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ICT Application and Information Service Delivery in South-West Nigeria's Public Polytechnic Libraries

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Abstract

The study dwells on the application of information and communication technology (ICT) for enhancing information service delivery in South-West Nigeria's public polytechnic libraries. The study's goal is to determine the extent of ICT application in polytechnic libraries. For the study, a descriptive survey research design was adopted. The population of the study consists of all the library personnel in South-West Nigeria's public polytechnic libraries. The instrument for gathering data was a questionnaire. Descriptive statistics such as mean, standard deviation, frequency count, and simple percentage were used to analyse the data. The hypothesis was tested by Pearson Moment Product Correlation at a 0.05 level of significance. The results show that the ICT application in South-West Nigeria's public polytechnic libraries is at a low rate. The findings also show that information services and ICT applications have a strong, significant relationship. Based on the results, the study concludes that ICT application is vital for the improvement in information services delivery in polytechnic libraries and recommendations were made that institutions should assist library administration in providing funding for the use of ICT in libraries to ensure efficient delivery of information services. Also, library personnel should be trained to acquire ICT skills.

Keywords: ICT Application, Information Service, Service, Delivery, Polytechnic Libraries

Introduction

Information is a vital component in deciding the growth of humans, economics, and nations the world over. Thus, the significance of library and information services cannot be overlooked. The main goal of any library like the polytechnic library is to meet the information needs of the users to their satisfaction for decision-making. The Polytechnic is a higher institution and libraries in higher institutions of learning are known as academic libraries. The purpose of an academic library is to support the research, teaching, learning, and research of

its parent institution. Anaeme and Okoye (2017) defined a library as a place where information resources in print and non-print formats are collected and organised by a qualified librarian who ensures users the accessibility and utilization of the resources to satisfy their various needs such as learning, teaching, and research, among others. Library information service is the service to meet the library users' information needs and requests at the right time. Information services are offered in advance of the different needs that library patrons may have. Information services include current awareness services, indexing, abstracting, etc. These services are occasionally offered at the users' request, and in these situations, the use of ICT has become essential to the advancement of more efficient information service delivery.

The application of ICT in libraries has made information services easier for library personnel in the essence that it saves time, allows multiple users at a time, reduces space allocation, and provides access to information within and without library walls, etc. Therefore, the application of ICT in polytechnic libraries becomes necessary to provide effective information service delivery. The application of ICTs is an advantage for both the library personnel and the library users. Through ICT devices, large volumes of data or information are stored in a very compressed space. It enables users fast and easy access to information resources in satisfying their various and multiple information needs at the right time. Agbo, (2015) stated that the application of ICTs has modernised the librarians' ways of delivering services to users. It has helped the librarian to provide users access to information round the clock anywhere either inside or outside the library walls. According to Saleem, Shabana, and Batcha, (2013), ICT application enables library operations to be shifted from their orthodox format to digital format. Also, quality information services are provided by professional librarians through the help of ICT applications in the library, and it provides more opportunities for the availability and accessibility of international information resources.

However, despite all the benefits of ICT application to the information services in the library, it is unbelievable that some polytechnics are still battling with the traditional/ manual ways of delivering information services such as collections, processing, organising, disseminating, conservating, and preservation of information resources. Adewale and Adesanya (2003) lamented how the polytechnic libraries in Nigeria are been challenged with rapid and continuously developing contests amidst a networked knowledge society all over where the application of ICT has become crucial in advancing towards further effective information service delivery. The condition of information service delivery in polytechnic libraries in this era of information liberation has gradually reduced the users' patronage of the polytechnic libraries. This is because delivering information services via manual ways in the library cannot satisfy the information needs of the users anymore. Thus, to avert the problems created by traditional ways of delivering information services in polytechnic libraries, this calls for the need to apply ICT. Therefore, this study explores the ICT application and information service delivery in South-West Nigeria's public polytechnic libraries.

Objective of the Study

- i. To know the level of information service delivery in South-West Nigeria's public polytechnic libraries.
- ii. To examine the extent to which ICT has been applied to information services delivery in South-West Nigeria's public polytechnic libraries.
- iii. To ascertain the impediments to the application of ICT in South-West Nigeria's public polytechnic libraries.
- iv. To determine the relationship between ICT applications and information services in South-West Nigeria's public polytechnic libraries.

Research Questions

- i. What is the level of information service delivery in South-West Nigeria's public polytechnic libraries?
- ii. What is the extent of ICT in information services delivery in South-West Nigeria's public polytechnic libraries?
- iii. What are the impediments to the application of ICT in South-West Nigeria's public polytechnic libraries?

Research Hypothesis

Ho. There is no significant relationship between ICT applications and information services in South-West Nigeria's public polytechnic libraries

LITERATURE REVIEW

Information Service Delivery in Polytechnics Libraries

Information services in libraries cover a varied range of services by librarians in meeting the various user needs at the right place and time. Polytechnic libraries serve as vital repositories of knowledge and information for both the polytechnic's staff and students, providing access to a large array of information resources such as books and journals both in print and non-print format and so on. According to Stojanovski and Papić (2012), information services involve services that supply users directly with needed information by librarians but also educate users to search for their information needs independently without involving the librarians. The ultimate goals of any library are the selection and acquisition of appropriate information resources and then organising the resources for easy accessibility by the users. Library personnel also render services of assisting users to locate the information seeking and utilising the information effectively. Patel (2015) highlighted other information services which are user education services, current awareness services, reference services, online services, institutional repositories, inter-library loan services, selective dissemination of information, and referral services, among others. IFLA (2012) reacted that basically, information services are associated with the reference service though it incorporates diverse sections of libraries' functions. In support of this, Jibia, et. al (2013) described reference services as the services delivered by professional librarians to assist users in getting information resources within and without the library walls to satisfy the users with their information needs. Stojanovski and Papić (2012) further stressed that information services in libraries are into different segments such as assurance of users' information needs, creating awareness of available information resources, and users' capability to locate the information by themselves.

ICT Application and Information Service Delivery in Polytechnics Libraries

ICT application in the library has provided the opportunity for information service delivery effectiveness. Any academic library that does not apply ICT to its information services in this age will not be effective in its information services delivery because living in the old method will make the information services ineffective. Ola (2018) opined that almost all the information resources are stored in print format nowadays, therefore librarians are required to be ICT acquiescent fully to meet with the current movements in research skills. Ajulor and Achonna (2020) stated some of the benefits of ICT application in polytechnic libraries as provisions of resource sharing between polytechnic libraries, intensification of service delivery

effectiveness and efficiency, opportunity to market library services, fast and easy access to information, saving time, and provision of current information to users. Chukwueke and Onuoha (2019) narrated the benefits of ICTs in academic libraries as strengthening in efficiency and proficiency of library services, reducing the time of information accessibility, and saving of library's physical space, etc. According to Okere (2022), as the world goes global, every profession has its place globally through ICTs, therefore, the library profession also needs to take its place in joining efforts to improve library services via the incorporation of ICTs. Information service delivery could be improved in polytechnic libraries through the application of (ICTs) and not only the acquisition of information resources.

Impediments to the ICT Application in Polytechnics Libraries for Information Service Delivery

Despite the numerous benefits of ICTs to the information service delivery in libraries, some libraries are yet to fully apply it to enhance their service delivery due to the following reasons.

Building human resources has been the major approach for organisations like the library to enhance their services towards satisfying their clients in this era of technology. To effectively disseminate information in this age, library personnel need to be trained and retrained to gain the know-how, abilities, and capacities necessary to use ICT devices for information services. According to Ajulor and Achonna (2020), one of the main strategies for guaranteeing that librarians are capable of using ICT to address challenges in libraries and information services is to train and retrain them in ICT applications. According to Nwabueze and Urhiewhu (2015), deficiency in appropriate training in the usage of the internet and lack of ICT literacy are part of the issues with the use of ICT in libraries. Igbokwe (2022) findings reveal that learning capacity-building practices contribute to effective service delivery and thus, enhance several library services. Adeniran (2010) studied user satisfaction with academic library services and the findings revealed that the quality of staff delivering information service determines the users' satisfaction. In a similar vein, Zayum and Agbodike (2021) investigated service delivery and human capital development in the Benue State Universal Basic Education Board, Makurdi, Nigeria. The outcome demonstrated a statistically significant positive relationship between the Benue State Universal Basic Education Board's human capital development, service delivery quality, and job outcomes quantity. Amusa and Odunewu (2006) in Okechukwu & Monokpo (2019) declared that staff know-how is valuable in assessing the needs of the users by selecting and acquiring appropriate information sources; information services such as document delivery services, current awareness services; and provision of facilities for reading. However, adequate ICT expertise is indispensable for the successful application of ICT in the polytechnic's libraries.

Another impediment to the application of ICT in polytechnic libraries is the attitudes of library personnel towards the use of ICTs. Some of the librarians believe that ICT is difficult to learn and that they are too old to face the challenges of learning it, so they prefer staying with the traditional ways of delivering information services. Aina (2004) in Okere (2022) acknowledged this by stressing that the unrestrictive attitude of lecturers, students, and librarians are other issues affecting the application and utilisation of ICT in Nigerian university libraries. Also, the problem of translating data from manual form to a digital format and the fear of the unknown is another impediment. The use of information technology in library services was studied by Uddin and Hassan (2012) in a few selected libraries in the Northern Region of Bangladesh. The result revealed some attitudes of the libraries as the impediment to the use of information technology. Such attitudes include inadequate planning; lack of staff development, indifference of the administrative body, and lack of proper initiative; among others. Similarly, Amaechi, Enweani, and Eke (2018) identified librarians' phobia of emerging

technologies and non-compliance with the demands of ICTs as parts of the impediments to the application of ICTs in three academic libraries in Imo State, Nigeria, in their study on the difficulties facing the delivery of library and information services in the twenty-first century.

Moreover, the lack of organisational support is another impediment to the application of ICTs in the library. There is no money to make available the ICT devices, preservation, and conservation in some polytechnic libraries. Chisenga (2006) stressed that the failure of parent organizations and library management to budget for the procurement and preservation of ICT facilities has greatly hindered its use in libraries. Likewise, Esohe (2005) opined that inadequate allocation of money and the high cost of importation of ICT accessibilities are some of the barriers to the use of ICT in the library. This was also supported by Okiy (2005) in his study on Nigerian library funding, the result revealed that enough funds are not allocated for ICT devices. In addition to the impediments mentioned above, several obstacles to the application and use of ICT in polytechnic libraries such as irregular power supply as one of the major problems, and lack of ICT policy, have been disclosed by other authors (Edom (2007); Atsugh and Ukende (2010);

Methodology

Research Design

This study used a descriptive survey research design, which is appropriate because it permits the use of questionnaires or interviews to collect data from a sample chosen to represent the population, and it permits the use of both quantitative and qualitative methods to analyse the data to obtain a meaningful and accurate result.

Population of the Study

The study population is one hundred and seven (107) which consists of the library personnel in South-West Nigeria's public polytechnic libraries.

Sample and Sampling Techniques

The study adopted a total enumeration sampling because it allows the use of the total population if it is not too large. As a result, all one hundred and seven (107) library personnel in South-West Nigeria's public polytechnic libraries constituted the sample of this study.

Research Instrument(s)

A structured questionnaire was as an instrument for this study tagged as "ICT Application and Information Service Delivery in Polytechnic Libraries Questionnaire (ICTAISDPLQ)". Four sections, A through D, made up the questionnaire. The respondents' demographic information, including name of institution, gender, work division, and years of experience, was covered in Section A. Section B was designed to gather information on the quality of information services provided by polytechnic libraries. Very High Level (VHL), High Level (HL), Moderate Level (ML), and Low Level (LL) on a four-point Likert scale was used to measure the responses from the respondents on the level of information service delivery. Section C is on the extent of ICT application in different sections of the library for information services delivery in polytechnic libraries. The respondents' answers were tallied using a four-point Likert scale: Very High Extent (VHE), High Extent (HE), Low Extent (LE), and Very Low Extent (VLE). Lastly, section D entailed questions on the impediments to the application of ICT in polytechnic libraries. Data was collected from the respondents using a four-point Likert scale: Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD). Out of one hundred and

seven (107) questionnaires administered eighty-one (81) were retrieved, representing a response of 75.7%.

Method of Data Analysis

To analyse the data, descriptive and inferential statistics were applied. Demographic data were analyzed using descriptive statistics while descriptive and inferential statistics like frequency, percentage, mean and standard deviation were used to analyse the research questions. Criterion means were placed at 2.50 indicating that the average mean that was below criterion means was considered low and an average mean above was considered high. The hypothesis was tested by Pearson Moment Product Correlation at a 0.05 level of significance.

Table 1: Questionnaire Response Rate

Number of Questionnaires Administered	Number of Questionnaires Retrieved	Percentage of Questionnaire Returned
107	81	75.7%

Table 1 reveals that out of 107 copies of the questionnaire administered, 81 were filled and returned. This gave a response rate of 85.71%. The minimum standard and acceptable response rate that Clearinghouse for Military Family Readiness (2019) recommended for social science and education is 60%.

Table 2: Demographic Information of Respondents

	Frequency	Percentage %
Gender:		
Male	27	31.03%
Female	54	66.67%
Age Range:		
41 years and above	23	28.39%
31-40years	39	48.15%
20-30 years	19	23.46%
Higher academic qualifications:		
Diploma	14	17.28%
HND	21	25.93%
BLIS	33	40.74%
MLIS	13	16.05%
Year(s) of Work Experience:		
11 years and above	53	65.43%
1-10 years	28	34.57%

Table 2 reveals the demographic information of the respondents. The result of the gender distribution of the respondents revealed that 27 (31.03%) were male while 54 (66.67%) were female. This implies that there were more female respondents than male respondents. The age distribution shows that 23 (28.39%) of the respondents were within the age range of 41 years and above; 39 (48.15%) were 31-40 years; and 19 (23.46%) fell within the age bracket of 20 – 30 years. This means that most library personnel in polytechnic libraries fall between the age of 31- 40 years in South-West Nigeria's public polytechnic library. The results of the highest

academic qualifications revealed that the majority of the respondents were BLIS holders 33(40.74%). This was followed by HND 21 (25.93%), and MLIS 13(16.05%). The table also reveals the years of experience, 28(34.57%) of the respondents have worked for 1- 10 years, while 53(65.43%) have worked for 11 years and above. This means that most of the respondents have just worked for 1-10 years.

Research Questions 1: What is the level of information service delivery in South-West Nigeria's public polytechnic libraries?

Table 3:

The level of information service delivery in South-West Nigeria's public polytechnic libraries

S/N	Information service	VHL		HL		LL		VLL		Mean	St. Dev.
		F	%	F	%	F	%	F	%		
1	User education service	16	19.8	23	28.4	13	16.0	29	35.8	2.32	1.160
2	Current awareness service	11	13.6	15	18.8	22	27.5	33	40.7	2.05	1.071
3	Reference service	17	21.0	38	46.9	15	18.8	11	13.6	2.75	.942
4	Online service	7	8.6	17	21.0	21	25.9	36	44.4	1.94	1.004
5	Institutional repositories service	10	12.3	33	40.7	20	24.7	18	22.2	2.43	.974
6	Inter-library loan service	7	8.6	21	25.9	27	33.3	26	32.1	2.11	.962
7	Selective dissemination of information	21	25.9	32	39.5	17	21.0	11	13.6	2.78	.987
8	Referral Service	9	11.1	15	18.8	33	40.7	24	29.6	2.11	.962
9	Circulation service	25	30.9	28	34.6	19	23.5	9	11.1	2.85	.989
10	Cataloguing and classification service	19	23.5	37	45.7	15	18.8	10	12.3	2.80	.941
	Grand Mean									2.41	
	Criterion Mean									2.50	

Table 3 shows the level of information service delivery in South-West Nigeria's public polytechnic libraries. Circulation service and Cataloguing and classification service has the highest response with (M=2.85, SD=.989), and (M=2.80, SD=.941); followed by Selective dissemination of information and Reference service (M=2.78, SD=.987), and (M=2.75, SD=.942) respectively. The lowest service enjoyed by the library users is online service (M=1.94, SD=1.004); the response to current awareness service also shows a low mean (M=2.05, SD=1.071). The responses reveal the grand mean as (M= 2.41) which is less than the criterion mean (M = 2.50). This indicates that the level of information service delivery in South-West Nigeria's public polytechnic libraries is low.

Research Questions 2:

What is the extent of ICT application in different sections of libraries for information services delivery in South-West Nigeria's public polytechnic libraries?

Table 4:

Mean and Standard Deviation of the extent of ICT application in different sections of the library for information services delivery in South-West Nigeria's public polytechnic libraries

S/N	Extent of ICT application	VHE		HE		LE		VLE		Mean	St. Dev.
		F	%	F	%	F	%	F	%		
1	Circulation unit	11	13.6	15	18.5	30	37.0	25	30.9	2.15	1.014
2	Acquisition unit	9	11.1	27	33.3	22	27.2	23	28.4	2.27	1.000
3	Reference unit	18	22.2	30	37.0	11	13.6	22	27.2	2.54	1.119
4	serials unit	6	7.4	13	16.0	36	44.4	26	32.1	1.99	.887
5	General administration office	13	16.0	19	23.5	27	33.3	22	27.2	2.28	1.040
6	Cataloguing unit	8	9.9	27	33.3	24	29.6	22	27.2	2.26	.972
7	Bindery units	-		7	8.6	25	30.9	49	60.5	1.48	.654
8	Reprographic units	15	18.5	33	40.7	17	21.0	16	19.8	2.58	1.011
9	Collection development unit	19	23.5	28	34.6	17	21.0	17	21.0	2.60	1.069
10	Documentation unit	-		19	23.5	43	53.1	19	23.5	2.00	.689
	Grand Mean									2.26	
	Criterion Mean									2.50	

Table 4 shows responses to the extent of ICT application in different sections of the library for information services delivery in South-West Nigeria's public polytechnic libraries. The result exposes that the application of ICT in South-West Nigeria's public polytechnic libraries to enhance information services delivery is low. The grand mean is ($\bar{x}=2.26$) which is less than the criterion mean ($\bar{x}=2.50$). The major units that slightly applied ICT in their service delivery are the collection development unit, General administration office, and Reference unit ($\bar{x}=2.60$), ($\bar{x}=2.60$), ($\bar{x}=2.58$), and ($\bar{x}=2.58$) respectively. The result shows that ICTs are not applied in other units. The least among the units where ICT has not been applied at all is the bindery unit and serial unit with ($\bar{x}=1.48$), and ($\bar{x}=1.99$) respectively. The lowest service enjoyed by the library users is online service ($\bar{x}=1.94$); the response to current awareness service also shows a low mean ($\bar{x}=2.05$).

Research Questions 3:

What are the impediments to the application of ICT in South-West Nigeria's public polytechnic libraries?

Table 5:

Mean and Standard Deviation of the impediments to the application of ICT in South-West Nigeria's Public Polytechnic Libraries

S/N	Impediments to the application of ICT	SA		A		D		SD		Mean	St. Dev.
		F	%	F	%	F	%	F	%		
1	Lack of organisational support	29	35.8	27	33.3	13	16.0	12	14.8	3.00	1.118
2	Inadequate public awareness	17	21.0	19	23.5	28	34.6	17	21.0	2.44	1.049
3	Insufficient technological infrastructure	40	49.4	17	21.0	13	16.0	11	13.6	3.06	1.099
4	lack of human resources capacity building	21	25.9	15	18.5	18	22.2	27	33.3	2.37	1.198
5	Instability of electric power supply	34	42.0	21	25.9	15	18.5	11	13.6	2.96	1.078
6	Attitudes of library personnel towards the use of ICTs	12	14.8	9	11.1	29	35.8	31	38.3	2.02	1.049
7	Security problem	7	8.6	21	25.9	15	18.5	38	46.9	1.96	1.042
8	Lack of ICT policy	21	25.9	37	45.7	16	19.8	7	8.6	2.89	.894
9	Maintenance of the ICTs is costly.	37	45.7	20	24.7	11	13.6	13	16.0	2.90	1.056
10	Poor access to the internet	21	25.9	33	40.7	18	22.2	9	11.1	2.81	.950
										2.64	
										2.50	

Table 5 lists the impediments to the application of ICT in South-West Nigeria's public polytechnic libraries. The result discloses that the major impediments to the application of ICT in South-West Nigeria's public polytechnic libraries to enhance information services delivery are lack of institutional support and insufficient technological infrastructure ($\bar{x}=3.06$), and ($\bar{x}=3.00$). Followed by the instability of the electric power supply, lack of human resources capacity building, maintenance of the ICTs is costly, and poor internet access ($\bar{x}=2.96$); ($\bar{x}=2.90$); ($\bar{x}=2.89$), and ($\bar{x}=2.81$) respectively. The grand mean is ($\bar{x}=2.64$) which is greater than the criterion mean ($\bar{x}=2.50$). This result indicates that the level of impediments to the application of ICT in South-West Nigeria's public polytechnic libraries is high.

Research Hypothesis

Ho. There is no significant relationship between ICT applications and information services in South-West Nigeria's public polytechnic libraries.

Table 6: Pearson Moment Product Correlation between ICT application and information services in South-West Nigeria's public polytechnic libraries at a 0.05 level of significance.

Correlations		ICT Application	Information service delivery
ICT Application	Pearson Correlation	1	.963**
	Sig. (2-tailed)		.000
	N	81	81
Information service delivery	Pearson Correlation	.963**	1
	Sig. (2-tailed)	.000	
	N	81	81

**. Correlation is significant at the 0.01 level (2-tailed).

The relationship between ICT application and information services delivery in polytechnic libraries was tested with Pearson Moment Product Correlation in Table 6 and the result shows a correlation of 0.963 at 0.05 level ($r = .980$, $N = 81$). Because the significant value (Sig.2-tailed) is 0.000 (less than 0.05), it can be concluded that there is a significant association between ICT applications and information services in South-West Nigeria's public polytechnic libraries. This indicates that if the ICT is applied to the library operations in South-West Nigeria's public polytechnic libraries the information service delivery in each unit will be enhanced.

Discussion

The discoveries of this study established that ICT application is significant to the information services delivery in polytechnic libraries

The responses to research question one on the level of information service delivery in South-West Nigeria's public polytechnic libraries reveal the level of information service delivery in different categories such as circulation service, cataloguing and classification service, selective dissemination of information, reference service, current awareness service, among others. The results reveal that the level of information service delivery in South-West Nigeria's public polytechnic libraries is low. This is in line with Patel (2015), as he highlighted some of the information services in academic libraries which include user education services, current awareness services, reference services, online services, institutional repositories, inter-library loan services, selective dissemination of information, and referral service, among others. Likewise, IFLA (2012) reacted that basically, information services are associated with the reference service though it incorporates diverse sections of libraries' functions.

The question on the extent of ICT application in South-West Nigeria's public polytechnic libraries reveals the extent to which ICT is applied in different sections/units of the library for information services delivery. The units under study include the collection development unit, general administration office, reference unit, bindery unit, serial unit, and so

on. The results show that the application of ICT to enable effective information services delivery in South-West Nigeria's public polytechnic libraries is at a low rate. This finding is similar to a comparative analysis by Ajulor and Achonna (2020) investigating how ICT resources were used in three polytechnic libraries. According to major findings, the three polytechnic libraries "possess considerable degree of ICT facilities, but their applications to library services are low due to several challenges". In agreement with the findings, Okere (2022), opined that, as the world goes global, every profession has its place globally through ICTs, therefore, the library profession also needs to take its place in joining efforts to improve library services via the incorporation of ICTs.

This study also highlighted some of the impediments to the application of ICT in South-West Nigeria's public polytechnic libraries. The result discloses that the major impediment to the application of ICT in South-West Nigeria's public polytechnic libraries is lack of institutional support and this leads to insufficient technological infrastructure because there would be inadequate funding if there is no support from the institution. Other critical impediments are instability of the electric power supply, lack of human resources capacity building, high cost of ICT maintenance, and poor internet access. Therefore, this result indicates that the level of impediments to the application of ICT in South-West Nigeria's public polytechnic libraries is high. The result is supported by different scholars. Chisenga (2006) stressed that the failure of parent organizations and library management to budget for the procurement and preservation of ICT facilities has greatly hindered its use in libraries. Likewise, Esohe (2005) opined that inadequate allocation of money and the high cost of importation of ICT accessibilities are some of the barriers to the use of ICT in the library. In the same vein, Khan (2016) listed some obstacles to the application and use of ICT in academic libraries, including unstable electricity supplies, a lack of technological infrastructure (such as ICT policies), security issues, and a lack of public awareness.

The hypothesis test to know the relationship between ICT application and information services delivery in polytechnic libraries was tested with Pearson Moment Product Correlation. The results demonstrate the existence of a strong, and meaningful relationship between ICT applications and information services in South-West Nigeria's public polytechnic libraries. This indicates that if ICT is used in the library operations in South-West Nigeria's public polytechnic libraries, the information service delivery in each unit will be enhanced. Similar to this finding, Okere (2022) stressed that information service delivery could be improved in libraries through the application of (ICTs) and not only the acquisition of information resources. Likewise, Agbo, (2015) stated that the application of ICTs has modernised the librarians' ways of delivering services to users. It has also helped the librarian to provide users access to information round the clock anywhere either inside or outside the library walls

Conclusion

The purpose of the study was to determine the extent of ICT application in South-West Nigeria's public polytechnic libraries. The study work emphasizes the information services provided by polytechnic libraries as well as the impediments to ICT application in South-West Nigeria's public polytechnic libraries. ICT applications and implementation in Polytechnic libraries are hindered, among other things, by a lack of institutional support, inadequate ICT infrastructures, and a lack of human capacity building. The study was able to confirm that both the extent of ICT application and the quality of information services delivery in South-West Nigeria's public polytechnic libraries fall short of expectations. Therefore, in light of the

findings, the study concludes that ICT application is vital for the improvement of information service delivery in Polytechnic libraries.

Recommendation

The study's conclusions led to the following recommendations:

1. To aid in the automation of libraries, all the Polytechnic librarians should exert every effort by pleading with management to provide ICT resources for their libraries in addition to PCs and photocopiers.
2. The institution should assist library administration in providing funding for the use of ICT in libraries to ensure efficient delivery of information services.
3. The library personnel should be sent to conferences, seminars, and training workshops to acquire ICT skills to understand the rudiments of ICT usage, thus, enhancing the library information service delivery.

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