
APPLICATION OF ICTS TOOLS AND LIBRARY SERVICES PROVISION IN THE UNIVERSITY OF CALABAR, NIGERIA

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ABSTRACT

The study investigated the application of ICTs and library services provision in University of Calabar, Nigeria. To achieve this purpose, four research questions with four corresponding null hypotheses were formulated to guide the study: computer, Internet, photocopying machine, CD-ROM while the dependent variable is library services provision in universities. Literature was reviewed based on the sub-variables used in the study. The research design used was survey design and the instrument for data collection was a structured questionnaire. A total number of seventy-five (75) librarians and para-professionals as respondents were sampled for the study, using the census sampling technique. The instrument used was validated by experts and the reliability was ascertained using Cronbach alpha. Data collected was analysed using Pearson's Product Moment Correlation. The findings of the study showed that there is a significant relationship between application of computer and library services provision in University of Calabar, Nigeria. Also, there is significant relationship between application of Internet and library service provision in University of Calabar, Nigeria. Based on this finding, it was recommended that University management should provide ICT facilities to the library, Internet facilities should be made available in the library to enhance circulation services, Government should make Internet facilities available and accessible

to students, well spirited individual and co-operate organisation should equally assist in the provision of ICT facilities in the library.

Keywords: Computer, Internet, ICT facilities, Library Services, University.

Introduction

The world has continued to witness a rapid growth in information transformation and transmission or dissemination. This is a product of ICT and the realization that information has become an important ingredient for national transformation and development. Ita (2024) averred that the function of a university library is to provide resources and services for its patrons. Libraries all over the world today are facing the challenge of the paradigm shift from traditional terrain to electronic terrain (Terfarra, 2021). According to Edoka (2020), the mission of university libraries is to teach, conduct research and provide services to humanity and these are the pivot on which academic activities revolve. Hence, Dan-Azumi (2016) stated that academic health; intellectual vitality and effectiveness of any institution depend largely on the state of information resources to the patrons.

However, library services provision in universities in Nigeria are impacted negatively by lack of application of ICTs in their services due to inadequate funding, lack of qualified staff, lack of access to modern technology, lack of training opportunities, among others. This deserved serious attention. Library services are very important for high quality of teaching and learning in higher institutions. University provides information and library services to support teaching, learning and research activities. The improvement that is expected in the educational system can be obtained through library services. Learning can be aided through effective use of library by students (Sunday & Neji, 2023).

Traditionally, the library is a place where information resources are acquired, stored and retrieved for use and such information if well applied could modify user's information literacy skills for societal growth (Akinfolarin, 2019). Libraries are at the centre of education because it is the greatest tool for human efficiency and development (Akpohonor, 2015).

The digital age has brought about a completely different way of providing library services resulting to the development of new services. Moreover, the application of modern technologies in library work has broadened the provision of library services. Library technologies are solving new information needs and changing the mode of service dramatically. User service is the primary

mission of a library, and the development of the library is driven by users' needs which are affected by the changing environment (Akpom, Ike & Onyam, 2017). Hence, the need to apply ICTs in library services to serve changing needs of users.

The quality of a library is not determined by its size, number of staff or collections but by the highly valued services that are able to have impact (Wagwu & Okpala, 2024). Therefore, the library plays an important role in imparting quality information literacy education through its services. Thus, the quality of every education depends largely on the quality of libraries (Orokpo, Sunday & Neji, 2024). These libraries provide various services, such as readers services, reference services, information services, bibliographic services, abstracting services, indexing services, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), reprographic services, translation services, online library services etc. to their clientele (Ita, 2024).

ICT increased the need for users to have necessary information retrieval skills that will empower them to identify and retrieve quality information to satisfy their information needs. Since the patrons are the central focus of library services, libraries have to respond to the customer-focused approach. Observation and studies by researchers have revealed that students are using academic library spaces in different ways than before: For example, bringing their own laptop, as the library continues to be a key space for learning and scholarly activities within academic institutions and that effective libraries must be responsive to these needs (Sain & Negi, 2023). In addition to laptops, other devices that users make use of in the library include tablets, smart phones, desktop computers, scanners, printers, internet services and so on. Some of these ICT facilities are better explained below as follows:

Laptops: A laptop is an electronic device that facilitates learning. It makes it easy for users to type, edit, organize, store and retrieve their documents. Moreover, being able to access the internet on the laptop enables users to stay connected with a world of information which brings about a better understanding of their subject.

Smartphones: This is a well-articulated device in the area of mobile learning. The most outstanding features of a smartphone are its availability with users, strong battery, touch screen, millions of downloadable applications (Oso, 2025). A smartphone, according to Iwuagwu (2023), "is a mobile phone with more advanced computing capability and connectivity than a feature phone which has limited functionality."

Desktop Computers: Computers For a variety of reasons, computers are used in libraries to support the needs of patrons in areas such as catalogue access, access to digital resources, internet access,

document creation, printing, copying and scanning. Library computers are usually programmed with time limits to ensure equitable access for all visitors.

Okafor and Eze (2020) stated that ICT is a term used to describe the ability to access information with the use of telecommunication-based internet resources. ICT brings about the creation, organization, manipulation and access of information from remote locations across the globe, within a short time. ICT involves incorporation of a range of technologies that are used to support communication and information dissemination. Obiozor-Ekeze and Chimezie (2024) described ICT as the use of computer-based technology and interest for making information and communication services available to a wide range of users. The term is broadly used to refer to a range of technologies including telephones, servers, firewalls, email, application software etc. The internet is the widest used technology which provides the mechanism for transporting data in a number of formats such as text, images, sound and video. ICT is a system that enables information to be collected, analysed, processed and disseminated. Therefore, this study seeks to examine the application of Information and Communication Technology (ICT) and library services provision in the University of Calabar, Calabar, Nigeria.

The researcher's observation and investigation showed that some university libraries are not given adequate attention they deserve. They lagged behind in the application of ICTs in their services provision. Recent studies on academic libraries argue that libraries need to apply ICTs in their services. However, absence of ICT in library services provision impact negatively on the university libraries. This is due to inadequate funding, lack of qualified staff, outdated stock, poor location, lack of access to modern technology, lack of training opportunities, and difficulty in meeting the needs of diverse user groups (Udo & Ekeng, 2021). It is on this backdrop that the study assessed the application of ICT and library services provision in the University of Calabar, Calabar, Nigeria.

The main purpose of the study was to investigate the application of ICTs and library services provision in University of Calabar, Nigeria. Specifically, this study intends to;

- i. determine the relationship between application of computer and library services provision in the University of Calabar, Calabar, Nigeria.
- ii. determine the relationship between application of Internet and library services provision in the University of Calabar, Calabar, Nigeria.

The following null hypotheses were stated to guide this study:

1. There is no significant relationship between application of computer and library services provision in the University of Calabar, Calabar, Nigeria.
2. There is no significant relationship between application of application of internet and library services provision in the University of Calabar, Calabar, Nigeria.

The findings of this study would be of immense benefit to the following person: library management and staff of academic libraries. It would help academic libraries which do not apply ICT-facilities in library functions identify areas of library operations in which ICT can be applied. For libraries using ICT facilities for various operations, they would be acquainted with other areas ICT can be employed in library operations and the institutions applying such.

Donor agencies would also be aware of the state of ICT facilities application in Nigerian university library operations and decide on the areas to assist such institutions.

Application of computer and library services provision in universities

The university library is the heart of the university because it plays an important role in the achievement of the university's goals. The primary goal of the university library is to provide access to quality information resources and services to satisfy the information needs of users for effective teaching, learning, and research (Umeozor & Emasealu, 2020; Orokpo & Sunday, 2023). These resources and services must be processed promptly and easily accessible to her users, especially in this digital age. Before this time, library activities were done manually, but with the advent of Information and Communication Technology (ICT), university library services have been transformed globally. Most library services are now computerised as a result of ICT, which has largely replaced the conventional methods of providing library services. It has opened up new options and more effective electronic delivery methods to overcome the traditional library system's limitations of time and location (Sunday, 2025).

The computerisation of libraries refers to the use of computers and other technical tools to carry out library tasks that were formerly handled manually, such as cataloguing and circulation. It includes all of the electronic infrastructure and tools used by libraries to enhance and deliver effective services (Oyeniran & Akphorhonor, 2019). These tools include telecommunications technologies like the telephone, cable, satellite, TV, and radio; computer-mediated conferencing and videoconferencing; Internet-based facilities; software programs; printers, laminators, fax machines, and photocopiers. These ICT resources have been used to perform repetitive and routine data processing tasks that are typical of university library operations effectively and efficiently. The use of digital technologies has changed every aspect of university libraries' services. ICT has had a significant impact on the

caliber of the information offered through libraries, and it also makes it possible to supply patrons with competent and adequate library services (Quadri, Bakare-Fatungase & Akinyemi, 2025). The conversion of numerous manual library procedures and processes to computerised ones has improved the effectiveness, efficiency, and timeliness of library service delivery.

The use of computers in academic libraries increases patron satisfaction with the information resources available there, saves time for both library personnel and users, prevents duplication of effort, and makes library services efficient (Ikonne, 2023). Oden and Owolabi (2021) observed that the extent of information collection, processing, arrangement, and dissemination in libraries has increased as a result of the use of ICT. It removes barriers related to time, space, language, and media while increasing speed and lowering costs. In industrialised nations, the majority of university libraries have fully embraced the digital revolution, which has led to better library service delivery.

The researchers have noted that the majority of university libraries in Nigeria have not fully computerised their services, despite the growth and potential of ICT in enhancing library services. Most university libraries in Nigeria provide library services manually rather than using computerised library services (Ogunbanjo & Bakare, 2024). If Nigerian university libraries do not adopt ICT, users would not have access to the full range of resources made possible by contemporary technology, and their needs would not be met by the services they provide.

Application of Internet and library services provision in universities

Studies on the computerisation of library services have been done in various ways. A review of a few of these investigations is provided in this section. In academic libraries in Benue State, Nigeria, Okafor and Eze (2020) looked into the impact of library automation on staff productivity. Librarians from three university libraries in Benue State made up the study's population. According to the research, academic libraries in Benue State's libraries have seen a significant improvement in staff members' job performance as a result of the automation of library operations. The perceived influence of automation on university library services by library staff in Southwest, Nigeria was examined by Oso (2025). Library staff members from nine university libraries in southwest Nigeria made up the study's population. The results showed that library automation in southwest Nigerian university libraries was only partially implemented and that library automation had a favourable effect on library services.

In private universities in Southwest Nigeria, Ikonne (2023) investigated how automation in libraries affected librarian performance. 349 librarians from 22 private university libraries in Southwest Nigeria made up the study's population. The results showed that five of the six library services were

entirely automated, which enhanced the performance of the librarians by 70%. The study likewise found a strong and favourable relationship between librarian performance and library automation. ICT use in public library services in Rivers State, Nigeria, was the subject of a study by Oden & Owolabi (2021). The research results showed that ICT resources were scarce and severely underutilised in Rivers State public libraries services.

In John Harris Library at the University of Benin, Ogunbanjo and Bakare (2024) looked at the effects of computerising library operations on patron use and services. The study found that the delivery of services and the user experience have been significantly impacted by the computerisation of library operations. However, studies have discovered several difficulties in using the computerised library system to deliver services in Nigerian university libraries. According to Opele, Daramola and Onoyeyan (2025), among the difficulties confronting university libraries are a lack of vendor technical assistance, a lack of financing, staff attitudes, and technophobia.

Additionally, some of the biggest obstacles to the usage of ICT facilities in university libraries included a lack of proper funding, slow Internet speed, and inconsistent electrical supply (Oyovwe-Tinuoye, & Ogbomo, 2022). Power outages, slow Internet connections, a shortage of computer terminals, and an insufficient number of computers were some of the problems preventing effective Internet usage in numerous Nigerian higher educational institutions, according to Chukwueke, Onuoha and Nnadozie (2018).

Methodology

This study adopted the descriptive ex-post facto research of the survey research design. Survey research design is a broad area of research design that encompasses any measurement and/or procedures that involve asking questions from respondents. This research design is preferred for this study on the basis that the researcher intends to pick a small sample from the large population by selecting subject into the study. Again, this study aimed at studying samples chosen from the population to discover their relative incidence, distribution, interrelations of sociological and psychological variables. It depends basically on questionnaires and interviews as means of data collections.

The population of this study consists of all the 75 library staff working in University of Calabar (UNICAL) Calabar, Nigeria (Registry units UNICAL 2023). The sampling technique adopted for the study was the census/enumeration technique. This was as a result of the small size of the

population. The sample for this study shall consists of 75 library staff working in the University of Calabar in Cross River State, Nigeria.

The instrument adopted for this study was developed by the researcher. The instrument is tagged: Application of ICTs and Library Services and Library Services Provisions in Universities (AICTLSPU) Questionnaire. The instrument is divided into three (3) sections A, B, C. A captured the personal data of respondents while sections B is made up of item statement of the variables under study and C is made up of statement on Library Services Provisions based on four point Likert scales which are Strongly Agree, Agree, Disagree, Strongly Disagree and the respondents are expected to tick answers in the appropriate column.

To ensure that the instrument measure what it was designed to measure, the instruments was prepared under the guidance of the Supervisor and experts in the Department of Measurement and Evaluation. The AICTLSPLU was subjected to scrutiny by experts in Measurement and Evaluation. The experts assessed the suitability of items, the clarity of language, the content coverage and the appropriateness of the items. They removed the ambiguous items and modified the others. Corrections and modifications were made as directed by the Supervisor before embarking on the production and administration of the instrument. Thereafter, the instrument shall be submitted to the Supervisor for final face and content validation to make it suitable for the research being conducted.

To establish the reliability of the instrument, 20 respondents that are not included in the study were used. The reliability of the instrument was obtained using two methods: Cronbach Alpha. The instrument was administered once to 20 respondents and the reliability was established which stood at .89.

The result of the data analysis is presented hypothesis-by-hypothesis as shown below.

Hypothesis one

There is no significant relationship between application of computer and library services provision in University of Calabar, Calabar, Nigeria. The independent variable in this hypothesis is application of computer categorise as X while the dependent variable is library services provision in University of Calabar categorised as Y. To test this hypothesis, Pearson's product moment correlation was employed as presented in Table 1.

TABLE 1: Summary of Pearson’s product moment correlation analysis of the relationship between application of computer and library services provision in University of Calabar, Nigeria. (N=75)

Variables	N	Mean	SD	r	Sig
Application of Computer Provision of library.	75	10.65	4.61	.241*	.001

P<.05

The result presented in table 3 shows that the P-value of .001 was less than the chosen alpha level of .05, thus implying that the Ho is rejected. Hence, there was a significant relationship between application of computer and library services provision in the University of Calabar, Nigeria.

Hypothesis Two

There is no significant relationship between the application of Internet and library service provisions in University of Calabar, Calabar, Nigeria.

The independent variable in this hypothesis is application of Internet categorise as X while the dependent variable is library services provision in University of Calabar categorised as Y. To test this hypothesis, Pearson’s product moment correlation was employed as presented in Table 2.

TABLE 2: Summary of Pearson’s product moment correlation analysis of the relationship between application of Internet and library service provision in University of Calabar (N=75)

Variables	N	Mean	SD	r	Sig
Application Of internet Library Services provision	75	21.13	2.704	.211*	.002

P<.05

The result presented in table 3 shows that the P-value of .002 was less than the chosen alpha level of .05, thus implying that the H_0 is rejected. Hence, there was a significant relationship between application of Internet and library service provision in University of Calabar.

Discussion of findings

The first hypothesis revealed that there was a significant relationship between application of computer and library services provision in University of Calabar, Nigeria. The finding of this study is in consonance with the observation of Ikonne, Ibikunle & Babalola (2023), who observed that these tools include telecommunications technologies like the telephone, cable, satellite, TV, and radio; computer-mediated conferencing and videoconferencing; Internet-based facilities; software programs; printers, laminators, fax machines, and photocopiers. These ICT resources have been used to perform repetitive and routine data processing tasks that are typical of university library operations effectively and efficiently. The use of digital technologies has changed every aspect of university libraries' services. ICT has had a significant impact on the caliber of the information offered through libraries, and it also makes it possible to supply patrons with competent and adequate library services (Ikonne, 2023). The conversion of numerous manual library procedures and processes to computerised ones has improved the effectiveness, efficiency, and timeliness of library service delivery (Obiozor-Ekeze, & Chimezie & Offor, 2024).

The use of computers in academic libraries increases patron satisfaction with the information resources available there, saves time for both library personnel and users, prevents duplication of effort, and makes library services efficient (Odewumi, 2023). Ogunbanjo and Bakare (2024) observed that the extent of information collection, processing, arrangement, and dissemination in libraries has increased as a result of the use of ICT. It removes barriers related to time, space, language, and media while increasing speed and lowering costs. In industrialised nations, the majority of university libraries have fully embraced the digital revolution, which has led to better library service delivery.

The second hypothesis revealed that there was a significant relationship between the application of Internet and library service provision in University of Calabar, Nigeria. The finding of this study is in alliance with Oso (2025), they investigated how automation in libraries affected librarian performance. 349 librarians from 22 private university libraries in Southwest Nigeria made up the study's population. The results showed that five of the six library services were entirely automated, which enhanced the performance of the librarians by 70%. The study likewise found a strong and favourable relationship between librarian performance and library automation. ICT use in public library services in Rivers State, Nigeria, was the subject of a study by Sain and Negi (2023). The

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In John Harris Library at the University of Benin, Okafor and Eze (2023) looked at the effects of computerising library operations on patron use and services. The study found that the delivery of services and the user experience have been significantly impacted by the computerisation of library operations. However, studies have discovered several difficulties in using the computerised library system to deliver services in Nigerian university libraries. According to Oladipo and Soyemi (2021), among the difficulties confronting university libraries are a lack of vendor technical assistance, a lack of financing, staff attitudes, and technophobia.

Conclusion

The main purpose of this study is to examine the influence of ICT on library service provision in University of Calabar, Cross River State, Nigeria. The need to properly examine the different dimensions of ICT on library service provision was highly emphasise, this is to ensure efficient service provision in the university library. The study also concluded that university of Calabar management should provide ICT facilities in the library to enhance provision of quality services to the end users.

Recommendations

Based on the finding of the study, the following recommendations are made;

1. University management should provide ICT facilities to the library
2. Internet facilities should be made available in the library to enhance circulation services
3. Government should make internet facilities available and accessible to students
4. Well spirited individual and co-operate organisation should equally assist in the provision of ICT facilities in the library

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