a positive attitude towards the use of ICT to enhance their job performance. The librarians affirm among others that they utilize online database to access up-to-date information and access to multiple information available to enhance their work performance. The study finding is in support with Kumar and Kaur (2005) on the idea that the ICTs been designed for the library helps to carry out certain operations like library management software, software for indexing journals and newspapers, graphical library automation systems and data management applications.

It was revealed by the study that the level of job performance of librarians was largely attributed to their proficiency in the use of ICTs available at their disposal. Such ICTs include using computer

to select resources, using the multimedia for presentation and the use of projector for visual presentation. The study finding is in line with that of Johari and Yahya (2009) which reports that when the working environment and relevant ICTs are in place, the performance of librarians becomes easy and consistent.

Further result shows that librarians are faced with different challenges with the use of ICT while carrying out their daily duties. Such challenges may include epileptic power supply, and inadequate funding for the acquisition of ICT tools. The present study is in corroboration with that of Okiy, (2005) as noted that some of the challenges facing ICT use by librarians are poor level of computer facilities; poor level of awareness of Internet facilities among policy makers, government officials and the ruling class.

Conclusion

This study investigated ICT utilization as correlate of job performance among librarians in Laz Otti Memorial library. Literature was reviewed extensively. From the finding it is evident that epileptic power supply, inadequate tablets for personal research and inadequate funding for the acquisition ICT tools were major challenges faced by librarians of Laz Otti Memorial Library at Babcock University. It was also discovered that effective and proficient use of ICT tools by librarians is a major factor that enhances their job performance.

Recommendations

Based on the challenges identified in the course of this study, the researcher therefore makes the following recommendations:

1. The management board of Laz Otti Memorial library of Babcock University should provide adequate fund for the acquisition of appropriate ICT tools needed for effective operation of the library functions to enable it serve the academic community satisfactorily.
2. Management board of Laz Otti Memorial library should ensure that regular training on up-to-date utilization of some technical ICT tools are designed for librarians

3. The governing body of Laz Otti Memorial library should provide a standby generator for the library alone to ensure the continuity of work in the case of power outage.

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