

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

Summer 6-26-2023

## INFLUENCE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) USE ON STAFF JOB PERFORMANCE IN UNIVERSITY LIBRARIES IN BENUE STATE, NIGERIA

HARUNA ABU

COURT OF APPEAL, EKITI DIVISION, NIGERIA, harunay2k@yahoo.com

CHINNWE JOSEPHINE OKARFOR

Court of Appeal, Kaduna, Division, Nigeria, ochywe2@gmail.com

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Scholarly Communication Commons](#)

---

ABU, HARUNA and OKARFOR, CHINNWE JOSEPHINE, "INFLUENCE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) USE ON STAFF JOB PERFORMANCE IN UNIVERSITY LIBRARIES IN BENUE STATE, NIGERIA" (2023). *Library Philosophy and Practice (e-journal)*. 7264. <https://digitalcommons.unl.edu/libphilprac/7264>

**INFLUENCE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)  
USE ON STAFF JOB PERFORMANCE IN UNIVERSITY LIBRARIES IN BENUE  
STATE, NIGERIA**

**BY**

**Abu Haruna**

**Court of Appeal, Ekiti, Division, Nigeria**

**&**

**Okafor Chinwe Josephine (CLN)**

**Assistant Director, Court of Appeal, Kaduna, Division, Nigeria**

**Abstract**

The study investigated the influence of Information and Communication Technology (ICT) use on staff job performance in University libraries in Benue State, Nigeria. Three specific objectives with corresponding research questions guided the study and six hypotheses were formulated and tested at 0.05 level of significance. The study adopted a survey research design. The target population for this study is the entire 241 library staff made up of professional and non-professional library staff in the three university libraries in Benue State. Since the population was not large, the study made use of all the 241 library staff in the three Universities – Joseph Sarwuan Tarka University, Benue State University and University of Mkar, Mkar. The instrument for data collection was a self developed structured questionnaire titled “ICT Use and Job Performance of Library Staff Questionnaire (ICTUJPLSQ). The reliability of the questionnaire was established using Cronbach Alpha method and a reliability coefficient of 0.79 was obtained. Data collected was analyzed using Means and Standard Deviation to answer the research questions and Chi-Square Statistic to test the null hypotheses at 0.05 level of significance. Findings of the study revealed that, ICT use significantly influence the job performance of library staff in acquisition and cataloguing sections. It was also found that ICT use significantly influence the job performance of library staff in the serial section. The study concluded that, the adoption of Information and Communication Technologies in University Libraries in Benue State has greatly enhanced the job performance of both professional and non-professional libraries staff. Recommendations were made among others that, academic libraries yet to adopt the use of ICTs to their operations should take drastic efforts in doing so as such development can reduce the workload of library staff, thus enhancing their job performance; acquisition and installation of academic library’s own internet server to ensure that library has absolute control over its activities to deliver effective library services, and will facilitate resource sharing by library staff thus enhancing their job performance.

***Keywords:* University Library, ICT, Acquisition, Cataloguing, Serial and Job Performance**

**Introduction**

Libraries play a significant role in the achievement of university goals and this role becomes even more critical in adoption and integration of Information and Communication Technology (ICT) to information service delivery. Information and Communication Technology (ICT) is the application of computers and other technologies to the acquisition, organization, storage, retrieval and dissemination of information. Qiang as cited by Onwubiko (2011) perceives ICT as the application of communication technologies consisting of hardware, software, networks and media for the collection, storage, processing, transmission and presentation of information, via voice, data, text or images. According to Grace, Kemy and King, as cited in Eyo, Nkanu and Nkebem (2011), ICT are tools that facilitate the production, transmission and processing of information. Information and communication technologies (ICT) facilitate the process of identification, collection, storing, processing and disseminating of information.

Since the inception of this century, Library and Information Science scholars are believed to have, through publications acquainted library and information science practitioners of the need to be ICT compliant, having acknowledged ICTs' sustained advances and its incontestable influence on library practices and operations . The library and information science professionals are utilizing ICT to keep pace with the problem of information explosion (Anisur, Hanif and Ragina, 2014). In the library, ICT is of tremendous assistance either in easing the arduous task of manual processing or in time saving in the retrieval of information and have made it possible for libraries to access a wealth of up-to-date resources worldwide, give quicker access to specialist in a number of disciplines and allow librarians to reach each other and users with messages and document. It has been discovered that knowledge of ICT usage improves capacity in every field of human endeavor including library and information science.

ICT has no doubt improved various aspects of library services from the simple clerical work to the acquisition, organization and dissemination of information and information materials. As a result of advancement in ICT and subsequent globalization, the present day librarians are expected to be skilled in using computer, networking and the internet to fulfill their professional obligations (Oguche, 2017). They are required to know various computer operations such as turning computer on, opening a folder, copying a file from one disk to another, scanning etc; the use of application software such as creating a new word processor document, modifying an existing word processor document, print out a document, operating in a networked environment

(Local Area Network, Wide Area Network) just to mention but few. Internet skills such as using the worldwide web (www), sending an e-mail message, using the word to find specific information, taking part in an online discussion or chatting (videoconferencing), and sending attachment with an e-mail message are also necessary skill sets that librarians should acquire in order to function effectively in the digital era.

Within an information system such as the library and especially in the present age, the use of ICT is important and necessary to handle the vast amount of information and for providing faster, accurate, precise, efficient, and effective information and services as well. Kofi and Opere-Adzobu (2010) submit that the use of ICT reduces the time and energy of the staff in the overall management of the library systems, operations and services on one hand, and that of the users for accessing information and services on the other hand, at their convenience regardless of location and time of use. Supporting this claim, Momoh (2017) states that automation reduces the work stress of library staff, improves library services, make library administration and management efficient, helps avoid duplication of the work, facilitate resource sharing, increase technical processing efficiency over a manual system and subsequently leads to job performance of library staff.

Job performance is a measure of how effectively library staff carry out their duties or responsibilities in order to accomplish specific and desirable results. It is concerned with the overall effectiveness and efficiency of getting things done. It gives an overview of how an organization is fairing. Bullock (2013) defines job performance as a property of behaviour or, plainly put, as what people do at work, an expected value. In the context of this study, library staff job performance means the ability of the library staff to carry out assigned functions or roles in order to achieve the objectives of the library. Effective job performance by library staff can lead to the realization of the broad objectives for which the library was established; namely to support the objectives of teaching, learning, research and services of the parent institution, provision of information sources for the purpose of extra-mural students, recreation, entertainment and general knowledge. Thus, librarians can be said to be performing well when there is the cooperative ability to uniquely carry out traditional and modern function based on their work specialization, as their ability to deliver quality services timely is germane to the success of the parent body. Due to the influence of the use of information and communication

technologies, there has been a specific role change that may be defined as librarians' performance index and measures. In this study, the focus is how the use of ICT influences the job performance of library staff in the following areas: cataloguing, serial unit, acquisitions of materials in University Libraries in Benue State.

### **Cataloguing**

Cataloguing is the process of creating and maintaining bibliographic and authority records in the library catalog, the database of books, serials, sound recordings, moving images, cartographic materials, computer files and e-resources among others that are owned by a library. To Muhammed (2016), cataloguing is organization and listing of that information to facilitate browsing and search operation. The objective of cataloguing activity is to enable search of relevant content from the catalogue in an optimized manner while saving search-time. Today, the introduction of computers into cataloguing marked a turning point in the way it is being done and by whom the cataloguing is done. According to Yusuf (2009), while cataloging has been the sole work of qualified librarians over the years, non-professionals generally called library officers are very well involved in cataloging in most libraries now with the introduction of Computers. The introduction of non-professionals to cataloguing is one of such changes. Non-professionals in the library can now perform conveniently tasks solely meant for cataloguers. Nwalo (2016) states that non- professionals in libraries can now effectively perform much of the duties that hitherto were the exclusive preserve of professionals. Since libraries are now metamorphosing from institutions driven by manual processes into modern ones where operations are in part or wholly dependent on Information and Communication Technology applications, it is pertinent to ascertain what influence ICT has on the job performance of staff in the cataloguing of library materials. Another area of ICT application in the library is in the serial unit.

### **Serial**

Serial is any publication bearing either chronological or numerical designation issued in successive parts appearing at intervals (usually regular ones) and as a rule intended to be continued indefinitely. The Serials Department manages the journals, newspapers, magazines and other periodicals that support Central's curricular needs and compliment the general monograph and reference collections. To Anunobi and Edoaka (2010), ICT facilities in serials

unit can be for the following functions and activities: subscription control, procurement process, order preparation, fund analysis and accounting. They can also be used for bibliographic file control, cataloguing of new serials, preparation of serials record entries and transaction control. Effecting serials additions, changes and deletions or collection control can be performed with ICT facilities. Also, services and preservation functions such as servicing request for serials publication, binding control file, missing issues, holdings accession of want list as well as union lists are amenable to ICT facilities use. For serials operation, Agbaje (2007) informs that “information technology can be an effective hand–maid to serials management at every stage of management process and irrespective of content, use, format and overall strategy adopted for serials management by the organization in question”. The ICT facilities applied in the library in general and serials unit in particular are based on the functions performed therein.

### **Acquisition**

Acquisition of information resources is an essential activity which is crucial to the satisfaction of the information needs of library users and the attainment of library objectives. It is an essential activity which is done continuously in libraries due to the dynamic nature of knowledge and the need for libraries to meet the diverse information needs of their patrons. Evans as cited in Razaq and Onaolapo defines acquisition as the process of securing materials for the library collection, whether by purchase, as gifts, or through exchange programmes. It is a means by which books and non-book materials are added to the library (Nnadozie, 2016). Acquisition entails the process of identifying and verifying the information resources needed by library users, placing order for them, making payments for such information resources and receiving them accordingly into the library collection. The purpose of acquisition is traditionally to build local collections and to increasingly control access to library materials (Onoriode & Ivwighreghweta, 2012). The role of the acquisitions librarian is to locate and acquire the resources required for the library collection and for distribution to information users. These include hardcopy resources such as books and serials, electronic resources such as books, serials, CD-ROMs, databases, online services and multimedia resources such as video and audio tapes. Acquisition of relevant information resources especially in this era of ICT becomes expedient for libraries to remain relevant in this information age which is characterized by rapid advances in different disciplines and exponential increase in the rate of information produced.

## **Theoretical Analysis**

This work is hinged on Job Characteristic Theory by Hackman and Oldham, 1975. This theory states that employee job satisfaction, intrinsic work motivation, and productivity are a function of the characteristics of a job. The central characteristics are skill-variety, task identity, task significance, autonomy, and feedback. The theory also states that employee attitudes and performance are moderated by the employee's need for psychological growth. Employees with low growth need strength are less responsive to job characteristics than employees with high growth need strength.

The Hackman and Oldham Job Characteristics theory is a widely studied theory that has been found useful in explaining important work outcomes. The Job Characteristic models postulate that certain core features of jobs do evoke psychological reactions to the job thereby, impacting on the work outcomes. The primary objectives of job characteristics theory (JCT) are to explain how properties of the organizational tasks people perform affect their work attitudes and behavior, and to identify the conditions under which these effects are likely to be strongest.

In relation to this study, Job Characteristic Theory is central to the performance of librarians. In the library, librarians focus on tasks and building in task characteristics which lead to high internal work motivation, job satisfaction, high quality and performance. Hence, with the adoption of ICT in library operations, (for instance, the use of ICT in carrying out routine library work), librarians work output may be enhanced. As the theory acknowledges and measures librarians' need for growth and development in their work, it could be that the use of ICT in various operations may influence the job performance of the library staff.

## **Problem Statement**

University libraries in Benue State have witnessed important changes; in particular, the use of ICT in the library has brought a revolution in every sphere of the university library. It is sufficed to say that, the use of ICT has not only made remarkable changes in their daily operations and services, but also identified a new and active role for librarians. This has formed the baseline for many researchers who have carried out studies on ICTs application in library routine services. However, the adoption of ICT facilities in library services seem to have negatively affected

library services in some developing countries like Nigeria, due to librarian' inability to imbibe requisite ICT skills necessary for optimal performance in modern libraries. This could be why Amusa, Abdusalam and Ajani (2014) observed that in spite of the adoption of ICT in Nigerian libraries, there is a decline in library staff' job performance which has manifested in the form of decline in productivity, absenteeism, and emotional instability among others. The manual system of library operation is prone to human error such as duplication of entries, wrong filing, difficulty in storing large data and modification of card. The researcher in view of this and the indispensability nature of ICT in university libraries for effective services provision and its pronounced role for librarians sought to investigate the influence of ICT use on job performance of library staff in University libraries in Benue State, Nigeria.

### **Objectives of the study**

Specifically, the study sought to achieve the following objectives

1. Determine the influence of ICT use on job performance of library staff in acquisition section in University libraries in Benue State, Nigeria
2. Determine the influence of ICT use on job performance of library staff in cataloguing section in University libraries in Benue State, Nigeria
3. Determine the influence of ICT use on job performance of library staff in serial unit in University libraries in Benue State, Nigeria

### **Research Questions**

The study answered the following research questions

1. What is the influence of ICT use on job performance of library staff in acquisition section in University libraries in Benue State, Nigeria?
2. What is the influence of ICT use on job performance of library staff in cataloguing section in University libraries in Benue State, Nigeria?
3. What is the influence of ICT use on job performance of library staff in serial unit in University libraries in Benue State, Nigeria?

### **Hypotheses**

1. ICT use has no significant influence on job performance of library staff in acquisition section in University libraries in Benue State, Nigeria

2. ICT use has no significant influence on job performance of library staff in cataloguing section in University libraries in Benue State, Nigeria
3. ICT use has no significant influence on job performance of library staff in serial unit in University libraries in Benue State, Nigeria

### **Methodology**

The study adopted a survey research design. The target population for this study comprises all the 241 staff made up of professional librarians and non- professionals in the three university libraries in Benue State which include: Benue State University Library, Makurdi (117); Francis Suleman Idachaba Library of the Joseph Sarwuan Tarka University Makurdi (98) and Chief Asom Bur Learning Resource Centre of the University of Mkar, Mkar (26). Because the population was small and manageable by the researcher, all the 241 library staff were used for the study. The instrument for data collection for this study was a structured questionnaire titled “ICT Use and Job Performance of Library Staff Questionnaire (ICTUJPLSQ). The questionnaire was validated by experts in Library and information Science and Measurement and Evaluation. The reliability of the questionnaire was established using Cronbach Alpha method and a reliability coefficient of 0.79 was obtained. Data collected was analyzed using descriptive statistics of Mean and Standard Deviation to answer the research questions and a non parametric statistic of Chi-square to test the hypotheses at 0.05 level of significance. A benchmark of 2.50 was used for decision. Item with a Mean value of 2.50 and above was agreed while those below 2.50 were disagreed

### **Results**

**Research question 1:** What is the influence of ICT use on job performance of library staff in acquisition section in University libraries in Benue State, Nigeria?

**Table 1: Mean and Standard Deviation analysis of the influence of ICT use on job Performance of Library Staff in Acquisition Section in University Libraries in Benue State**

S/No	Item Statement	N	Mean	Std. Dev	Decision
1	The use of ICT help librarians in duplicate checking and this enhances job performance in acquisition	241	2.99	1.01	Agree
2	The use of ICT like emails helps in sending orders to book supplier(s) thus enhancing staff job performance	241	3.22	.92	Agree
3	The use of ICT facilities helps librarians in preparation of order lists thus enhancing job performance	241	3.08	.89	Agree
4	The use of ICT facilities helps in monitoring orders and follows up action in the acquisition section thus easing the work of the library staff	241	3.39	.90	Agree
5	ICT use helps in verification with order file and invoices thereby reducing the work of library staff and enhancing work output	241	3.20	.84	Agree
6	The use of ICT like OPAC encourages cooperative collection development and resources sharing (e.g. inter library loan) thus enhancing librarians work output	241	3.30	.95	Agree
7	With the use of ICT, price checking in the acquisition section is effectively done thus enhancing librarians work output	241	3.36	.80	Agree
8	With ICT use, Invoices can be downloaded from the Websites that make service faster and avoids postal delay thus enhancing librarians' job performance	241	3.36	1.00	Agree
<b>Cluster Mean</b>			<b>3.24</b>	<b>.91</b>	<b>Agree</b>

From the table as presented, the respondents agreed to all the items (Items 1-8) with Mean values ranging from 2.99 – 3.39 which are above the benchmark of 2.50. The table also revealed close standard deviation values ranging from .80 – 1.01 which showed the homogeneity of the responses of the respondents. The table further revealed a cluster Mean of 3.24 and SD = .91. With this cluster mean (3.24) which is above the benchmark of 2.50, it means that, ICT use has positive influence on job performance of library staff in acquisition section unit in University libraries in Benue State.

**4.1.2 Research question 2:** What is the influence of ICT use on job performance of library staff in cataloguing section in University libraries in Benue State, Nigeria?

**Table 2: Mean and Standard Deviation analysis of the Influence of ICT Use on Job Performance of Library Staff in Cataloguing Section in University Libraries in Benue State**

S/No	Item Statement	N	Mean	Std. Dev	Decision
9	ICT enables most effective ways of resource sharing in cataloguing thus enhancing the work output of cataloguers	241	3.19	1.02	Agree
10	Use of ICT facilities helps in training support for cataloguers thus enhancing work output	241	3.27	.87	Agree
11	Use of ICT facilities helps to maintain catalogue files and activities and this has motivated library staff in carrying out duties with ease	241	3.41	.87	Agree
12	ICT use helps in preparing status reports for library management and other staff thus enhancing library staff work output	241	3.67	.79	Agree
13	ICT use has led to cost effectiveness in cataloguing and this has improved work output	241	3.26	.97	Agree
14	Use of ICT facilities enhances accuracy in cataloguing and this has enhanced job performance of staff	241	3.49	.88	Agree
15	ICT adoption in cataloguing has brought great relief to cataloguers compared with the manual method	241	3.38	.83	Agree
16	ICT offers more efficient ways to carry out cataloguing of library resources by library staff	241	3.52	.96	Agree
17	With ICT adoption in the library, card catalog can be modified more easily thus enhancing work output of library staff	241	3.38	.92	Agree
18	Cataloguers use Internet to access bibliographic utilities for their cataloguing practices and this enhance the work output of the library staff	241	3.33	1.02	Agree
<b>Cluster Mean</b>			<b>3.39</b>	<b>.91</b>	<b>Agree</b>

From the table as presented, the respondents agreed to all the items (Items 9-18) with Mean values ranging from 3.19 – 3.67 which are above the benchmark of 2.50. The table also revealed close standard deviation values ranging from .79 – 1.02 which showed the homogeneity of the responses of the respondents. The table further revealed a cluster Mean of 3.39 and SD = .91. With this cluster mean (3.39) which is above the benchmark of 2.50, it means that, ICT use has positive influence on job performance of library staff in cataloguing section in University libraries in Benue State.

**Research question 3:** What is the influence of ICT use on job performance of library staff in serial unit in University libraries in Benue State, Nigeria?

**Table 3: Mean and Standard Deviation analysis of the influence of ICT use on job Performance of Library Staff in Serial Unit in University Libraries in Benue State**

S/No	Item Statement	N	Mean	Std. Dev	Decision
19	The use of photocopier for duplication in the serial section has improved the work performance of library staff	241	3.01	.81	Agree
20	The adoption of personal computers in the serials section has enhanced the work output of library staff	241	3.17	.83	Agree
21	The use of CD-ROM in the serial section has facilitated the work output of library staff	241	3.21	.89	Agree
22	The adoption of printer use in the serial section of the library has enhanced the work performance of library staff	241	3.33	.91	Agree
23	Diskettes use helps in reducing the work of library staff in serial section thus enhancing their work output	241	3.41	.84	Agree
24	The use of Internet in the serial section has enhanced the work output of library staff	241	3.21	.87	Agree
25	With the use of scanners in the serial section for image transfer, the work output of the library staff is made easy	241	3.22	.83	Agree
26	With the use of fax machine in the serial section, the work output of the library staff is enhanced	241	3.47	.99	Agree
27	The use of WAN facilities in the serial units has enhanced the work output of the library staff	241	3.39	.96	Agree
28	The adoption of OPAC has significantly improved the work output of the library staff in the serial section of the library	241	3.47	.90	Agree
<b>Cluster Mean</b>			<b>3.29</b>	<b>.83</b>	<b>Agree</b>

From the table as presented, the respondents agreed to all the items (Items 19-28) with Mean values ranging from 3.01 – 3.47 which are above the benchmark of 2.50. The table also revealed close standard deviation values ranging from .81 – .99 which showed the homogeneity of the responses of the respondents. The table further revealed a cluster Mean of 3.29 and SD = .83. With this cluster mean (3.29) which is above the benchmark of 2.50, it means that, ICT use has positive influence on job performance of library staff in serial unit in University libraries in Benue State.

**Hypothesis 1:** ICT use has no significant influence on job performance of library staff in Acquisition section in University libraries in Benue State, Nigeria

**Table 4: Chi-Square Test of Significance of the Influence of ICT Use on Job Performance of Library Staff in Acquisition section in University Libraries in Benue State, Nigeria**

Variables	N	Df	$\chi^2_{cal}$	Sig	Alpha Level	Remark
ICT Use	241	21	397.302	.000	.05	Significant

**Acquisition Section**

**Df = Degree of Freedom;  $\chi^2_{cal}$  = Chi-Square Calculated Value; Sig = P-Value**

Table 4 showed the Chi-square calculated value of 397.302, degree of freedom df = 21 and a sig (P-value=0.00) which is less than the alpha value ( $\alpha=.05$ ). Since  $P<.05$ , the result was significant, therefore the null hypothesis was rejected. This implied that, ICT use has significant influence on job performance of library staff in acquisition section in University Libraries in Benue State, Nigeria.

**Hypothesis 2:** ICT use has no significant influence on job performance of library staff in cataloguing section in University libraries in Benue State, Nigeria

**Table 5: Chi-Square Test of Significance of the Influence of ICT Use on Job Performance of Library Staff in Cataloguing Section in University Libraries in Benue State, Nigeria**

Variables	N	Df	$\chi^2_{cal}$	Sig	Alpha Level	Remark
ICT Use	241	27	507.251	.000	.05	Significant

**Cataloguing Section**

**Df = Degree of Freedom;  $\chi^2_{cal}$  = Chi-Square Calculated Value; Sig = P-Value**

Table 8 showed the Chi-square calculated value of 507.251, degree of freedom  $df = 27$  and a sig (P-value=0.00) which is less than the alpha value ( $\alpha=.05$ ). Since  $P<.05$ , the result was significant, therefore the null hypothesis was rejected. This implied that, ICT use has significant influence on job performance of library staff in cataloguing section in University Libraries in Benue State, Nigeria.

**Hypothesis 3:** ICT use has no significant influence on job performance of library staff in serial unit in University Libraries in Benue State, Nigeria

**Table 6: Chi-Square Test of Significance of the Influence of ICT Use on Job Performance of Library Staff in Serial Unit in University Libraries in Benue State, Nigeria**

Variables	N	Df	$\chi^2_{cal}$	Sig	Alpha Level	Remark
ICT Use	241	27	428.836	.000	.05	Significant

**Serial Unit**

**Df = Degree of Freedom;  $\chi^2_{cal}$  = Chi-Square Calculated Value; Sig = P-Value**

Table 6 showed the Chi-square calculated value of 428.836, degree of freedom  $df = 27$  and a sig (P-value=0.00) which is less than the alpha value ( $\alpha=.05$ ). Since  $P<.05$ , the result was significant, therefore the null hypothesis was rejected. This implied that, ICT use has significant influence on job performance of library staff in serial unit in University Libraries in Benue State, Nigeria.

## **Discussion**

The first finding of the study revealed that, ICT use has positive influence on job performance of library staff in acquisition section in University libraries in Benue State. As revealed from the findings of the study, the library staff agreed that the use of ICT helps librarians in duplicate checking and this enhances job performance in acquisition; the use of ICT like emails helps in sending orders to book supplier(s) thus enhancing staff job performance; the use of ICT facilities helps librarians in preparation of order lists thus enhancing job performance; the use of ICT facilities helps in monitoring orders and follows up action in the acquisition section thus easing the work of the library staff and with ICT use, invoices can be downloaded from the websites that make service faster and avoids postal delay thus enhancing librarians' job performance among others. This finding is in tandem with the findings of Olatokunbo and Oluwole (2018) who found that technological change has positive influence on academic libraries' operations and activities and certain indicators are identified as outcomes of technological change in academic libraries which are improvement in the quality, increase in the efficiency and productivity reduction in the total errors, increasing job performance and efficient control of library work and process. This finding as observed could be the reason why the Library and Information Science Network (2020) assert that in the acquisition section, the computer is of immense help to the library staff as in computerized information systems the bibliographical details of the material are to be entered only once and at different stages for different jobs the computer, through the integrated software takes relevant bibliographical details for each book at each stage. This means that in a computerized library, it is easier and automatic to maintain bill register, expenditure register, and vendor directly among others in computer's memory. The automated system helps to facilitate the process of acquisition with regard to ordering, receipting and invoicing in University Libraries.

The findings of the study also revealed that ICT use has positive influence on job performance of library staff in cataloguing section in University libraries in Benue State. As revealed from the findings of the study, the library staff agreed that, ICT use enable most effective ways of resource sharing in cataloguing thus enhancing the work output of cataloguers; use of ICT facilities helps in training support for cataloguers thus enhancing work output; use of ICT facilities helps to maintain catalogue files and activities and this has motivated library staff in

carrying out duties with ease and ICT use helps in preparing status reports for library management and other staff thus enhancing library staff work output among others. Similarly, a test of related hypothesis revealed that ICT use has significant influence on job performance of library staff in cataloguing section in University Libraries in Benue State, Nigeria. The finding corroborate with that of Ufuoma (2014) whose study on the effect of technology on librarians working in academic libraries in Nigeria found a general positive feedback that technologies make the work of library staff easier with increased speed of accomplishment and accuracy. This finding however does not corroborate with that of Issa, Ayodele, Abubakar and Aliyu (2011) who found that application of information technology (library automation) to services delivery still has room for improvement, thereby making its impact on performance of the librarians limited. The finding of the present study as observed could be why Unegbu (2013) notes that the emergence of online cataloguing has resulted in many libraries discouraging their cataloguers from practicing traditional cataloguing as it is presumed to be tasking and time consuming. This finding entails that ICT adoption in cataloguing section facilitates the work output of library cataloguers in University libraries.

Lastly, the findings of the study revealed that ICT use has positive influence on job performance of library staff in serial unit in University libraries in Benue State. From this finding, the staff agreed that the use of photocopier for duplication in the serial section has improved the work performance of library staff; the adoption of personal computers in the serials section has enhanced the work output of library staff; the use of CD-ROM in the serial section has facilitated the work output of library staff; the adoption of printer use in the serial section of the library has enhanced the work performance of library staff and diskettes use helps in reducing the work of library staff in serial section thus enhancing their work output. The test of hypothesis revealed a significant influence of ICT use on job performance of library staff in serial unit in University Libraries in Benue State, Nigeria. The findings corroborate with that of Basahuwa, Unegbu and Babalola (2020) whose study on the influence of ICT skills and job performance of librarians in public universities found that a significant influence of ICT skills on the job performance of librarians. This finding is at variance with that of Anunobi and Edoke (2010) whose study on the use of ICT facilities for serials functions in Southern Nigeria Federal University Libraries found that there was a general low use of ICT facilities for serials function and that the low positive response on the application of the Internet shows that the studied libraries were not utilizing the

free electronic serials available on the Internet to augment the limited serials subscription made by some of these libraries. The findings of the present study as observed could be why Agbaje (2007) and Oni (2014) notes that ICT facilities in serials unit helps in subscription control, procurement process, order preparation, fund analysis and accounting. Others are bibliographic file control, cataloguing of new serials, preparation of serials record entries and transaction control. The implication of this finding is that information technology is an effective hand–maid to serials management at every stage of management process and irrespective of content, use, format and overall strategy adopted for serials management by the University Libraries.

### **Conclusion and Recommendations**

The study concluded that, the adoption of Information and Communication Technologies in University Libraries in Benue State has greatly enhanced the job performance of both professional and non-professional libraries staff. This is as indicated by both professional and non-professional staff in the university libraries. The adoption of Information and Communication Technologies are hence being used extensively to facilitate the work output of library staff in University Libraries in Benue State, Nigeria.

Based on the findings of the study, the following recommendations were made

1. Academic libraries yet to adopt the use of Information and Communication Technologies to library operation should take drastic efforts in doing so. With such development, workload and work output of library staff will be greatly reduced thus enhancing their job performance.
2. Acquisition and installation of academic library's own internet server, an ICT facility to ensure that the library has absolute control over its activities to deliver effective library services should be adopted in libraries. This will facilitate resource sharing by library staff thus enhancing their job performance.
3. All academic libraries in Nigeria should make drastic efforts to metamorphose from being institutions driven by manual processes into modern ones where operations are in part or wholly dependent on Information and Communication Technology applications as this can enhance the job performance of its staff

## REFERENCES

- Agbaje, A.A. (2007). Great expectations: Serials management and information technology. In Madu E.C., &Dirisu, M.B. (Eds.). *Information science and technology for library schools in Africa* (pp. 25-36).Ibadan: EVI-Coleman.
- Anisur, R., Hanif, U. & Ragina, A. (2014). Information and Communication Technologies, Libraries and the Role of Library Professionals in the 21st Century: With Special Reference to Bangladesh. *Digital Libraries: International Collaboration and Cross-Fertilization*, 608-617
- Basahuwa, C. B., Unegbu, V. E.,&Babalola Y. T. (2020). ICT Skills and Job Performance of Librarians in Public Universities in North-Central, Nigeria. *Journal of Science Technology and Education* 8(1): 158-166
- Bullock, R.M.A. (2013). Job performance defined. Business development-consulting café.
- Eyo, E.B.E., Nkanu, W.O., & Nkebem, E.N. (2011). Incorporating ICT in library service delivery in academic libraries in Nigeria: the librarian's expectation. *The Librarian and Information Manager*, 4 (1), 27-44.
- Issa, A. O., Ayodele, A, E. Abubakar, U & Aliyu, M. B. (2011), "Application of Information Technology to Library Services at the Federal University of Technology, Akure Library,Ondo State, Nigeria". *Library Philosophy and Practice (e-journal)*. 576.<http://digitalcommons.unl.edu/libphilprac/576>
- Kofi, C. Y. & Opare-Adzobu, J. A. (2010). Globalizing Resources of university libraries in Ghana. In academic and research libraries in transition 2010 proceedings of the seminar of the committee of university librarians and their deputies (CULD) in Tamale, Ghana, 2010
- Library and Information Science Network (2020).Areas of ICT Application in Libraries. Retrieved from <https://www.lisbdnetwork.com/areas-of-ict-application-in-libraries/>
- Momoh, R. B. (2017). Influence Of Automation On Library Service Delivery In Selected University Libraries In Edo State. Project submitted to Dept. of Library and Information Science, Ambrose Alli University Ekpoma. Retriewved from <http://154.68.224.61:8080/handle/123456789/230>

- Muhammed, N. M. (2016). Cataloguing and Classification System for E-Resources in Web-Based Digital Libraries. *Australian Journal of Humanities and Islamic Studies Research*, 2(1): 19-30
- Nnadozie, A.C. (2016).Collection development activities in selected academic libraries in Nigeria.*Nigerbiblios*, 17(1-2), 22-27
- Nwalo, K.I.N. (2016).Collaboration in the provision and utilization of IT facilities for library and information science education in Nigeria. In: information technology in library and information science education in Nigeria. Oaks, C.A: Sage
- Oguche, D. (2017). Impact of Information and Communication Technology (ICT) Literacy competence on Job Performance of Librarians in Federal University Libraries in Nigeria. *The Information Technologist*, 13(1)
- Olatokunbo, C. O. & Oluwole, O. D. (2018).Enhancing Job Performance of Librarians in Academic Libraries through Technological Change. *Technological changes*, 62-74
- Oni, F.A. (2014). Enhancing performance of library operations through appropriate information technology. In E.C. Madu (ed). *Technology for Information management and service* (pp. 95-109). Ibadan: Evi-Coleman.
- Onoriode, K.O. & Iwighreghweta, O. (2012).Automation in library's collection development and acquisition process in academic institutions in Delta Central, District of Delta State, Nigeria. *International Journal of Library Science*, 1(4):66-71.
- Onwubiko, C.P.C. (2011). Use of information and communication technology as research tool in university libraries. *The Librarian and Information Manager*, 4 (1), 27 -44
- Razaq, F. Q. & Onaolapo, A. S. (2018).Acquisition Patterns of Academic, Special and Public Libraries in Kwara State, Nigeria. *International Journal of Advanced Library and Information Science*, 6(1): 440-447
- Ufuoma, A. O. (2014). Effect of Technology on Librarians in Academic Libraries in Nigeria. *Journal of Information and Knowledge Management*, 5(2): 203-212
- Unegbu, A. N. (2013). *The Information user: Issues and themes*, 2<sup>nd</sup> ed. Okigwe: Whytem publishers.
- Yusuf, F. & Iwu, J. (2010). Use of Academic Library: a case study of Covenant University, Nigeria. *Chinese Librarianship: an International Electronic Journal*. Retrieved from: <http://www.iclc.us/cliej/cl30YI.pdf>