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## **Attitude of Students towards Utilization of Computerized library Services in Nigerian Libraries**

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### **Abstract**

This study surveyed the attitude of students towards computerized library services at Ibrahim Babangida Library (IBL) Modibbo Adama University of Technology, (MAUTech) Yola, Adamawa State, Nigeria. Descriptive survey research design was adopted for the study. Data was collected through questionnaire. The study used population of 158 students who visited the university library as at the time the study was conducted. The findings revealed that Internet is the most available computerized service in the library as well as students have positive attitude towards the computerized services in the library. Among others, the problem of inadequate power supply as major hindrance to the use of the computerized library services. The study concluded that there is a positive attitude from the students towards computerized library services. It is therefore recommended among others that library management should provide alternative source of power to curtail power outages and librarians should increase the level of awareness of its users towards the computerized library services.

**Key Words: Attitude, Computerization, Library Services, Utilization**

### **Introduction**

Libraries are part of the information super highway that connects people to the world of knowledge. They are also created to conserve knowledge, preserve cultural heritage, provide information, and serve as centers and foundation of research and recreation in a digital format. Onatola (2004) submits that academic libraries are set up for the sole purpose of complementing the easy achievement and continuous promotion of academic excellence in the parent institutions, also libraries are established primarily to serve their academic and general purposes of the staff and students of such universities.

Today with the advent of Information Communication Technologies most of academic libraries are either partially or fully automated in order to be relevant in a dynamic or changing environment. This change is as a result of advancement in ICTs followed by network with more efforts toward virtual libraries been put in placed due to proliferation of electronic publications, internets and other database services. Consequently, students and researchers should therefore imbibe the culture and develop habit of utilizing e-resources if they should to remain relevant in the 21<sup>st</sup> century. In addition to that technology is the main support for the students learning development nowadays. With the shifting from manual cantered services to computerized services, the role, activities, attitude, reflections of the students become more imperative to overlook the effectiveness of technology in academic libraries. Computers are the main technology support as a tool for effective learning and teaching process, computer based library services and computers programmes, tools has itself provide much facilities and supports for students educational life

According to Mishra, Thakur, and Sing, (2015) the computerised services provided in university libraries includes; Data Base Services, Electronic Document Delivery Services, Email Services, Institutional Repositories Services, Current Awareness Services/Selective Dissemination of Information Services as well as Internet services. The success or efforts of computerization in the library depends not only on how well the system works, but also on how well it is received by its intended users, which is reflected in users' attitude and predictive behavior. Positive attitude contributes to its success, while negative attitude only detracts from the merits of the system because it translates into its low use or non-use.

Therefore, one factor in the successful implementation of computers in the library is users' acceptance, which in turn might be greatly influenced by his attitude. Attitude has been found to be a predictor of the adoption of new technologies such as computers. Positive students' attitudes toward computers are widely recognized as a necessary condition for

effective utilization of technology in the libraries. Afolabi (2014) opined that academic libraries are at the forefront of providing computer based information services to the different categories of user, students, lecturers and researchers in order to support their teaching, learning and research needs. Yusuf and Iwu (2010) asserted that different users of academic libraries utilize different materials provided by these libraries; such materials as e-reference materials, e-books, e-newspapers, online past projects and electronic journals. This perspective suggests that attitudes influence the reactions that people have toward computers, others, and events that occur over time. Furthermore, it suggests that students who are exposed to computers in their academic programmes might have some pre-existing opinions about the use of computers as an enhancement for the acquisition of knowledge and skills. Attitudes are enduring patterns of belief, believed to be predictive of behaviour, reflecting people's biases, inclinations or tendencies that influence their response to situations, activities, people or programme goals. Students varied in their information needs and their seeking attitudes they constitute a part of society who is fortunate to have access at little or no cost to themselves a variety of computerized services in their institutions' libraries. This is made possible because universities use considerable proportions of their budget to provide these technologies for their students to assist in the teaching, learning and research processes.

However, in university libraries, computers have proved to be useful in assisting the information processing aspects of traditional library operations like acquisitions, registration of readers, circulation functions and keeping track of reading and research interests of users. Thus, repetitive and routine data processing tasks, which characterized most library operations, are effectively and efficiently handled by computers and integrated library management systems. Computerization of university library therefore, leads to a change in the way university libraries offers services to its users in general as well as in MAUTech. Yola

## **The Ibrahim Babangida Library a Brief Historical Background**

Ibrahim Babangida Library Federal University of Technology Yola (now MAUTech) was established by law in 1981 as one of the seven universities of technology along with other institutions by the civilian administration of president late Shehu Usman Aliyu Shagari the then president of Federal Republic of Nigeria. The library began providing its services to the university community from its temporary building around 1983. When the university was merged with the University of Maiduguri in 1984 the library became a College Library under the authority, supervision and control of Ramat Library, University of Maiduguri. When the university granted autonomy in 1988, the library became full-fledged university library under the regime of former president Ibrahim Badamasi Babangida. The library is now operating on a two-story building donated by the former governor of Central Bank of Nigeria (CBN) Sanusi Lamaido Sanusi. The library building was commissioned on 14 August, 2015 by President Muhammadu Buhari represented by Executive Secretary National Universities Commission (NUC) Secretary Professor Julius Okojie, during the joint 18<sup>th</sup> and 19<sup>th</sup> convocation ceremony of the institution.

## **The State of Automation in Nigerian University Libraries and Ibrahim Babangida Library (IBL)**

Agboola (2000) observes that serious application of information technology to library processes started in Nigerian university libraries in the year 1990s. An individual effort towards library automation was first noticed in the universities of Lagos, of Ibadan and Ahmadu Bello University Zaria in the midst of 1970s and 1980s. In 1994 the National Universities Commission (NUC) spearheaded the proper implementation and use of ICTs in the Nigerian universities. This giant effort starts with National Universities Network (NUNet) project backed by the commission's directive that all the universities are to set aside twenty percent (20%) of the teaching and research equipment fund to NUNet project. The NUNet in

every university was to provide backbone for networking the campuses. With wider Internet connectivity, educational institutions in this country are beginning to tap the opportunities offered by the information society.

Currently, many e-journals and e-books are available to library users. The I B library benefited from free subscription Programmes from, EBSCO HOST initiated by the National Universities Commission (NUC) to all Federal Universities in the country, which offers free access to online journals for both faculty and students. Also student accesses e-journals and e-books on line as well as off line within the media section of the library. The library has benefited a VISAT, Science Direct from TETfund, also computer systems and power back up was donated by National Information Technology Development Agency (NITDA).

Many libraries in Nigeria now embraced ICT including I. B. library MAUTech, also the library used CD ROM as a medium of user services and the library has also replaced the traditional methods of library services with Online Public Access Catalogues (OPAC) the library is currently on an Integrated Library Management Software (ILMS) and the most widely used is (KOHA) to undertake all its major operations to effectively serve its users.

### **Statement of the Problem**

It has been observed that the application of modern information technologies in Nigerian university library operations and activities seems very inadequate, only a few library practitioners believe that there is hardly much benefits that can be derived from the use of IT applications thereby giving preferences for the manual library services. Meanwhile, the proliferation of universities has added to the problems of their libraries so much that now their future seemed uncertain. Ever since the problem of literature explosion became obvious in the 1970s, the developed world has devised various systems to facilitate the flow of information within and across their countries, and developing countries are invited to take advantage of these devices. However, this invitation is not readily accepted by the developing nations like

Nigeria because of some mitigating factors. These include human factors, fear, and the level of development-cum infrastructure of the nation among others. The case of application of modern technology in the library should start with the acceptance of the new technology as vital to the effective performance of the functions of the library (Ogunsola, 2004a). The implementation of IT is still very problematic in Nigerian academic libraries, explaining further that the old traditions of library collection handling, the insufficient knowledge of library staff on usage of modern information technologies and the poor financial situation are some of the problems creating obstacle in the introduction of new information technologies in Nigerian academic libraries. (Ogunsola, 2004b).

Consequently, the failure of donor agencies and government constant neglect of library development owing to low budgetary allocation informed the Academic Staff Union of Universities (ASSU) to demand for urgent intervention from the government. This gave birth to the Education Trust Fund (ETF) now changed to Tertiary Education Trust Fund (TETFund). Okiy (2006) applauded TETFunds timely intervention through funding for adopting and renovating library environment to not only accommodate e-library facilities and resources but also through workshops organized set sponsored by it across the six geo-political zone to ensure adequate service provision by staff to user. Through international agencies like Ford Foundation, British Council, CIDA, UNESCO and UNICEF are contributing to ICTs development in Nigeria has accelerated access to computers, connectivity and localized internet content.

The technology has become accessible and available to the students at university libraries, there has been little attention given to the students' attitudes about computer usage in the academic community. However, not much is known about the attitudes of students of the Mautech, Yola towards utilizing computerized library services. Many students in the institution tends to turn away from regular visit to the library for their academic activities, this could be

attributed to lack of awareness and negative attitude towards the use of ICTS. It is therefore, imperative to investigate the attitude of students towards the use of the computerized library services.

### **Objectives of the Study**

The objectives of the study are to determine:

1. The computerized services offered by the library
2. The skills required by users to make use of the computerized library services
3. The students' attitude towards computerized library services
4. The hindrances to the use of computerized services in the library
5. To proffer solution to the problems of computerized library services

### **Research Questions**

The study has the following research questions:

1. What are the computerized services offered by the library?
2. What are the skills required by the users to make use of the computerized library services?
3. What is the attitude of the students towards these computerized library services?
4. What are the problems that hinders students use of the computerized services in the library
5. What are the possible solutions to the problems of computerized library services?

### **Significance of the study**

This study is significant to the librarians, library management; it will serve as blue print for librarians to know the most interested area of students need towards utilization of e resources. This aims at contributing to the limited information on the attitude of students towards computerized library services. This study becomes very relevant because the attitude of the students towards the use of computerization programme will be known. Since not much has been done in this area, the study therefore attempts to fill a gap created by this dearth of literature.



## **Review of Related Literature**

Samarkanda (2011) opined that attitudes are consistent opinions that are shaped by experiences, worldviews, cognition, and emotions that determine an individual's opinion about computers, or people, or events. This perspective suggests that attitudes influence the reactions that people have toward computers, others, and events that occur over time. Furthermore, it suggests that students who are exposed to computers in their academic programmes might have some pre-existing opinions about the use of computers as an enhancement for the acquisition of knowledge and skills

Another important aspect that is related to computer usage and mastery is computer confidence. This aspect of computer usage is explained as the belief in one's own ability to learn to use and master this technology for a variety of reasons, including the acquisition of knowledge. Kilic (2001) in his study concludes that the use of telecommunication technologies did not affect students' attitudes toward use of computers and their attitudes toward communicating on computers. In the same vein, Chin (2001) conducted a study to investigate the attitudes of Taiwanese undergraduate non-traditional students toward computer usage at the Chihlee Institute of Commerce in Taiwan. The study investigates 354 students who were enrolled at the Institute. The purpose of the study was to determine if there were differences in students attitudes based on age, major area of study, and work experience. The findings of the study suggested that non-traditional students at the Chihlee Institute of Commerce had a positive attitude toward computers; they also found that age was a significant variable that predicted attitudes toward computer usage. That is, younger non-traditional students reported more positive attitudes toward computers than did older students at the Institute. Furthermore, Lombardo and Condic (2000) conducted a study to determine user attitude towards acceptance of the On-line Public Access Catalogue (OPAC) and found that users overwhelmingly preferred the OPAC and found it easy to use.

Ehikhamenor (1990) explained that automation efforts in Nigerian university libraries have been persistently frustrated by lack of man power, funds and computing facilities, as well as poor maintenance of equipment and destructive interruption of electric power. He further to state that only a few libraries have clear automation goal that seems realistic presently. Similarly, in a study on the IT facilities in research/university libraries carried out by Idowu and Mabawonku (1999), the survey results showed that the most severe inhibitor to complete computerized systems in the libraries was inadequate funding by the government. Other inhibitors were low man power, irregular supply of electricity, poor maintenance culture, lack of basic infrastructure and lack of spare parts. The reason why funds may have been rated as the most severe inhibitor may not be unconnected with cost of equipment, software and systems support that are quite expensive in Nigeria, supporting this statement Ehikhamenor (1990) identified economic factor as an inhibitor to successful information transfer and implementation of computerize services.

### **Methodology**

Descriptive survey design was adopted for this study. The total number 158 undergraduate students that visited the library in 2017/2018 academic session irrespective of their department and programme is used. Accidental Sampling Technique was adopted for the study that is the whole population was used. Questionnaire was used as instrument for data collection. A total number of 158 were administered and retrieved and found usable. Descriptive statistics of percentages was used for the analysis of data and the result was presented in tables. Five level likert's scale was adopted for the study.

### **Data Presentation, Analysis**

Out of the 158 copies of the questionnaire distributed to the respondents, 158 (100%) were all completed, returned and found useable for the purpose of this study.

Respondents were asked to indicate computerized library services that are available in the library

**Table 1: Computerized Library Services Offered in the Library**

Services offered	Respondents	Percentage (%)
CD-ROM	30	18.9%
OPAC Services	20	12.8%
Internet Services	82	51.9%
Online Database Services	15	9.5%
Electronic Resource Services	11	6.9%
<b>Total</b>	<b>158</b>	<b>100%</b>

*Source: field study 2018*

From the above table it shows that 30(18.9%) respondent indicated CD-ROM while 20(12.8%) of the respondents indicate Online Public Access Catalogue OPAC and 82(51.9%) indicated Internet services. The study reveals that majority of the respondents largely indicated that Internet as computerized library services available and offered in the library.

Respondent were asked to indicate skills required in making use of computerized library services

**Table 3: The Skills Required by the Users to Make use of the Computerized Library Services**

Items	SA	%	A	%	D	%	SD	%	UD	%	TOTAL
I have Internet skills that I can make use of computerised services	60	37.9	35	22.2	20	12.6	18	11.4	25	15.9	<b>158</b>
I can search information using online cataloguing tools (OPAC)	50	31.6	25	15.9	20	12.6	45	28.5	28	17.7	<b>158</b>
I have computer skills to navigate through data bases	55	35.8	40	25.3	25	15.9	22	13.9	16	10.2	<b>158</b>
I have skills of downloading e-books and e-journals	35	22.1	19	12.0	41	25.9	30	18.9	33	20.9	<b>158</b>
I have skills of using search engines Google and yahoo	85	53.8	30	18.9	15	9.49	10	6.32	8	5.06	<b>158</b>

*Source: field study 2018*

From table above it shows that 60(37.9%) respondents strongly agree that they acquire internet skills 35(22.2%) agree, 20 (12.6%) disagree, 18 (11.4%) strongly disagree and 25 (15.9%) undecided respectively, while 50(31.6%) of the respondents strongly agree that they search information using Online Public Access Catalogue (OPAC), 25(15.9%) agree, 20 (12.6%), 45 (28.5%) strongly disagree and 28 (17.7% ) undecided. Also 55(34.8%) indicated strongly agree that they have computer skills to navigate through data base, while 40 (25.3%) agree, 25 (15.8%) agree, 22(13.9%) indicated disagree and 16 (10.2%) undecided. 35 (22.1%) of the respondent strongly agree that they have skills of downloading e-books and e-journals 19

(12.0%) agree, 41 (25.9%) disagree 30 (18.9%) strongly disagree and 33 (20.9%) indicated undecided. Finally 85 (53.8%) of the respondents indicated strongly agree that they have skills of using search engines such Google, yahoo while 30 (18.9%) agree, 15 (9.49%) disagree, 10(6.32%) strongly disagree and 18 (11.4%) undecided. The study reveals that majority of the respondents acquire Internet skills and have skills of using search engines such Google and yahoo as required in making use of the computerized services.

Respondent were asked to indicate their attitude towards computerized library services

**Table 3: Attitude of Respondents towards Computerized Library Services**

Items	SA	%	A	%	D	%	SD	%	UD	%	TOTAL
I prefer manual service to computerised library services	30	18.9	8	11.5	0	0	23	14.6	87	55.0	158
I support automation of the entire library services	68	43.0	0	0	35	22.2	0	0	55	34.8	158
I have tendency not to use computerised services	30	18.9	0	0	84	53.2	0	0	44	27.9	158
I often visits library as a result of computerised library service offered	77	48.8	0	0	0	0	18	11.4	63	39.8	158
Manual services has reduced as the result of computerised library services	70	44.3	0	0	0	0	38	24.0	50	31.7	158
Library automation allow user to be innovative	60	37.9	0	0	48	30.4	0	0	50	31.7	158
Computerised library services motivate me to visit library more often	90	56.9	0	0	0	0	29	18.4	39	24.7	158
Computerised services save more time that manual library services	73	46.2	0	0	28	17.7	10	6.4	47	29.7	158

*Source: field study 2018*

From the above table 3 shows that 30(18%) respondents strongly agreed that they prefer manual service to computerized services 18(11.5%) agreed while 23 (14.6%) strongly disagree and 87 (55%) undecided respectively, while 68(43%) of the respondents strongly agreed that they support automation of the entire library services, 35 (22.22) disagree and 55 (34.8%) undecided. Also 30(18.9%) indicated strongly agree that they have no tendency to use computerized services, while 84 (53.2%) and 44(27.9%) indicated undecided. 77(48.8%) of the respondents strongly agree that they often visit library as a result of computerized services offered, 18 (11.4%) strongly disagree and 63 (39.7%) indicated undecided. 70 (44.3%) of the respondents indicated strongly agree that manual services has reduced as the result of computerized services, while 38(24%) strongly disagree and 50 (31.7%) undecided. 60 (37.9%) of the respondents indicated strongly agree that library automation allow user to be innovative while 48(30.4%) disagree and 50 (31.7%) undecided. 90 (56.5%) of the respondents indicated strongly agree that computerized library services motivates users to visit library more often, while 29(18.4%) strongly disagree and 39 (24.7%) undecided. Finally 73(46.2%) of the

respondents indicated strongly agree that computerized services save more time than manual services while 28(17.7%) disagree, 10(6.4%) strongly disagree and 47 (29.7%) undecided. Therefore, the result of the study revealed that they support automation of the entire library services it indicated that they have positive attitude towards library services.

Respondents were asked indicate factors that hinders use of computerized services

**Table 4: Hindrance to Use of Computerized Library Services**

Item	Respondents	Percentage (%)
Cost of services	0	0
Lack of computer skills	25	15.8
Inadequate facilities	26	16.4
Disruptive power supply	107	67.8
<b>Total</b>	<b>158</b>	<b>100</b>

*Source: field study 2018*

The table 4 shows that 25(15.8.0%) of respondents indicates inadequate facilities while 25(15.8%) of the respondents indicates lack of computer skills and 107(67.7%) respondents indicates disruptive power supply respectively. The study reveals with overwhelming majority that unsteady power supply is the most significant factor that hinders the use of the computerized services in the library.

Respondents were asked to suggest solution to the problems of computerized services

**Table 5: Solutions to the Problems of Usage of Computerized Services**

Suggested Solutions	Frequency	Percentages (%)
Reduction in cost of services	0	0
Provision of back-up power supply	60	37.9%
Provision of adequate facilities	20	12.6%
Teaching users the needed skills to enable them use the computerized services	35	22.2%
Enlightenment campaigns on the benefits of the use of computers in the library	40	25.3%
Returning to manual system	3	1.9 %
<b>Total</b>	<b>158</b>	<b>100</b>

*Source: field study 2018*

Table 5 shows that majority of the respondents 60 (37.9%) indicated that provision of back-up plan for power supply, 20 (12.7%) of the respondents indicated provision of adequate facilities, also 35 (22.2 %) of the respondents indicated that teaching users the needed skills to use the computerized library systems. 40 (25.3%) of the respondents indicated that enlightenment campaigns should be given to users and 3 (1.9%), of the respondents indicated that returning to manual system as a solution. Therefore, the result of the study shows that majority of the

respondents with high percentage suggested that provision of back-up plan for power supply as the solution to the problem of computerized library services usage.

### **Summary of Findings**

The findings of the study revealed that majority of the respondent are aware of Internet as computerized services available and offered in the library, also the study revealed that majority of the respondents acquire Internet skills and have skills of using search engines such as Google and yahoo as required to make the use of computerized library services. Furthermore, the findings of the study revealed that majority of respondents support automation of the entire library services it indicated that they have positive attitude towards library services. Moreover, the finding of the study reveals with overwhelming majority that unsteady power supply is the most significant factor that hinders the use of the computerized services in the library finally, the result of the study also shows that majority of the respondents suggested that provision of backup plan for power supply.

### **Discussion of Findings**

The study revealed that majority of the respondents indicated that Internet as computerized library services available and offered in the library. This study has agreed with the study of Mishra and Mishra (2014) which discovered that university library access has replaced ownership and the Internet has made remote access to databases possible 24/7 which enhance service delivery to the user. Also it is contrary to the study of Olenrewaju, Emmanuel, Abubakar and Bola (2011) their study revealed that, the library studied was working on its Internet where by all downloaded e- resources such as e-journals could be shared locally among library users offline.

The study revealed that majority of the respondent acquire Internet skills and have skills of using search engines such as Google and yahoo as required for making use of the computerized library services. This study is in line with Igun (2005) conducted a study where the results interprets that 77 (95%) already have the Internet, computer and cyber café skills.

This has agreed with study of Adomi et al (2004) which reported that 71% of respondents rated their Internet skills between average and very high and 78.8% acquired their Internet skills either online or through teaching by colleagues or friends. World Wide Web (WWW) skills were the most sought after additional skill with 73%. Continuing education and self-study were the most preferred ways to acquire new skills.

The result of the study revealed that majority of the respondents supported automation of the entire library services it indicating positive attitude towards library services' This study agreed with Kilic (2001) which revealed that the use of telecommunication technologies in this study did not affect students' attitudes toward computers and their attitudes toward communicating on computers. Also the study agree with Isman (2004) states that students in Eastern Mediterranean University have very positive attitude towards Internet use and computerize library services.

The study revealed with overwhelming majority that unsteady power supply is the most significant factor that hinders the use of the computerized services in the library. This is in line with the findings of previous studies conducted by Madu (2002) who enumerated factors hinder computerised library services that includes: Economical, Manpower problem, Political instability, Capital, Geographical isolation, Social cultural and Exposure. Also the study disagree with study conducted by Issa, Ayodele, Abubakar and Aliyu (2001) on application of IT library services in Federal University of Technology Akure observed that the application of modern information technologies to academic libraries' activities and services in Nigerian tertiary institutions seems inadequate probably due to a variety of factors, including human factors, fear, and the state of infrastructural development of the country.

The result of the study showed that majority of the respondents with high percentage suggested that provision of back-up plan for power supply as the solution to the problem of computerized library services usage. It agrees with study of Gbadamosi (2012) that revealed

that power problem is being addressed with the installation inverter equipment to provide alternate source of power. Also Oghenetega, Ebele and Cynthia (2014) suggested that a generating set should be made available to supplement (PHCN) irregular supply.

### **Conclusion**

Based on the findings of the study, it has been concluded that Internet is a computerized services available and offered in the library, it is also concluded student acquired Internet skills and have skills of using search engines such as Google and yahoo in making use of the computerized services, the study concludes that students support automation of the entire library services it indicated that they have positive attitude towards library services, also unsteady power supply is the most significant factor that hinders the use of the computerized services in the library and it is concluded that provision of back-up plan for power supply is the solution to the problem of computerized services in the library.

### **Recommendations**

The following recommendations are made to improved computerized services provision in I. B. library;

1. The library management should provide additional ICT/Internet facilities in order to make it sufficient and enhancing computerize library services to user.
2. Librarians should create awareness that help students to acquire database skills and other computerize services.
3. Librarians should change from the traditional library service methods and adopt current trends of ICTs for effective and functional computerized services for an overall change in the attitude and outlook of the students.
4. Library management should provide an alternative back up/power source for the library. This is crucial to providing solution to power outages which has come a very serious problem.



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