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The Role of Information and Communication Technology (ICT)) Towards Providing Effective Library Services in Special Libraries of Adamawa Broadcasting Corporation Yola, Adamawa State Nigeria

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Abstract

The study examined the role of information and communication technology (ICT)) towards providing effective library services in special libraries of Adamawa broadcasting corporation Yola, Adamawa State Nigeria. The study employed four objectives of the study and four research questions. The study adopted the descriptive survey research method. Questionnaire was used as instrument for data collection. The population of the study consists of fifteen (15) staff. This study adopted purposive sampling technique where. Descriptive statistic was used as the method of data analysis. The study revealed that there is availability of ICTs such as: CDs, hard drives, flash and also photocopier and printers in the library. The study also, revealed that the staff possessed competencies in retrieving document from storage devices. The study also, showed that current awareness services are effective in using ICTS for providing effective services in the library. The study showed that poor funding and facilities are the major problem hindered the effective use of information and communication technology in the library. The study concluded that among others that there is availability of information and communication technologies; also, staff in the library possessed competencies of retrieving document from the storage devices and poor funding and inadequate facilities are the major problems hinders the effective use of the library. The study recommended among others that the management of ABC

should make ICTs available and should make sufficient funds available in other to acquire modern ICT facilities for effective services delivery

Key Words: Information and Communication Technology, Library Services, Special Libraries, and Broadcasting Corporation

Introduction

Special libraries provide information for a parent organization that supports the library. The parent organization could be a government department, private society or institution, hospital, public cooperation, research association, an industrial company, and so on. Some prominent special libraries in Nigeria before now are those of the Higher Court of Justice and Federal Ministry of Justice. Special Libraries are established to serve the needs of special group viz. the Scientist, the Technologist, the Planner, the Industrialist, the Economist, the Statistician, the Lawyers, the Doctors, the Engineers, the traders, the entrepreneurs, and the administrators. Its collection is limited to special subject through special services. Asghar (2012) defined Special Libraries that is generally concerned with literature of a particular subject or a group of subjects and extends its facilities to a particular type of clientele". According to Australian Special Library Group (2016), Special libraries cater to specific professional or academic groups whose information needs are defined by a particular subject or activity. Special libraries provide a client focused library and information service. Their staff obtains, organize, and provide access to selected, current and authoritative information sources for their organization. The library staff uses information resources and technology to facilitate effective and efficiency client access to information that support the goals and business of the organization. According to the Guidelines for Australian Special Libraries (2010), special libraries provide value adding services such as: Building a dynamic collection of information resources base on a deep understanding of client's information needs.

- i Training and assisting clients to effectively access information and use relevant technology.
- ii Gathering evidence to support decision making.
- iii Current awareness of emerging technologies and best practices in information and knowledge management.
- iv Competitive intelligence and market research for business development.

The guideline noted that information and data are essential for evidence, information and competitive advantage; hence special libraries play an important role in organizations' broad casting stations included. Similarly, Special Library Association Guideline (2015) identified that special libraries should provide a range of quality and relevant services in alignment with the objectives of the organization using relevant and current technology. It noted that their services include but not limited to the following:

- i. Marketing services: The special library is responsible for providing marketing strategies that should inform clients of the resources and services offered by the library. The strategy should be aimed at increasing awareness of the value of the library to the organization.
- ii. Selective dissemination of information; The special library is responsible for evaluating, accessing and providing the most appropriate methods of information dissemination to meet client's information needs.
- iii. Resources sharing: The special library should develop and participate in cooperative networks to provide document delivery and facilitate resources sharing.
- iv. Access: It is essential for the special library to facilitate clients' access to information within the library to enable them have access to information resources efficiently and effectively.

On the library services, it is important to note that the provision of library services are aimed at satisfying the informational, recreational and reference needs of the library users. In order to meet these objectives and to ensure the overall satisfaction of the users' information needs, the application of ICTs other electronic information resources is necessary (Cox & Corral, 2013), according to Onuoha, Chikezie and Chukwueke (2019) any library service that is provided effectively, it increasingly meets the needs of its information needed to library patrons. Adigun, (2015) defines ICT as a broad-based term that encompasses the acquisition, organization, storage, retrieval and dissemination of information that can be in textual or numerical (books, documents), pictorial and vocal forms (audio-visual) or a combination of all the above (multi-media), using a combination of computers and telecommunications telephony distance learning.

Competencies in ICTs is very paramount, Iguehi *eta-al* (2017) lamented that in recent times, studies have been conducted on ICT competencies or skills of librarians in rendering effective services to its users to meet the challenges in this digital age. More so, ICT competencies will

shape the future of librarians who deliver information in this 21st century of information age. In this vein, competencies of librarians are their ability, knowledge and skills to apply ICT technologies in library tasks and rendering effective and efficient services to its users. This entails that ICT competencies are the ability of librarians to perform effective information service delivery and library operations in a technological-based work environment. In the same vein, Bassey, Ruth, and Odujames (2015), opined that Information and Communication Technology (ICT) has transformed library services globally, most current information are recorded in electronic format such as audio tapes, gramophone records magnetic records, microfilm, slides, CD and ROMs. Information and communication technology has also contributed immensely to libraries in Nigeria broad casting stations in particular.

Broadcasting stations was introduced in Nigeria in 1932 as a result of the need of the British Colonial authorities to link the colonies with mother country Britain. In 1962 the Nigerian broadcasting corporation was enacted and in 1967, the Nigerian broadcasting service was transformed in to a cooperation which became known as the Nigeria broad casting. (Uluocha, 2015) During the early independence years, slow growth was being made in the industry but generally, positive progress was achieved, hence today there are lots of broadcasting stations operated by federal and states governments as well as private organizations and Individuals. Broadcasting station provides information, entertainment and education to very large numbers of people. It comprises many number of divisions of which the library is a unit. These libraries hold materials which are tape recorders films, microforms audio cassette, sound recordings which have diverse value such as historical, cultural, political, fiscal, legal, and informative.

Adamawa Broad casting Cooperation (ABC) is an off shoot of the defunct Nigeria Broad Casting Cooperation NBC. (NBC) with the creation of Gongola state out of the former North eastern state in 1976, the station inherited equipment and staff from the old NBC in what became known as the Gongola Broadcasting Cooperation(GBC). At that time a twin BC, 10 KLW transmitters with studio equipment and OB Van were inherited. Subsequently, booster stations in Hong (still in Adamawa State). Jalingo, Bali and Wukari (all in Taraba State) were built in addition to the bases transmitter in Mba-Mba Yola to cover the old Gongola State. When Taraba state was created in 1991 the station became Adamawa Broadcasting Cooperation with Mba-Mba remaining the base transmitting station in Hong booster station covering the northern part of the station. In the same 1991, A 25kw FM stereo transmitter s was installed a Harris 50KW

AM transmitter was procured enabling the station operate two separate channels, AM and FM Presently, the ABC, Yola operates on two 50kw AM transmitters (Harris and Thomson) and 20kw FM transmitter (Harris) separately. The two studios are self-operated with modern high capacity equipment. The signal are received in the neighboring States, Taraba, Gombe , Borno and republic of Cameroun. (About us-ABC Yola, 2022)

The use of ICTs in broadcasting station libraries is to enhance their services. Olorunsola (2016) asserts that, the use of information technologies has had a far –reaching effect in special libraries in the provision of information that can be made more effective and efficient with the use of electronic information resources. It is against this background, that the researchers are motivated to investigate the role of Information and Communication Technology (ICT) in providing effective services in Adamawa Broadcasting Corporation library, Yola

Statement of the Problems

The Role of information and communication technology ICT in providing effective library services to special libraries cannot be over emphasized, the purpose of these types library is to provide effective library services using ICTs. With the current trends, manual method of library operations in broadcasting stations has become a thing of a past. Therefore, broadcasting station libraries need to adopt new modern technologies if they want to remain relevant in the 21st century. Based on the preliminary observation and investigation conducted by the researchers in Adamawa broadcasting corporation, Yola library which revealed that, the application of internet to ABC library seems inadequate due to reasons that include technophobia, and most of the library staff prefers manual library operation, this could be as a result of lack of awareness and lack of well trained personnel to handle the ICTs. There is also in inadequate ICT facilities for effective service delivery. It is against this background, this study embarked upon to evaluate the information and communication technology (ICT), and ascertain its role in providing effective services at Adamawa Broadcasting Corporation Yola, library.

Objectives of the Study

The main aim of the study is to investigate the roles of Information and Communication Technology (ICTs) in providing effective services, in Adamawa Broadcasting Corporation Yola, library specifically the study is to determine:

1. The availability of Information and Communication Technology (ICT) in providing effective library services in ABC Yola library.

2. The level of ICT competencies of the library personnel in providing effective services in ABC Yola library.
3. The effectiveness of Information and Communication Technology (ICT) in providing library services in ABC Yola library
4. The challenges militating against the use of Information and Communication Technology (ICT) in providing library services in ABC Yola.

Research Questions

The following research questions guided the study

1. What is the availability of Information and Communication Technology (ICT) in providing effective library services in ABC Yola?
2. What is the level of competencies of the library personnel in ABC Yola library?
3. What is the effectiveness in using of Information and Communication Technology (ICT) in providing services in ABC Yola library?
4. What are the challenges militating against the use of Information and Communication Technology (ICT) in providing services in ABC Yola library?

Review of Related Literature

The Availability of Information and Communication (ICT) in providing library services

The availability of ICT facilities and resources if maximally utilized in work places and other organization will enhance service delivery. It is very important that students assess and utilize ICT in order to understand their learning environments as well as their professional lives (Osuchukwu & Ayeni, 2018). Hence, the special libraries assemble ICT devices of hardware and software, internet, e-mail; teleconferencing, telefascimile, CD ROMS among others and make them available for utilization (Adebisi, 2017). According to Edinyang, Odey and Gimba (2015) ICT enables fully utilization of information in the workplace, but then, these ICT must be available and it requires competency and skills for maximum utilization. So with frequency of use, competence of use is built and online searches are made easy. Therefore, library must ensure the provision of the latest and updated information technologies in order to provide effective services. In the same vein, Quadri, (2012), further states that to achieve these, the libraries must ensure that resources and ICT devices are constantly updated for effective interplay.

A study conducted by Eguavon and Adeyemi, (2012). On the challenges of effective ICT availability and usage in special libraries, the study reported there is no availability of ICT in of special libraries as the most fundamental ways in providing current information to many organizations. This is indeed a pronounced problem in all libraries special libraries were not in exception. Availability of ICT in Special Libraries is very paramount in which information is stored mechanically and made accessible through electronic systems and computer network. These resources include Online Public Access Catalogue (OPAC), CD-ROMs, (Compact Disc-Read Only Memory), Online-databases, and internet resources. (Nnadozie, & Chukwueke, 2016). Multiple accesses speed, richer content, reuse, timeliness, and universal access are some of the features of ICTs (Prangya & Rabinda, 2016). In line with that, the incursion of the electronic resources into library services provides libraries with the possibilities to overall information creation, organization, dissemination, preservation and conservation problems even more rapidly and accurately than hitherto conceived. (Nwachukwu & Asom, 2015)

The level of competencies of the library personnel in providing effective library services to special libraries

Competency on the other hand is the ability to perform certain task successfully and efficiently. It is the skills, quality, the ability needed to perform a task. It also tends to describe the level of proficiency of an individual in executing a particular task or job. Competency is the ability, skills, attributes, proficiency of an individual to perform or do something efficiently. Shiekuma, Olatunji, and Kabiru (2020) cited Ojiegbe (2010) view competency as a way of demonstrating the knowledge, skills, experience, and attribute of an individual to carry out a defined function successfully. Competency is a set of predefined skills that provide a structured guide against which proficiency of an individual performance in executing a task is been measured and evaluated. Competency could be seen as a combination of practical and theoretical knowledge, skills, behavior, and value needed to improve on a performance. It could also be seen as a state or quality of being adequately equipped and qualified to perform a given task. In corroboration to the above, Oyedokun, et-al (2018) cited in Larzen (2006) stressed that competency is a combination of theoretical knowledge and practical experience that form the hallmark of individual skills in taking the right action in executing a task. Oyedokun, et-al (2018). Cited Ferreira et al. (2007) emphasized that competencies include knowledge, skills,

abilities, and attitudes that should be acquired through education and training. Competency strives to measure the level of professionalism of an individual. ICT Competency of library staff is a measure of their capacity to make appropriate use of ICT tools for information selection and acquisition, organization, and storage, retrieval, and dissemination. Literatures have shown that there are two types of competencies for librarians: first are professional proficiencies which have to do with knowledge of information resources, information technology, leadership and managerial skills and research; and secondly, competencies representing a set of skills, attitude and value that emphasize continuous learning throughout librarians' career as well as ability to cope with change. In reflection to the above, Gulati and Raina (2016) expressed that competencies of librarians include knowledge of print and electronic information resources

Aschroft and Watts (2015) posited that the skill gap occurs as a result of underutilization of information resource in Nigeria. Ferdinand (2011) also observed that there is a digital divide between developed countries and developing countries of the world and this reflected in digitally rich countries having a high rate of ICT competent librarians as compared to their counterpart in third world countries. This resulted in the need to bridge this yearning gap so as to have a proper and effective globalization and for LIS professionals in this part of the world to have an appreciable level of ICT competencies. In reflection to that, Iguehi et-al (2017) cited Itsekor and Ugwunna (2014) emphasized that ICT has transformed the face of librarianship as the role of library and information science professionals shift from custodian of books to information professionals, with the responsibility of creating, processing, storing, manipulation and disseminating information electronically. Therefore, there is a need for library personnel to acquire certain skills and competencies of ICTs if they want to be relevant in 21st century.

The Effectiveness of using information and communication technology (CT) in providing services to users

ICT provides efficient and effective ways in executing information related activities. It provides convenience in terms of usage for the users; speedy, accuracy and preciseness of information. The effectiveness of library services in this century largely depends upon Information and Communication Technology (ICT), such that libraries with necessary infrastructural capabilities can tap the ICT skills of their staff for development. Antherjanam and Sheeja (2008) conducted study to find out the effectiveness of using information and

communication technology (ICT) on library and information science (LIS) and its major shifts and practices in some special libraries. The major findings of the study were:(a) Users are making very good use of the available ICT facilities.(b) With the help of telephone, e-mail, Fax etc. reference queries are answered faster than before.(c) Selective Dissemination of Information (SDI), Current Awareness Services(CAS) etc. are also done faster than before.(d) Issue & return of books, renewals are done faster than before.(e) nook selection, price checking are also done very efficiently using ICT.(f) About 90% of the users of the library search OPAC for information retrieval.

Information and communication Technology (ICT) has demonstrated its impact on the library resources, systems, services and operations. It has provided one of the best innovations in the history of libraries, and it is changing the shape of libraries and the role of librarians at an unprecedented pace. On the same vein, Onuoha, Chikezie and Chukwueke (2019) opined that ICT allows easy integration of various library activities, increases efficiency in acquisition, access to data, cataloguing, classification, information retrieval and dissemination. It eliminates uninteresting and repetitive work; helps avoid duplication of efforts; increases the range of service.

The Challenges militating against the use of Information and Communication Technology (ICT) in providing library Services

Onuoha, Chikezie and Chukwueke (2019) conducted a study on application of information and communication technologies in academic library services delivery in Nigeria: a study of Michael Okpara University of Agriculture Library, Umudike one of the findings of the study showed that high cost of ICT acquisition was a major challenge faced by MOUAU Library in attempt to apply ICTs to their services delivery. It was also found out that inadequate funding as a result of the poor funding of libraries and absence of means for generating additional income in libraries, as well as unstable power supply were also among the challenges to ICT application in MOUAU Library. It is misleading to assume that the introduction of ICT in Library services provides a perfect and trouble free information management possibilities. There are various problems encountered in the application of ICT in library operations, such problems include lack of funds. ICT is a capital intensive venture both in acquisition, installation, maintenance, training and sustainability. As a result, not all libraries do have funds to venture and sustain ICT on their own. Oni (2015) revealed that the level of funding of libraries and their

ICT budgets in Nigeria is comparatively low. He identified that sixty percent (60%) of the libraries surveyed had low ICT budget. His study collaborated with the findings of Oketunji (2011) which also revealed that a larger percentage of libraries do not have regular budgetary provision for ICT. Omekwu (2014) pointed out that initial investment in system study, design implementation, procurement of hardware and software could be very expensive.

Inadequate of power supply: ICT equipment depends solely on electricity power supply for functionality and effective performance. In Nigeria, intermittent and frequent power outage, erratic and epileptic with an unending sign of improvement poses a serious threat to ICT application in libraries. Nnadozie (2017) stated that public power supply is unreliable and the alternative is expensive and out of the reach of these poorly funded libraries. Omekwu (2014) added that the epileptic power supply causes serious damage to the computer hardware and crashing of huge databases. This is one of the reasons why many information professionals are not enthusiastic about computer-based Library system. Pertinently, frequent power outages remain a problem in the country and constitute a serious problem to automation. This makes the cost of running power generating plants prohibitive for libraries. More so, Ayo (as cited in Nnadozie, 2016) indicates lack of telecommunication/telephone facilities and internet accessibility of ICT facilities in Nigeria libraries as among the challenges facing the application of ICT in libraries. Nwabueze and Urhiewhu (2015) identified epileptic power supply, non-availability of online databases, inadequate or slow band width, inadequate computers, network problems, lack of ICT skills, and lack of formal training in Internet use, server slowness and frequent breakdown as the factors hindering the use of ICT in libraries.

Moreover, inadequate of appropriate technical skills and training: Presently there is a low level of ICT skills among information professionals in the country; most of them have little or no skills to work with computers, browsing and surfing the internet to access and retrieve information. Oni (2015) identified that although information technology can yield benefits, effective implementation involves knowledge of recent technological trend which might be lacking among library staff, an analysis of Library specification and requirements, ongoing user education which is a major detriment for efficient and effective use of ICT tools in the Library.

In addition to that, there is issue of Technophobia: This has been of serious concern, more especially to the traditional librarians who show fear in handling computers and its

associated equipment. This assertion was confirmed by Omekwu, (2014) who disclosed that the conservative disposition of library staff to the introduction and use of ICT in library operation and services pose a threat to their jobs. Inadequate infrastructural facility: poor infrastructural facility portends a major constrain in the implementation of ICT. Information and Communication Technologies are a combination of both hardware and software to access, retrieve and disseminate information. Lack of adequate bandwidth size and the appropriate antivirus and other necessary software can deny both information professionals and users optimum utilization of the facilities on ground.

Methods

The study adopts survey research design method. The population of the study comprised of 15 staffs of the Adamawa Broadcasting Corporation Yola. The study adopted purposive sampling technique. There was no sampling as the study used the entire population because it is manageable by the researchers. The instrument adopted for data collection is structured questionnaire. The researchers personally administered the questionnaires to the respondents, the administration and retrieval of the questionnaires was carried out within the period of (1) week. Descriptive statistic was used as the method of data analysis for the study; the data collected was analyzed and presented in tables.

Results

Below are the analyses of the responses to the research questions and the interpretation of the findings.

Research Question One: What is the availability of information and communication technology (ICT) in ABC library Yola?

Table 1: Mean and Standard Deviation on the Availability of Information and Communication Technology (ICT) in ABC library Yola

S/N	Items	N	Mean	Std. Deviation	Remark
1.	There are availability of ICT in the library	15	3.2667	1.62422	Agree
2.	There are computers connected to the internet	15	4.2000	.67612	Agree
3.	There are CDs, flash, hard drives available	15	4.3333	.48795	Agree
4.	There are photocopies, scanners, printers available in the library	15	4.3333	.61721	Agree
5.	There are availability of ICTs that provide effective services	15	4.0000	.92582	Agree
6.	There are ICTs equipment's available in the library	15	4.2667	.70373	Agree
Grand Mean					

Source: Field Survey, 2022

Table 1 show that the availability of information and communication technology (ICT) in ABC Yola library is agreed with the mean score of (3.2667), also on the internet connected to the library with the mean score of (4.2000). The majority of the respondents which they agree (4.333) that there are availability of ICTS such as CDs, Flash, Hard drives, and Also photocopies, scanners, printers available in the library.

Research Question Two: What is the level of competencies of the library personnel in ABC Yola library?

Table 2: Mean and Standard Deviation on the Level of Competencies are the Library Personnel in ABC Yola.

S/N	Items	N	Mean	Std. Deviation	Remark
1.	Storing and copying data into secondary stored device(hard disk)	15	4.2667	.88372	Agree
2.	digital scanning and uploading	15	4.2667	.70373	Agree
3.	Basic computing I.e. word processing	15	4.2667	.70373	Agree
4.	Presentation skills I.e. power point	15	4.0000	.84515	Agree
5.	Internet surfing /browsing internet skills	15	4.3000	.63246	Agree
6.	Retrieving document from storage device	15	4.4000	.77460	Agree
7.	Use of multimedia technology for the manipulation of pointed information music, graphics animated photographs	15	4.3333	.48795	Agree
Grand Mean			4.2476		

Source: Field Survey, 2022

Table 2 shows the level of competencies of the level of competencies of the personnel in the library on the Storing and copying data into secondary stored device (hard disk) and digital scanning and uploading have the mean score of (4.2667), Also same with the basic computing, word processing, Also on the internet surfing/browsing internet skills with the mean score of (4.3000). Majority of the respondents agreed that the level of personnel competencies with the mean score of (4.4000) is on retrieving document from storage device.

Research Question Three: What is the effectiveness in using of information and communication technology (ICT) in providing services in your library?

Table 3: Mean and Standard Deviation on the Effectiveness in using of Information and Communication Technology (ICT) in providing Services in your Library

S/N	Items	N	Mean	Std. Deviation	Remark
1.	Library corporation and resources sharing is effective	15	3.8000	1.14642	Agree
2.	Online user education	15	4.0000	.65465	Agree
3.	Selective dissemination of information (SDI) is effective	15	3.8667	.74322	Agree
4.	Current awareness Service(CAS) is effective	15	4.0667	.79881	Agree
5.	office operation	15	3.6000	1.18322	Agree
6.	Electronic Document Delivery Services is effective	15	3.7333	1.16292	Agree
7.	E- referencing services is effective	15	3.0667	1.16292	Agree
Grand Mean			3.7333		

Source: Field Survey, 2022

Table 3 shows the effectiveness in using of information and communication technology (ICT) in providing services in library, on the library corporation and resources sharing with the mean score of (3.8000), Also selective dissemination of information with the mean score of (3.8667), while on the online user education with the mean score of (4.0000), Also on the office operation with the mean score of (3.6000). And the majority of the respondents which they agree that the effectiveness of using ICT in providing services is current awareness service with the mean score of (4.0667).

Research Question Four: What are the challenges mitigating the use of information and communication technology (ICT) in providing services in the library?

Table 4: Mean and Standard Deviation on the Challenges mitigating the use of Information and Communication Technology (ICT) in providing services in the library

S/N	Items	N	Mean	Std. Deviation	Remark
1.	Inadequate of fund	15	4.4667	1.68466	Agree
2.	Lack of training opportunities	15	3.7333	1.38701	Agree
3.	Lack of training facilities	15	4.2667	.70373	Agree
4.	Limited opportunity	15	2.2667	1.79373	Disagree
5.	Lack of power supply	15	4.0000	.84515	Agree
6.	Inadequate of ICT facilities	15	4.4667	.63246	Agree
7.	Attitude of Personnel towards ICTs	15	4.2000	.77460	Agree
8.	Problem of technophobia	15	2.3333	1.98795	Disagree
9.	Lack of ICT equipment	15	4.3333	.61721	Agree
10.	Lack of IT Professionals	15	4.2667	.70373	Agree
Grand Mean			3.6267		

Source: Field Survey, 2022

Table 4 show the challenges mitigating the use of the information and communication technology in the library, on the Inadequate fund with the mean score of (4.4667), also on the lack of training opportunities with the mean score of (3.7333), while on the challenges on personal lack of interest with the score of (4.2000). The majority of the respondents which they agree that the major challenging mitigating the use of information in providing services is: Inadequate fund with the mean score of (4.4667), same with that of inadequate facilities with mean score of (4.4667) are the major challenging mitigating the use of ICT in providing services.

Summary of the Findings

Based on the data analyzed, the following findings ware summarized:

The findings of the study revealed that there is availability of information and communication technology such as: CDs, hard drives, flash and also photocopier and printers available in the library.

The findings of the study revealed that most of the staff in the library has competencies and skill in retrieving document from storage device.

The findings of this study revealed that current awareness services are effective in using the information and communication technology in providing services in the library.

The findings of this study revealed that poor funding and inadequate ICT facilities are the major challenges militating against the use of information and communication technology.

Discussion of Findings

The findings of this study revealed that there is information and communication technology available in the library such as CDs, printers, hard drives, flash and photocopiers. This study agrees with the study of Osuchukwu and Ayeni, (2017). Which revealed that there are availability of ICTs and devices which includes hardware and software, CDs, e-mail; printers, hard drives, and flash. The effective utilization of these ICTs can enhance service provision special libraries.

The findings of the study revealed that most of the staff in the library has competencies and skill in retrieving document from storage device. The study is contrary to the study of Iguehi, et-al (2017) which investigates the ICT proficiency of professional, para-professional and system librarians in University libraries. The findings showed that librarians acquired considerable basic skills in ICT, and they need to concentrate more on network-based services and digital library services. Anyaoku (2012) further states that librarians require various IT skills in the technology age such as computer operation, database creation and maintenance and updating of web pages.

Also the finding of this study revealed that current awareness services are effective in using the information and communication technology in providing services in the library. This study also is in line with the study of Antherjanam and Sheeja (2016) conducted on the effectiveness of using information and communication technology (ICT) on Library and Information Science (LIS) and its major shifts and practices in some special libraries. The findings of the study revealed that Selective Dissemination of Information (SDI) and Current Awareness Services (CAS) were done very efficiently using ICT.

Also the finding of this study revealed that poor funding and inadequate facilities are the major challenges militating against the use of information and communication technology. This study also corresponds with the study of Oni (2015) where he studies the level of funding of libraries and their ICT budgets in Nigeria are comparatively low. He identified that sixty percent (60%) of the libraries surveyed had no annual ICT budget. Also the study collaborated with the findings of Onuoha, Chikezie And Chukwueke (2019) conducted a study on application of information and communication technologies in academic library services delivery in Nigeria: a study of Michael Okpara University of Agriculture Library, Umudike one of the findings of the study showed that high cost of ICT acquisition was a major challenge faced by MOUAU Library in attempt to apply ICTs to their services delivery. The study also agrees with that of Nnadozie (2017) which revealed that inadequate facilities and public power supply is unreliable and the alternative is expensive and out of the reach of these poorly funded libraries.

Conclusion

Based on the findings of the study it has been concluded that, there is availability of information and communication technology such as: CDs, hard drives, flash and also photocopier and printers available in the library, also the study concluded that staff has competencies and skills in retrieving document from the storage devices in the library, it has also been concluded that current awareness services are effective in using the information and communication technology in providing services in the library, finally, the study concluded that poor funding and inadequate facilities are the major challenges in using ICTS for services delivery in the in the library

Recommendations

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

1. The management of ABC should made more information and communication technology available such as internet and computers in other to provide effective services to the library.
2. The management of ABC should increase the level of personnel competency by organizing seminars, workshops, conferences, also they should be sent for training/programs on various aspect of ICTs in order to provide effective library services
3. For the effective library services provision using ICT, the management should create an avenue in not only current awareness services but services such as Selective Dissemination

of Information (SDI), online user education, library corporation and resources sharing and electronic document delivery

4. The management of ABC should increase the library subvention and make it available in other to acquire current ICT facilities. This will in turn enhance effective library services delivery

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