ICT SKILLS AND SERVICE DELIVERY BY LIBRARIANS OF AHMAD BELLO UNIVERSITY, ZARIA, NIGERIA

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ABSTRACT
This study investigated ICT skills on library service delivery by librarians in the Ahmadu Bello university, Zaria, Nigeria. The survey research design was adopted for the study. The population was made up of 200 librarians. Total enumeration sampling technique was used. Data was collected through a structured questionnaire. Findings showed that librarians were skilled in ICT. The study concluded that majority of the librarians were skilled in nearly all the ICT skills. The study recommended that the library management in conjunction with the management of these Universities should create an enabling environment for the training of librarians on ICT facilities, provide adequate internet access points and tackle erratic power supply. These could motivate the librarians in using ICT tools which, in turn, would lead to the enhancement of library services.

Keywords: ICT skills, Library services, Librarians, university library

INTRODUCTION
With the introduction of Information and Communication Technologies (ICTs), a lot of library services are delivered digitally. Kemdarne (2013) defined (ICT) as the combination of telecommunication and computer technology to facilitate transmission, collection, processing, interpretation and distribution of information. ICTs are the applications of modern technologies to the collection and dissemination of information. The application of ICTs in university libraries has enabled timely and rapid and timely access to information. The introduction of ICTs has significantly affected almost all library functions. ICTs have brought tremendous changes to information service delivery. Librarians in university libraries have realized the importance of ICTs in facilitating service delivery. Information and Communication Technologies are used in library services such as acquisition processes, circulation services, reference services, serials management, cataloguing and classification. ICTs help libraries in providing broad access to a variety of information resources and provide a way to improve teaching and research in universities. New web-based services like virtual reference services, online reservation services, online-public access catalogue (OPAC), news clipping scanning services and Internet services are some of the newly introduced services using ICT applications to respond adequately to the changing information seeking pattern of library users (Akande, 2014).

Information and communication technologies which are used interchangeably with Information Technology are useful in this information era. The use of ICTs in the library is tremendous, ranging from routine duties such as users' registration to more complex ones such as cataloguing and digital institutional repositories

(Gakibayo, Ikoja-Odongo & Okello-Obura, 2013). Globally, several university libraries are employing information and communication technologies to improve the delivery of their information services to their patrons. They use these technologies to enhance the traditional library service delivery. For university libraries to be relevant in this information age and as their services are now focusing on Information Technology, librarians need to acquire Information and Communication Technology skills to enhance the delivery of their duties. These skills include basic computer operating skills, use of electronic mail, posting messages to sites, and creating blogs among others. Librarians cannot fully exploit ICTs if they lack these basic skills.

However, one of the challenges facing library services in university libraries in Nigeria is the unwillingness of the librarians to incorporate ICT in terms of knowledge and skills to implement the modern library services (Ojedokun & Ayoka, 2015). Studies have shown that ICT skills of librarians in Nigerian universities are inadequate. Nkamnebe, Okeke, Udem, and Nkamnebe (2015), in their study found out that librarians were weakly skilled in information and communication technologies. Ojiegbe (2010) notes that many library staff in academic institutions rely only on the manual ways of rendering library services and do not bother acquiring competencies to incorporate the fast-growing technological trends in the profession. Okon and Ogbodo (2014) also pointed out that that one of the factors that hinders ICTs adoption by librarians in university libraries in Nigeria is low ICT skills. Ekoja (2007) states that ICT skills of librarians in Nigerian university libraries are inadequate. According to him, many librarians are unable to use ICTs even when ICT facilities are available. He opines that this poses a serious setback to service delivery.

There is no doubt that the traditional library and information services need improvement as a result of their limits and inadequacies. As a result of this, university libraries are incorporating new technologies such as social media in order to remain relevant in their universities and to meet the information needs of their patrons. Use of social media such as Facebook, Twitter, Blogs, Wikis, RSS feeds, YouTube. in the delivery of library and information services has become necessary for the survival of university libraries. Facebook is used for communication between librarians and their patrons. Library patrons can communicate with librarians for enquiries. They also receive information on their enquiries. Facebook is used for sharing of information and marketing library services. It is also used to forge collaboration among librarians; this helps them to know one another more. It is also used to search online public access catalogs (OPACs).

Statement of the Problem
Service delivery from inception has been the bedrock of libraries' existence since libraries are established for the sole purpose of providing information services. University libraries in Nigeria provide wide range of services such as reference services; inter library loan, selective dissemination of information service, current awareness service, and indexing and abstracting services. Many of these services are delivered manually and the delivery of these services through traditional means has been cumbersome and time-wasting. Traditional library services restrict users to the available resources available within the library collections only. Advancement in ICT has brought changes in the way libraries operate thereby demanding new skills from librarians to provide services relevant to the needs of today's users who have the option of either visiting the library physically or virtually. The virtual nature of today's libraries, however, demands that librarians are not only skilled in the use of ICTs but are also knowledgeable in the use of social media tools for information dissemination among users.

However, studies have shown that librarians in university libraries in Nigeria are not willing to integrate ICT in terms of abilities to adopt the contemporary library services. Although literature suggests that libraries in developed countries have embraced the use of social media in service delivery, the pace of application of modern technologies such as social media in university libraries in developing countries particularly Nigeria is slow. One of the probable reasons for this might be lack of knowledge and skills involved in the use of social media. Therefore, investigated the relationship between ICT skills and services by librarians of Ahmadu Bello University library in Zaria.

Objective of the Study

The general objective of this study was to investigate the ICT skills and library services of librarians of Ahmadu Bello University library in Zaria. The specific objectives is to:

1- determine the level of ICT skills of librarians of Ahmadu Bello University library in Zaria deliver services using social media.

METHODOLOGY

Survey design was used for the study. The population of the study consisted of 200 librarians of Ahmadu Bello University library in Zaria. A total enumeration sampling technique was used and self-structured questionnaire was developed for the purpose of collecting data for the study. Data were collected and analyzed using descriptive statistics. Descriptive statistics such as mean, standard deviation, percentages were used for data analysis. All these were achieved with the aid of Statistical Package for Socials Sciences, version 20.

RESULTS

Research Question 1: What is the level of ICT skills of Librarians of Ahmadu Bello University library in Zaria?

Research question 1 was asked in order to elicit responses on their level ICT skills. The results are shown in table 1

Table 1: Level of ICT Skills of Librarians of Ahmadu Bello University library in Zaria

ICT Skills	HS	%	MS	%	WS	%	NS	%	Mean	SD	Average Mean
Basic computer skills											
Copying, deleting and renaming files	78	75.7	22	21.4	2	1.9	1	1.0	3.72	0.55	
Creating and naming new folders	74	71.8	24	23.3	3	2.9	2	1.9	3.65	0.64	
Conducting online searches	72	69.9	29	27.9	2	1.9	0	0.0	3.68	0.51	
Saving files in selected folders	74	71.8	23	22.3	5	4.9	1	1.0	3.65	0.62	
Downloading files	79	76.7	19	18.4	4	3.9	1	1.0	3.71	0.59	
Zipping and unzipping files	32	31.1	44	42.7	21	20.4	6	5.8	2.99	0.87	3.57
Communication											
Using e-mail	94	91.3	7	6.8	2	1.9	0	0.0	3.11	0.71	
Posting message to chat sites	72	69.9	25	24.3	5	4.9	1	1.0	3.89	0.37	
Setting up discussion list	39	38.2	44	43.1	16	15.7	3	2.9	3.63	0.63	
Telephoning over the internet/video calls	51	49.5	32	31.1	16	15.5	4	3.8	3.17	0.80	
Uploading self-created content	59	57.3	30	29.1	12	11.7	2	1.9	3.26	0.86	3.41

Problem solving											
Avoiding computer virus	40	38.8	45	43.7	13	12.6	5	4.9	3.30	0.78	
Connecting new devices	46	44.7	40	38.8	15	14.6	2	1.9	3.17	0.83	
Installing new devices	41	40.2	36	35.3	21	20.6	4	3.9	3.26	0.78	
Installing or replacing operation systems	29	28.2	33	32.0	31	30.1	10	9.7	3.12	0.87	
Modifying the configuration parameters of software applications	20	19.4	34	33.0	33	32.0	16	15.5	2.79	0.97	3.13
Content creation											
Creating and editing video via computer programmes	31	30.1	39	37.9	22	21.4	11	10.7	3.42	0.77	
Creating animation	18	17.5	37	35.9	32	31.1	16	15.5	2.87	0.97	
Creating blogs	24	23.5	32	31.4	32	31.4	14	13.7	2.55	0.97	
Creating electronic presentations with PowerPoint	56	54.9	31	30.4	13	12.7	2	2.0	2.65	0.99	
Using audio recording devices	50	49.0	34	33.3	17	16.7	1	1.0	3.38	0.78	2.97
Grand mean 3.28											

Key: HS= Highly Skilled, MS= Moderately skilled, WS= Weakly skilled, NS= Not skilled

Respondents were asked to indicate their level of ICT skills on a four-point Likert-scale ranging from 'highly skilled' to 'not skilled'. Table 1 shows percentage distribution and mean score of their level of ICT skills. Librarians of Ahmadu Bello University library in Zaria were moderately skilled in nearly all Information and Communication Technologies. A list of basic computer skills was provided to assess the level of proficiency of the respondents.

78 (75.7%) of the librarians of Ahmadu Bello University library in Zaria were highly skilled in copying, deleting and renaming file with a mean of 3.72; 74 (71.8%) respondents indicated that they were highly skilled in creating and renaming new files. The mean is 3.65. The librarians were highly skilled in conducting online searches; 72 (69.9%) of the respondents indicated this with a mean of 3.68. Furthermore, librarians were highly skilled in saving files in selected folders. A total of 74 (71.8%) indicated this. The mean was 3.65. The librarians also were highly skilled in downloading files, this was indicated by 79 (76.7%) with a mean of 3.71, while 44 (42.7%) of the librarians were moderately skilled in zipping and unzipping files with a mean of 2.99. The average mean value is 3.57. This implies that the respondents were moderately skilled in basic computer skills.

Discussion of Findings

The study investigated ICT skills and service delivery by librarians of Ahmadu Bello University library in Zaria. The importance of librarians equipping themselves with ICT skills cannot be overemphasized since a lot of library services in this century depend to a large extent on the use of computers and related technologies. It can then be deduced from the findings that librarians of Ahmadu Bello University library in Zaria were moderately skilled in information and communication technologies. The grand mean of all the items was 3.28. They were skilled in basic computer skills such as copying, editing and renaming new files. They were also skilled in communication skills such as using electronic mail, posting messages to chat sites, and setting up discussion list. This finding is in line with Ugwuanyi (2011) and Anyaoku (2012) who reported that ICT skills of the academic librarians have improved. However, the finding does not support the findings of previous studies (Ojiegbe, 2010; Adeyoyin, 2005) who found out that the level of ICT competence among the library staff working in the University libraries was very low. The proficiency could be as a result of universal emphasis on ICT in every facet of life. The librarians in federal universities in South-West, Nigeria placed a high value on acquisition of ICT skills. Furthermore, they understood that ICT could generally improve services delivered by librarians in federal universities in South-West, Nigeria. ICT could facilitate information dissemination. They were aware that ICT is very crucial to them as information professionals. Presently, ICT is the tool for information provision in this century and librarians have to equip themselves. The proficiency in ICT also shows that librarians are prepared to apply ICT to provide services to their patrons.

Conclusion

ICT Skills is very important in university libraries for several services. The importance of ICT Skills in service delivery in university libraries has become serious as a result of inadequacies of traditional library services. It is even more vital for the librarians in universities in Nigeria because they have a large population of staff and students. ICT Skills would assist them to reach many of their patrons. However, it is necessary that librarians in university libraries in particularly librarians of Ahmadu Bello University library in Zaria acquire ICT skills such as basic computer skills, using e-mail, posting messages to chat sites, setting up discussion list, and creating blogs in order to leverage social media. The study revealed that librarians of Ahmadu Bello University library in Zaria were skilled in nearly in all information and communication technologies that the study covered.

Recommendations

The following recommendations are made:
1. Adequate ICT infrastructure and internet facilities should be made available in the university libraries. Universities libraries should increase their level of investment on ICT facilities in order to improve their service delivery.

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