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Impact of Citizenship Psychology towards Use of ICT in Library Management in the Niger Delta Area of Nigeria

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Abstract

There is no doubt that ICTs have altered the information management landscape globally. Although there have been recent improvements, the reality in underdeveloped countries like Nigeria has not been positive. The results of this study showed that librarians' use of ICTs for providing information services was significantly influenced by their attitude toward technology. When librarians have a good attitude, they are more likely to use the available ICTs efficiently. However, when they have a negative attitude, they may leave the available ICTs for information service delivery unused or misused. The extent to which librarians use ICTs can be greatly increased when attention is paid to elements that influence attitude formation, such as exposure to ICT, training, and peer influence. It therefore recommended that there should be library management software in circulation section of the library in order to reduce management pressure of the librarians at the time of circulation. Librarians should be exposed and trained on how to use emerging technologies for service delivery in the library.

Keywords: Impact, Citizenship Psychology, ICT, Library Management, Niger Delta.

Introduction

Information and communication technology (ICT) in libraries is playing a significant role in all aspects of the collections and services offered. The adoption of ICT in librarianship demanded retraining and the development of the competencies necessary to function in the global information society. The degree of literacy, education, and technological skills of users affect their ability to utilize ICT. The potentials of the information age cannot be achieved without broadening the scope of information and computer literacy, according to Menuo (2021), who stated that the situation on ground necessitates retooling of information professionals.

ICTs are technologies that are used for communication as well as for the creation, management, and distribution of information. ICTs represent the confluence of computer and communication technologies. Computers, the internet, telephones, television, radio, and audio-visual equipment are examples of such technology. However, this term has been broadened to cover any tool or programme used to access, organize, integrate, assess, produce, or share knowledge. Radio, television, cell phones, computer hardware and software, network hardware and software, satellite systems, peripherals, internet connections, digital technologies, and other devices are among them. The services and apps utilized for communication and information processing tasks linked with these devices are also taken into account when discussing ICT.

The use of ICTs in library management is largely dependent on how well citizen views it. Citizenship view deals with the ideology or the scientific study of the mind and behaviour of a thought concerning the use of ICTs in library management. The ability to use ICT features and applications, as well as the capacity to use ICTs for either solitary or collaborative work, are all considered to be components of ICT literacy or citizenship psychology. In actuality, citizenship psychology entails the knowledge of technologies and the use of their applicability in library

management, as well as the use of technology for information and knowledge, which includes the skills or abilities to access, retrieve, store, manage, integrate, evaluate, create, and communicate information and knowledge, as well as to participate in networks via the internet. It also entails the knowledge that the acquisition and use of ICT has an impact on social and personal development. As a result, ICT literacy has a favourable effect on peoples'and countries' economic lives.

New methods and tools for gathering and managing information were made available as a result. The librarians must adapt to the new development in order to effectively serve the academic community in the ICT environment. However, a librarian is someone who looks after a library and all of its contents; their duties include choosing the stock, arranging and using it as effectively as possible, and offering a variety of services that are in the best interests of all user groups (Prytherch, 2005). Additionally, they participate in the community they serve by coordinating events, establishing priorities, evaluating, and doing other managerial duties. In addition to planning and designing websites, librarians are also required to be proficient internet users. As a result of the profession's adoption of digital technology, the newly emerging librarians have been given names like internet librarians, digital librarians, cyberians, or weberians. These librarians have new literacy skills that allow them to use ICT instruments to provide clients with information services.

Technology is evolving quickly and consistently, so learning to deal with it demands flexibility as well as process mastery. The field of librarianship is transitioning from analog to digital. ICT, according to a panel of international experts assembled by Educational Testing Services (ETS) in 2001, is the ability to use digital technology, communications tools, and/or networks to access, manage, integrate, evaluate, and create information in order to function in a

knowledge society. Fabeyinde,(2016) defined ICT as the fusion of information technology with that of communication. ICT literacy developed as a result of the technological advancements achieved by the technological world and the changes brought about by the emergence of the information society.

Statement of the Problem

A lot of studies have been carried out on ICT, the impact on students' performance, and how ICT improve teaching, learning process in Nigeria learning institution. Much of these studies were conducted in advanced world. Only few researches on impact of ICT toward learning have been done by undergraduates in Nigeria. In order achieve efficient and effective globalization, this gap must be closed. Appreciable ICT literacy abilities and infrastructure that accomplish the traditional objectives and new innovations in librarianship are required to make this possible.

The degree of ICT literacy a person possesses directly correlates with how well he uses ICT in the workplace. As a result, this has an impact on how effectively and efficiently people accomplish their jobs using ICT. Numerous researches on information literacy among librarians have been conducted. The two that stand out the most are those by Babu, Vinayagamorthy, and Gopalakrishnan (2017) on ICT literacy among engineering faculty in India and Adeyoyin (2005) on ICT literacy among librarians in Nigerian institutions. Without considering the impact of ICT facilities being available and ICT literacy acquisition on its application for utilisation in their professional day-to-day operations, all of these attempted to ascertain the level of ICT literacy. It appears that no framework has yet been developed to determine if a person has attained ICT literacy, which is necessary for success in a knowledge-based society. Such studies do not currently exist in the literature that is available to the researcher for the Niger Delta region of

Nigeria. As a result, there is a need to close this empirical information vacuum in the field of how academic librarians' ICT literacy skills affect the management of library.

Research Objectives

The aim of the study was to examine the impact of citizenship psychology towards use of ICT in library management in Niger Delta region of Nigeria. The specific objectives were to:

1. Find out if citizenship psychology influence the availability of ICT facilities in library management in Niger Delta region of Nigeria
2. Find out if library uses ICT as a source of citizenship information in Niger Delta region of Nigeria
3. Ascertain the extent at which ICT literacy skills possessed by librarians influence citizenship in Niger Delta region of Nigeria

Research Questions

The following research questions were raised in line with the objectives of the study:

1. Do psychological factors influence the use of ICT facilities in library management in Niger Delta region of Nigeria?
2. Do libraries use ICT as a source of citizenship information in Niger Delta region of Nigeria?
3. To what extent do ICT literacy skills possessed by librarian's influence citizenship in Niger Delta region of Nigeria?

Literature Review

Psychological Factors Influence on the Use of ICT Facilities in Library Management

Citizens' psychology varies in their levels of anxiety experienced when using ICT in academic libraries. The understanding in the types of ICT programmes is most likely to deliver to citizens, who are information literate, as they may become the fundamental substance to library professionals. However, it appears that there has not been much emphasis placed on the more psychological and emotional aspects of efficient library use, such as feelings of inadequacy and insecurity (Mellon, 2015). When a survey revealed that between 75 and 85% of students had the feeling and experienced anxiety, which demonstrated the unfavourable feeling when they first used the library, Mellon (2016) began to use the phrase "Library Anxiety." Traditional skills are still needed, but to handle the new digital formats and the available online environment, they must increase their abilities.

After more than 40 years of use in education, computers are now "unconditionally" regarded as necessary components of the overall educational system. Rapid growth in computer use has brought new difficulties with it. Studies have demonstrated that students' acceptance of computers and their use as tools in their teaching and learning processes are influenced by their computer anxiety, lack of confidence, and lack of enjoyment (Gressard&Loyd, 2018).

The Use of ICT as a Source of Citizenship Information

The most common citizenship use of ICT in current practice is the distribution of information via the internet and CD-Rom databases, which are easily aligned with the National Curriculum strand "knowledge and understanding about being informed citizens". This is a good illustration of how ICT may be utilized to support civic education. Theoretically, this ICT use gives students access to a variety of data, viewpoints, and perspectives from around the globe

that would otherwise be unreachable. Despite being a growing field of study, there is little to no research examining the efficiency of ICT in providing citizenship education in this manner. The scant educational literature that is currently available consisted only of reflexive reports of the creation of online citizenship resources.

A more relevant area of development that aligns with the National Curriculum's strand on "developing skills of inquiry and communication" is the role of ICT in promoting civic discourse. ICT-based simulations of social events have been developed with the intention of igniting conversation among students, but, once again, little in-depth research has been done into the efficacy of such software.

The uses of ICT to enable students to be producers of citizenship cultural products are a third topic recognized in the education literature. However they lack direct empirical backing. This area of ICT development for citizenship education may be the most exciting and productive because they closely relate to the National Curriculum strand, Developing Skills of Inquiry and Communication (Colbert, 2018).

Impact of ICT in Library Management

The computer has changed how people access information and use libraries. Information technology has helped librarians deliver high-quality information services with additional value and to expand remote access to the world's information resources. The highly advanced information technology of today makes it possible to store enormous volumes of data or information in a relatively little area. Information technologies alter our understanding of how a classic library and a modern knowledge center operate and offer quick retrieval of stored

information. Recent technological advancements have significantly altered how libraries operate and provide services.

The information profession and numerous facets of libraries are being impacted by modern ICT. Digital information sources and digital media are replacing, replacing and becoming the primary form of information storage and retrieval as a result of advancements in ICT and the widespread usage of ICT. ICT continues to exist and creates real Library Science norms. Every book has a reader, and every reader has his or her own book or knowledge. Save the reader's time; the library is a living thing. ICT's vast information sources, quick transmission speeds, and ease of access guarantee user satisfaction with complex demands, remove the time and distance barriers, and get the appropriate information to the right reader at the right time (Idowu and Mabawonku, 2019).

Level of ICT Literacy in Library Management

Anunobi, (2018) investigated the level of computer literacy among Imo State's librarians. Its purpose is to determine the degree of computer literacy among librarians in Imo State, Nigeria. The study used a survey method with forty (40) librarians as the sample population who were chosen at professional conventions. Data was also gathered using a questionnaire method. According to the study, institutions with staff who have few service years on the job (0–5 years) are home to 67.5% of the librarians who are proficient in computers. Such literacy is frequently restricted to word-processing use, a skill acquired through hands-on computer use, seminar attendance, and formal education.

At 2007, Babu, Vinayamgamooty, and Gopalakrishnan conducted research on ICT proficiency among librarians in Tamil Nadu's engineering educational institutions (India). The

study was a survey, with 225 people chosen as the sample group randomly selected from among Tamil Nadu's many engineering institutes. Out of the 225 questionnaires distributed, 171 received responses. Tables and percentages were used to present the data. In his discovery, the study demonstrates that, in one way or another, the library and information workers employed in Tamil Nadu's engineering educational institutions are developing significant fundamental ICT capabilities. The report made clear that they should put more of an emphasis on network-based services and digital library services. The study and the current research both focus on ICT abilities among librarians, hence they are related.

A survey on information and communication technology (ICT) literacy among Nigerian university libraries' staff was also conducted by Adeyoyin (2015). 18 Nigerian university libraries' staff members, including 268 professionals, 358 paraprofessionals, and 1133 other employees, participated in a survey. Information was gathered from the respondents using a questionnaire method. The study's conclusions suggest that paraprofessionals and professionals working in Nigerian university libraries should increase their ICT literacy. In other words, they have low ICT literacy. For both categories of personnel, the report advised staff training and adequate ICT infrastructure.

Research Methodology

The descriptive survey design was used in this investigation. The study included one thousand, nine hundred and seventeen (1917) library information science students from Universities in Niger Delta Region. The technique used for this study was simple random sampling. The sample size for the study was one hundred and eleven (111) students. The questionnaire was used as the instrument for collecting data. The instrument used for this study was tagged "Impact of Citizen Psychology towards Use of ICT in Library Management

(ICPULM)”. In analyzing the data collected from the field, the descriptive statistics specifically tables and mean were used. All these were done using the Statistical Package for Social Sciences (SPSS).

Answering of the Research Questions

This section is on analysis of data to answer the research questions raised in the study.

Research Question One: Do psychological factors influence the use of ICT facilities in library management in Niger Delta region of Nigeria?

Table 1: Mean Score of the Psychology Factors Influence on the Use of ICT Facilities in Library Management in Niger Delta region of Nigeria

S/N	Items	\bar{x}	Decision
1.	Over anxiety of citizens can lead to wrong use of ICT for searching information	3.10	Agreed
2.	Inadequate provision of ICT facilities can make citizens pay more attention to the ways libraries are managed	2.59	Agreed
3.	Availability of ICT contributes to the way citizens patronize library information	4.90	Agreed
4.	Lack of confidence can discourage citizens from consulting libraries from time to time.	2.77	Agreed
5.	Overcrowded users can affect citizens’ view towards the use of ICT in library management.	2.95	Agreed
Grand Mean		3.26	Agreed

From table 1 the above, the study showed that item 1 was agreed with a mean value (3.10 \geq 2.50) that over anxiety of citizen can lead to wrong use of ICT for searching information. Item 2 was agreed with a mean value (2.59 \geq 2.50) that inadequate provision of ICT facilities can make citizens pay more attention to the way libraries are managed. Item 3 agreed with a mean value of (4.90 \geq 2.50) that availability of ICT contributes the way citizens patronized library information. Item 4 agreed with a mean value (2.77 \geq 2.50) that lack of confidence can

discourage citizens from consulting libraries from time to time. Item 5 agreed with a mean value of (2.95 \geq 2.50) that overcrowded users can affect citizen view towards the use of ICT in library management. The grand mean is above the acceptable mean (i.e. 3.26 \geq 2.50), The study therefore shows that over anxiety, inadequate provision of ICT facilities, availability of ICT, lack of confidence and overcrowded users are psychological factors influencing the use of ICT facilities in library management in Niger Delta region of Nigeria.

Research Question Two: Do libraries use ICT as a source of citizenship information in Niger Delta region of Nigeria?

Table 2: Mean Score on Library Use ICT as a Source of Citizenship Information in Niger Delta Region of Nigeria

S/N	Items	\bar{x}	Decision
1.	ICT helps citizens to find the information they need.	2.78	Agreed
2.	ICT enables Librarians in digitizing collections for online access	2.88	Agreed
3.	ICT facilitates effective management of library materials and collaboration interactivity	2.95	Agreed
4.	ICT helps citizens get first-hand information on current happens	3.56	Agreed
5.	ICT gives citizen access to a variety of data	3.12	Agreed
Grand Mean		3.06	Agreed

From the table 2 above, the study showed that item 1 agreed with a mean value (2.78 \geq 2.50) that ICT helps citizens find the information they need. Item 2 agreed with a mean value (2.88 \geq 2.50) that ICT enables librarians in digitizing collections for online access. Item 3 agreed with a mean value (2.95 \geq 2.50) that ICT facilitates effective management of library materials and collaboration interactivity. Item 4 agreed with a mean value (2.56 \geq 2.50) that ICT helps citizens to get first-hand information on current happenings. Item 5 agreed with a mean value (3.12 \geq 2.50) that ICT gives citizen access to a variety of data. The grand mean is the above

acceptable mean (i.e. $3.06 \geq 2.50$). The study therefore showed that ICT helps citizens find the information they need, enable Librarians in Digitizing collections for online access, in effective management of library materials and collaboration interactivity, helps citizens' first-hand information on current happenings and ICT gives citizens access to a variety of data in the Niger Delta region of Nigeria.

Research Question Three: To what extent do ICT literacy skills possessed by librarian's influences citizenship in Niger Delta region of Nigeria?

Table 3: Mean Score on the Extent to Which ICT Literacy Skills Possessed by Librarian's Influence Citizenship in Niger Delta Region of Nigeria

S/N	Items	\bar{x}	Decision
1.	The presence of ICT increases the level of skills of librarians and thus influences citizen	3.59	Agreed
2.	ICT literacy influences academic librarians to manage the workforce effectively	4.28	Agreed
3.	The utilization of ICTs gadgets help to improve the skills of management of libraries	2.92	Agreed
Grand Mean		3.59	Agreed

From the above table 2, the study showed that item 1 agreed with a mean value ($3.59 \geq 2.50$) that the presence of ICT increase the level of skills of librarians and thus influences citizen. Item 2 was agreed with a mean value ($4.28 \geq 2.50$) that ICT literacy influence academic librarians to management the workforce effectively. Item 3 agreed with a mean value ($2.92 \geq 2.50$) that the utilization of ICTs gadgets help to improve the skills of management of library.

The analysis of the table shows a grand mean (\bar{x}) score of $3.59 > 2.50$. This implies that ICT literacy skills possessed by librarians influence citizenship in Niger Delta region of Nigeria to a high extent.

Discussion of findings

Psychological Factors Influence on the Use of ICT Facilities in Library Management in Niger Delta region of Nigeria

Findings showed that the grand mean of table 1 is above the acceptable mean (i.e. $3.26 \geq 2.50$), the study therefore shows that over anxiety, inadequate provision of ICT facilities, availability of ICT, lack of confidence and overcrowded users are psychological factors influencing the use of ICT facilities in library management in Niger Delta region of Nigeria. This study is in line with the findings of Gressard&Loyd, (2018); that demonstrated that students' acceptance of computers and their use as tools in their teaching and learning processes are influenced by their computer anxiety, lack of confidence, and lack of enjoyment.

Library Use ICT as a Source of Citizenship Information in Niger Delta Region of Nigeria

Findings showed that the grand mean of table 2 was above the acceptable mean (i.e. $3.06 \geq 2.50$). Therefore, the study showed that ICTs help citizens to find the information they need, enable Librarians in digitizing collections for online access, in effective management of library materials and collaboration interactivity, help citizens get first-hand information on current happenings and ICTs give citizens access to varieties of data in Niger Delta region of Nigeria. Consequently, the findings of Colbert, (2018) showed that the use of ICT to enable students to be producers of citizenship cultural products was a third topic recognized in the education literature; however it lacks direct empirical backing. The studies of Nwabueze and Ozioko, (2011) shows that ICT which remains an enabling tool for provision of timely and current library and information services is also indispensable to the sustainable development drive in Nigeria. Ashikuzzaman, (2014) is of the view that ICT helps to manage information overload as information retrieval is made easier in computerized systems.

Extent to Which ICT Literacy Skills Possessed by Librarians Influence Citizenship in Niger Delta Region of Nigeria

The analysis of the table showed a grand mean (\bar{x}) score of $3.59 > 2.50$. This implied that ICT literacy skills possessed by librarians influence citizenship in Niger Delta region of Nigeria to a high extent. Price (2013) stated that the impact of technology on libraries has been mixed. While citizens who patronize some library services, such as reference assistance, has declined, there have been a well-documented increase in the patronage of public libraries in the U.S., Canada, Nigeria, among others, over the last decade. The study conducted by Okoronkwo, (2015) reported that library patronage falls in Northwest, Nigeria. The factors considered that influenced the decline in libraries' patronage are obsolete books and dilapidated structures.

Conclusion & Recommendations

There is no doubt that ICTs have altered the information management landscape globally. Although there have been recent improvements, the reality in underdeveloped countries like Nigeria has not been positive. The results of this study showed that librarians' use of ICTs for providing information services was significantly influenced by their attitude toward technology. When librarians have a good attitude, they are more likely to use the available ICTs efficiently. However, when they have a negative attitude, they may leave the available ICTs for information service delivery unused or misused. The extent to which librarians use ICTs can be greatly increased when attention is paid to elements that influence attitude formation, such as exposure to ICT, training, and peer influence.

Based on the findings and conclusion, the study therefore recommended that:

1. The librarians are required to update their knowledge and skills in Information communication technology in order to manage the library facilities.

2. There should be library management software in circulation section of the library in order to reduce management pressure of the librarians at the time of circulation.
3. Librarians should be exposed and trained on how to use emerging technologies for service delivery in the library.

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