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IMPACTS OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) ON THE USE OF UNIVERSITY OF ILORIN LIBRARY

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Abstract

The study examines the effects of information and communication technology (ICT) in the university of Ilorin library, Ilorin Kwara state, Nigeria. A case study research method was adopted. The major instrument was questionnaire while interview and observation were used to complement it. The sampling technique adopted was simple random. The statistical analyses used in analyzing the data are percentages and frequency counts. The findings revealed the automation of the library has reached 70% while the information and communication technology (ICT) in use includes the internet, OPAC (Online Public Access Catalogues) and CD ROM facilities. Most of the library staff have undergone computer training. Post graduate students have been trained, and undergraduate students have access to some facilities such as; databases usage to source for information in the e-library. The effects of using ICT in the Library revealed that it gives quick access to information and allowed users to be aware of more information resources available in their various disciplines. The users were able to utilize the ICT in the Library to source for academic materials. The research was able to show that the use of ICT is above average in the University under study. The challenges associated with the use of ICT revealed by the study are; inadequate power supply, lack of funds and insufficient computers. The study recommended that there should be more funds for maintenance and repairs, more professionals with ICT skills should be recruited and more powerful and reliable standby generator should be installed.

Keywords: Information and Communication Technology, Library usage, Automation, Library services

Introduction

It has been found that almost all the Nigeria university libraries intended to automate their operations. Some have attempted it and it emerged colorfully while some dropped the idea for one reason or the other. Majority are still trying to cope with the challenges it brings. National University Commission (NUC) was the first to initiate the development of computers in libraries in all federal universities, with World Bank credit facility agreement. According to Ogunleye (1997), NUC directed the University Librarian of all Federal Universities at a meeting in Kaduna in 1990 to get their operations computerized and it was further said that the libraries will be given a computer set each in 1991. Nineteen of the University Librarians attended the meeting and 3 World Bank officials were in attendance. It was agreed in the meeting that each library was to cater for its own automation project.

At the second meeting, the librarians gave reports on the efforts made thus far to automate their libraries. It was indicated that most of the librarians had no sufficient equipment for computerization or did not have computer at all. Almost all the university libraries lacked the necessary manpower for computerization. The NUC promised to offer one micro-computer to each university library. The promise was fulfilled in 1994 with an information navigator for libraries (TINLIB) software which was installed in each of the libraries.

In November 1994, BUSICON (Nig) Tithe supplier of TINLIB software in collaboration with the NUC, organized a week-long training for the representatives of the Nigerian University Libraries. The representatives were made up of 3 librarians and one system administrator from each university libraries. The training was held in Ogbomoso for South West, Port Harcourt for South East, Jos and Zaria for Northern Zone.

The purpose of the workshop was to acquaint the librarians with use of and capability of TINLAB with the experience acquired at the workshop, it was anticipated that libraries should be able to continue with the automation project on their own without NUC interface support. A lot of achievements have been recorded in most academic libraries. Such as in University of Ibadan, University of Lagos, Obafemi Awolowo University, Ile-Ife and Ahmadu Bello University, Zaria, have gone far in automation.

According to a report, although some of the academic libraries have not discarded the manual system. In the same vein, almost if not all of the private universities like BOWEN University, Iwo, Osun state, Covenant University Otta, Ogun state, Landmark University, Omu-aran Kwara state, Babcock University, Ijebu-remo, Ogun state have recorded a huge success due to the fact that we are in information age in which the information tools being used is the new technology. Otunla/Akanmu-Adeyemo (2010) have identified under-funding of the university libraries as a major problem in the acquisition and application of information and communication to their services unlike before when 10% of the total budget to the universities are given to library. Most university librarian cannot spend the library budget anyhow. Most of library books/journals are provided for from TETFUND library intervention, and because automation is capital intensive, it consumes a lot of money and maintenance cost is even higher than initial cost.

Nigeria Telecommunication Limited and Nigeria Power Holding Limited make the matter worse by rendering epileptic services and their bills are always high. This affects the operation of ICT. Sometimes, it may be delay of the Universities to pay for services rendered like internet service fees and others. However, academic libraries in Nigeria

especially University libraries have resorted to acquiring the automated system for speedy, time saving, efficient and effective services of their operations.

Objective of the study

The main objective of the study was to examine the effects of information and communication technology (ICT) in the university of Ilorin library, Ilorin Kwara state, Nigeria. The specific objectives of the study are to:

1. Determine the level of ICT utilization at the university of Ilorin library.
2. Examine the level of ICT integration into the services of the library.
3. Identify the challenges of using ICT at the university of Ilorin library.

Literature Review

Background of University of Ilorin

The University of Ilorin is located in the ancient city of Ilorin, about 500 kilometers from Abuja, the Federal Capital Territory, Ilorin the capital of Kwara State (The State of Harmony) is strategically located at the geographical and cultural confluence of the northern and southern parts of Nigeria. The University is one of the seven institutions of higher learning established by the Decree of the Federal Military Government of Nigeria in August 1975. From the initial three faculties, the university has grown to 15 faculties with 60 academic departments, undergraduate degree programmes run for 3 years to 6 years, depending on entry qualifications and discipline.

Background to the University Library

University of Ilorin library was established in 1975. The library started immediately the university started, having a storey building called library with essential sections necessary for a College Library such as the readers services, technical services and the Librarian's office. These were extended later as the population grew to...Library staff number also grew to 110, necessary for the workforce.

The library has its permanent building at the main campus which was occupied in 1990 with 90,000 titles of books and journals and other library materials for all the programmes being offered. The automation of the library started in 1990 in which the NUC directed all Federal Universities Librarians to get their operations computerized.

The University of Ilorin linked up with the computer center now called COMSIT to help in making their dream of automation come true. The computer center started with the

circulation unit (reader services division) of the library, after progressing for a while, the library decided to have a software installed which all other university libraries are also using that is the TINLIB software, later changed to Alice for Windows and currently using KOHA software.

The automation of the library has covered all other sections in the library such as cataloguing, Acquisitions, Reader services, reference, currently the library has the E-library for use by students/staff/researchers for their electronic version such as data bases EBSCO, JSTOR, AGORA, HINARI, Science Direct e-journals and e-books etc.

The library has trained its staff on the use and operation of computer to perform their routines which were formerly performed by manual procedures. Staffs were sent to workshops, conferences and seminars to enhance their performances. The library is still on computerizing their services and in the future time, the library will computerize fully all their activities and services.

The OPAC has about 26 computers, each of the professional librarians has one, and we have about 150 laptops in the E-library for students/staff use. The library presently is small compare with the student's population of about 40,000, it can only take 1,5000 students at a time. The university is planning to start another library building soon to solve the problem of accommodation of library users.

The vision/mission of the library is in line with that of the university.

Vision: A library that ranks as one of the best globally in resource provision and service delivery to local, national and international community.

Mission: To provide efficient framework for attaining best practices in collection development, infrastructure, resources management and service delivery to library users for teaching, learning and community service.

ICT at the University of Ilorin

The current software package for use in the library is KOHA Library integrated software. This is being used in all sections, although presently there are still some of the sections that have not fully utilized the package. The library Internet access uses fiber optic cables. This makes the services functional and accessible. Students with their tablets use it often to do assignments, read online books and download. Students are allowed to use their personal computers in the E-library to search for information sources using passwords.

The library has electronic databases and online journals; EBSCO, JSTOR, AGORA, HINARI, OARE, Science Direct and NUC Virtual Library. These databases permit access to about 35000 electronic journals across all disciplines. This enhances access to resource-based materials for teaching, learning and research in the university. The library has 167 computers and 150 laptops to access electronics resources in the E-library section of the library, including 26 computers for OPAC situated at the main library. The E-library is fully air-conditioned, with high speed internet connectivity, printers, projector, and webcam facilities. This gives access for students and staff to do their research using electronic books/journals, access web-based literature searches for their projects/thesis, seminar presentation and other related assignments. There is internet access in the library using fiber optic cables. The service is 24 hours daily including Saturdays and Sundays except public holidays.

The library has installed a software package "KOHA". This is being used in all of the sections though not fully, for instance at the circulation desk, materials on loans are charged manually, though registration of users are inputted into the system, the reference services is not totally on-line, also the document and serials section are on the take-off of the automation.

Advantages of Information and Communication Technology (ICT) in Libraries

Libraries are using ICT to automate technical services, to provide efficient reference and information services and operation such as cataloguing, acquisitions and circulation etc. If utilized properly ICT will help in the growth and development of libraries in different directions.

Some of the advantages of ICT to libraries according to Cochrane 1992 are as follows; allows easy integration of various activities, facilitates cooperation and the formation of library networks, help to avoid duplication of efforts within a library and between libraries in a network, eliminates some uninteresting and repetitive work, helps to increase the range of service offered, provides marketing opportunity for the services offered, increases efficiency, it also gives better access to information, it encourages improved productivity, it encourages possibilities for cooperation, it encourages resource sharing, it improves the status of the information professionals and it allows access to international databases.

Kargbo (2009) opined that the quality of an academic institution is measured by the resources for learning on the campus and the extent to which students become independent, self-directed learners. Therefore, it is not surprising that the NUC encouraged all universities to have well-equipped libraries with automation facilities to enable learning to be easy for transformation of the society, such facilities include

computer and telecommunication systems, databases and a host of other technologies (e.g. Radio, Television, mobile phones).

Kargbo further proposed an academic library automation which should include the following;

1. Application of computer technology of routine activities such as acquisitions, cataloguing, accessing security control and inter-library loans.
2. Use of reference database on CDROM housed in these libraries
3. Access to remote databases such as library catalogues and circulation databases through technological lines and internet
4. Office automation and networking

MacCroll (2001) mentioned that automation will lead to better inventory control methods and management of library routine or services. Otunla and Akanmu-Adeyemo (2010) tries to draw out the challenges library automation in Nigeria, which could be a general one as erratic power supply, inadequate professional libraries to handle the project, absence of maintenance and support agreement, poor ICT infrastructure, poor funding, poor ICT skills among staff.

In the same paper Otunla/Akanmu-Adeyemo (2010) saw the issue of software for library automation as one of the major issues in Nigeria. Many academic libraries are changing from software to another; this change of software has affected the progress and success of automation program in Nigerian libraries. Presently, the University of Ilorin is using KOHA software for its operation and services in some of the section such as technical services (excluding acquisitions and serials), reader's services excluding reference and documents and e-library support services.

In University of Ilorin Library, the bibliographical details of library materials are being uploaded, the library also offers programme to students to be able to effectively use information and communication technology equipment, starting with post-graduate students, and now working on undergraduates. The library has the challenge of subscription to databases but its being addressed.

Methodology

A case study research method was adopted. The major instrument used for this work was questionnaire, which was supported with oral interview and on the spot observation. The questionnaire was administered to students of University of Ilorin (users). The users were allowed to tick their responses and were later collected by the researcher. The questionnaire was designed to collect information on;

1. Level of information and communication technology in the university of Ilorin library.
2. The integration of ICT with the services of the library
3. The challenges associated with the use of ICT in the use of ICT in the library

Structured Interview

An oral interview was conducted with the head of Electronic Support Services; the result was meant to supplement the information supplied by the respondents of the questionnaire. The result shows that the library is making effort in its automation project.

Personal Observations

The researchers examined the activities in the automated sections of the library (technical services division, cataloguing unit) and reader's services division (circulation unit) e.g types of computers in use/software in use).

Data Analysis and Discussion of Findings

The format of the research instruments which contained various sections was used as a guideline for analyzing the data. In explaining the data, a descriptive approach was employed by which themes and patterns that emerged from the data were used to address the research questions. In analyzing the data, Statistical Package for Social Science (SPSS) was used. The data is presented using simple percentage rounded to one decimal place for easy comprehension. The return rate of the questionnaire is 95%. This is because 95 copies of questionnaire were retrieved back out of the 100 copies administered. This is represented in the table 1.

Table 1: Return Rate

Copies Administered	Copies Returned	Percentage Return/Valid
100	95	95%

Table 2: Distribution of respondent by Faculty

	FACULTY	FREQ	PERCENT (%)	CUMULATIVE. PERCENT (%)
1.	Agriculture	9	9.5	9.5
2.	Arts	8	8.4	17.9
3.	Basic Medical Science (BMS)	4	4.2	22.1
4.	Communication & Information Science	8	8.4	30.5
5.	Life Science	7	7.4	37.9
6.	Law	6	6.3	44.2
7.	Physical Science	2	2.1	46.3
8.	Clinical Science	4	4.2	50.5
9.	Management Science	12	12.6	63.2
10.	Social Science	3	3.2	66.3
11.	Education	11	11.6	77.9
12.	Environmental	4	4.2	82.1
13.	Engineering and Technology	12	12.6	94.7
14.	Pharmacy	3	3.2	97.9
15.	Veterinary Medicine	2	2.1	100.0
Total		95	100.0	

In Table 2, respondents vary with faculties. However, all the fifteen Faculties in the University are represented. Faculty of Agriculture has frequency counts of 9 (9.5%), Arts 8 (8.4%); BMS 4 (4.2%); Communication and Information Science 8 (8.4%); Life Science 7(7.4%); Law 6(6.3%); Physical Science 2(2.1%); Clinical Science 4(4.2%); management science 12(12.6%); Social Science 3 (3.2%); Education 11 (11.6); Environmental 4 (4.2%); Engineering and Technology 12 (12.6%); Pharmacy 3 (3.2%) and Veterinary medicine has frequency of 2 (2.1%).

Table 3: Distribution of Respondents by Academic Level

	Frequency	Percent	Cumulative Percent
100	13	13.7	13.7
200	21	22.1	35.8
300	31	32.6	68.4
400	24	25.3	93.7
500	6	6.3	100.0
Total	95	100.0	

The respondents' Academic Level ranges from 100Level to 500Level. Those in 100L has frequency of 13% (13.7%); 200Level has 21 (21.1%); 300Level 31(32.6%); 400Level 24(25.3%); 500Level 6(6.3%).The result shows that 300 Level students benefited from the use of ICT in the Library than the other levels. The sample size which is 100 was based on the evening period of 6:00pm to 8:00pm, when students might have finished the days' lectures, at this times students are few in the Library. Majority of the students will go to the hostel while few will come to the library to do assignment or prepare for test. The total number of registered users in the Library is 161,233 since inception.

Table 4: Level of ICT Application on Library Services

	Fully Applied	Partially Applied	Not Applied	ROW TOTAL
LIBRARY SERVICES	Freq. (%)	Freq. (%)	Freq. (%)	Freq. (%)
Registration of Users	72(75.8%)	13 (13.7%)	10 (10.5%)	95 (100%)
Information services (Ref)	48(50.5%)	37 (38.9%)	10 (10.5%)	95 (100%)
Cataloguing	65(68.5%)	18 (18.9%)	12 (12.6%)	95 (100%)
Classification	64(67.4%)	27 (28.4%)	4 (4.2%)	95 (100%)
Indexes	58(60%)	26 (27.4%)	12 (12.6%)	95 (100%)
Abstracts	58(60%)	28 (29.5%)	10 (10.5%)	95 (100%)
OPAC	59(62.1%)	21 (22.1%)	15 (15.8%)	95 (100%)
Lending Services	49(51.6%)	29 (30.5%)	17 (17.9%)	95 (100%)

Serial Control Services	62(65.2%)	21 (22.1%)	12 (12.6%)	95 (100%)
Resource Sharing Networks	55(57.9%)	22 (23.2%)	18 (18.9%)	95 (100%)
Administration Duties	69(72.6%)	17 (17.9%)	9 (9.5%)	95 (100%)
Internet Services	61(64.2%)	25 (26.3%)	9 (9.5%)	95 (100%)
Online Databases	41(43.1%)	33 (34.7%)	21 (22.1%)	95 (100%)
Intercom Facilities	25(26.3%)	40 (42.1%)	30 (31.6%)	95 (100%)
Films and slides	30(31.6%)	41 (43.2%)	24 (25.3%)	95 (100%)
Library Security System	53(55.8%)	31 (32.6%)	11 (11.6%)	95 (100%)
COLUMN TOTAL	869	429	224	1522

This table shows that the application is more in administrative duties, followed by in

Table 5: Frequency of Utilization of ICT Resources

Level of Utilization of ICT Resources	Highly Utilized	Utilized	Not Utilized	Total
Registration of Users	63(66.3%)	17(17.9%)	15(15.8%)	95(100.0%)
Information Services (Ref)	54(56.9%)	28(29.5%)	13(13.7%)	95(100.0%)
Cataloguing	59(62.1%)	24(25.3%)	12(12.6%)	95(100.0%)
Classification	50(52.6%)	33(34.7%)	12(12.6%)	95(100.0%)
Indexes	53(55.8%)	28(29.5%)	14(14.7%)	95(100.0%)
Abstracts	47(49.4%)	32(33.7%)	16(16.8%)	95(100.0%)
OPAC	37(39%)	33(34.7%)	25(26.3%)	95(100.0%)
Lending Services	47(49.5%)	22(23.2%)	26(27.4%)	95(100.0%)
Serial Service Control	44(46.4%)	32(33.7%)	19(20.0%)	95(100.0%)
Resource Sharing	45(47.3%)	27(28.4%)	23(24.2%)	95(100.0%)
Networks	47(49.5%)	32(33.7%)	16(16.8%)	95(100.0%)
Administration Duties	55(57.9%)	23(24.2%)	17(17.9%)	95(100.0%)
Internet Services	40(42.1%)	29(30.5%)	26(27.4%)	95(100.0%)
Online Databases	24(25.3%)	39(41.1%)	32(33.7%)	95(100.0%)
Intercom Facilities	20(21%)	39(41.1%)	36(37.9%)	95(100.0%)
CDRom Facilities	20(21%)	39(41.1%)	36(37.9%)	95(100.0%)
Films and Slides	43(45.3%)	32(33.7%)	20(21.1%)	95(100.0%)
Library Security (3m Library System)	748	509	358	1615
COLUMN TOTAL				

cataloguing and classification than any other. The level of ICT application in cataloguing unit is fully applied (68.5%). Most of the cataloguing data are imputed into OPAC for easy access by users using Resources Description and Access (RDA). While, application of ICT in classification unit is partially applied 67.4%, this is because the unit uses online Library of Congress to classify the library books, thus save the time of the classifier and allow them to work on many titles for each day.

This table shows that ICT resources are used more in circulation for registration of users (66.3%) followed by cataloguing section (62.1%) than any other. This allow the users to register without stress and save the library from registering non-student and non-staff members, by using matriculation numbers and staff file numbers respectively. This allows the library to know the statistics of users per year. On the other hand, cataloguing tools needed for ICT are made available and subscriptions were paid yearly by the university through the library.

Table 6: Level of Utilization of ICT Resources

Level of Utilization of ICT Resources	Highly Utilized	Utilized	Not Utilized	Total
Registration of Users	36(37.9%)	22(23.2%)	37(38.9%)	95 (100.0%)
Information Services (Ref)	45(47.4%)	32(33.7%)	18(18.9%)	95 (100.0%)
Cataloguing	45(47.4%)	30(31.6%)	20(21.1%)	95 (100.0%)
Classification	43(45.3%)	38(40.0%)	14(14.7%)	95 (100.0%)
Indexes	49(51.5%)	30(31.6%)	16(16.8%)	95 (100.0%)
Abstracts	54(56.5%)	25(26.3%)	16(16.8%)	95 (100.0%)
OPAC	54(56.9%)	21(22.1%)	20(21.1%)	95 (100.0%)
Lending Services	59(62.1%)	20(21.1%)	16(16.8%)	95 (100.0%)
Serial Service Control	51(53.7%)	28(29.5%)	16(16.8%)	95 (100.0%)
Resource Sharing Networks	57(60%)	22(23.2%)	16(16.8%)	95 (100.0%)
Administration Duties	43(45.2%)	28(29.5%)	24(25.3%)	95 (100.0%)
Internet Services	39(41.1%)	25(26.3%)	31(32.6%)	95 (100.0%)
Online Databases	53(55.8%)	24(25.3%)	18(18.9%)	95 (100.0%)
Intercom Facilities	64(47.4%)	25(26.3%)	6(6.3%)	95 (100.0%)
CD-Rom Facilities	71(74.8%)	13(13.7%)	11(11.6%)	95 (100.0%)
Films and Slides	63(66.3%)	26(27.4%)	6(6.3%)	95 (100.0%)
Library Security (3m Library System)	54(56.9%)	17(17.9%)	24(25.3%)	95 (100.0%)
COLUMN TOTAL	880	426	309	1615

This table shows that the users utilized CD-ROMs available in E-lib than any others with (74.8%)CD-ROMs are devices that are used to store and retrieve information. Most books came with CD-ROMs which when received will be sent to e-library for users. Though, library subscribe to online databases but the level of utilization is low (55%). Databases are used to access information and download e-resources (books and journal), mostly during accreditation.

Table 7: Interview Questions and Answers

S/N	Question	Answer	remarks
1.	What is the present stage of automation and level of ICT in University of Ilorin?	Bibliographic details of library materials are currently being uploaded	At the developing stage
2.	What is the total number of automated section in University of Ilorin Library?	Two (2). Namely: Readers Services, and Technical Services (excluding Acquisitions)	Library not fully Automated
3.	What Software package is the University Library using at present?	KOHA	Open Software
4.	Does the Library offer any programs to students regarding the effective use of Information and Communication Technology equipment?	Yes, The library started with postgraduate students and it is now working on a documentary on the use of the library for undergraduate. This is because of the large numbers involved	The library is yet to offer Programs to Undergraduate students
5	What are the challenges faced by the University of Ilorin Library	The challenge use to be subscription to databases but the challenge has been addressed. But now, the major challenge is power outage.	Power outage is the major challenge

This table shows that application and utilization of ICT in University of Ilorin library is on-going and the issue of power outage is being address by the university authority.

Interview Report

It was gathered that the library is not fully automated because there are some units (e.g. acquisition) that are yet to be automated. Consequently, the library is just at the conversion stage for bibliographic details of its records. However, the library software used in the library is KOHA.

Discussion of Findings

The application of ICT in University of Ilorin library is not fully but partial. It is discovered that cataloguing and circulation units make use of ICT than any other units. The issue of power outage is one of the problems facing the library. The library has not

extend their services to the postgraduates are their priority. The use of ICT has greatly reduced stress, save time of staff and users, and allowed for efficient and effective work among staff in the library.

However, there is still need for more support from the administration and library management in form of finance and manpower, as it is opined by Otunla and Akanmu Adeyemo, that for a successful library automation project including ICT “there is need for adequate finance, constant power supply, infrastructure, an experienced consultant and dedicated members of staff and proper training of library staff”

However, this could affect the quality of service rendered in the university Library. Meanwhile, these ICTs are yardstick for determining a standard library and are also necessary for learners. This is a confirmation to the statement of Kargbo (2009) who opined that the quality of an academic institution is measured by the resources for learning on the campus and the extent to which students become independent, self-directed learning.

The frequency of Utilization of ICT resources in University of Ilorin Library

Library users in University of Ilorin Library make use of the available ICT facilities on an average level. This is because the highest response of the average respondents is that they “Utilized” the resources frequently. Meanwhile, they make use the ICT facilities for their library registration and they least utilize audiovisual materials in the library (from Table 5). Therefore, there frequency of utilization is at the “average level”.

The Levels of Utilization of ICT Resources in University of Ilorin Library

In University of Ilorin Library, it was gathered that average library users “Highly utilize” utilize the library resources (From Table 6). The ICTs available in the University Library are being utilized by the library users. This is tantamount to say that the users are vast in the ICT usage and this may have a positive ripple effect on their academic performance.

The Challenges faced by the Library in automating the library fully

As stated in Table 7 above, the library is majorly faced with the problem of epileptic power supply apart from the subscription problem earlier faced. Apart from this, does not have all the needed ICT appliances required for a standard academic library.

Conclusion

The Unilorin library automation, ICT application and utilization is still on-going. Since it was not fund that is the problem, it is likely that they will eventually succeed in their attempt.

Recommendations

This study is recommending the following in order for the application and utilization of ICT to succeed in Unilorin library. There is need for a standby generator; this will be owned by the library to service its functions. Subscription to databases must be constant and be renewed as at when due. Users should be encouraged to make use of ICT by publicizing the ICT resources among users through orientation programme that will address ICT usage alone and not the general library orientation. Staff should also be properly trained and re-trained Lastly, library should not be changing their software so as not to disrupt ICT usage and application, just as Otunla and Akanmu-Adeyemo (2010) mentioned in their submission that the problem of library automation in Nigeria are; erratic power supply, inadequate of professionals to handle the project, absence of maintenance and support agreement, poor ICT infrastructure, poor funding, poor ICT skills among staff and software problem. If all the above is taken care of, ICT application and utilization will be better in Unilorin library and other academic libraries that are facing the same difficulties.

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