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Librarians' perceptions and knowledge of the use of Whatsapp for the enhancement of library Services in university libraries in South- South, Nigeria

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Abstract

This study examined the librarians' perceptions and knowledge of the use of WhatsApp for the enhancement of service in university libraries in South-South, Nigeria. The study adopted a descriptive survey design and a questionnaire was the instrument used for data collection. Total enumeration (purposive sampling) technique was used to gather data from 169 librarians in 6 federal, 4 state and 3 private university libraries in South-South, Nigeria. This sample population size was considered appropriate because from the study the above mentioned institution uses WhatsApp in service delivery. However, only 141 librarians answered and returned the questionnaire at the specified time. The findings revealed that 79 (56%) of the respondents were males and 62 (44%) of the respondents were females. The study revealed that the majority of the respondents portrayed a positive perception of the use of WhatsApp for the enhancement of their services. The findings discovered that librarians' are knowledgeable on the use of WhatsApp for enhancement of services. The findings also revealed that librarians in services division are using WhatsApp to disseminate the following services; user education/orientation, reference services, instant feedback about the library, announcement, research help services, extension and outreach services to mention but a few. In addition, the study revealed hindrances on the use of WhatsApp in service delivery these include; no written policy on the use of WhatsApp in their university libraries, bandwidth issues, erratic power supply, poor internet facility and among others. The study recommended that university managements in Nigeria, Africa and in other parts of the world should adhere to the following: adopt the use of WhatsApp for the enhancement of their services, library management should organize regular training for librarians on practical use of WhatsApp for library services, library management should formulate policies that guide the use of WhatsApp in university libraries, swift internet access should be made available in university libraries to project the use of WhatsApp by librarians, alternative power supply should be made available for university libraries to enhance the

use of WhatsApp and library users should be educated of the availability of WhatsApp services in their university library as well as training on how to contact the library via WhatsApp.

Keywords: Librarians' Perception, Knowledge, Use of WhatsApp, services, University Libraries, South- South.

Introduction

The emergence and growth of Information Communication Technology that is rampant in this digital age has tremendous impact on library and information centres with the use of Social Media at the forefront. WhatsApp is a Social Media application that has emerged as a great tool for communication, collaboration, and knowledge sharing and these prospects have encouraged its adoption and use by professionals in different fields and library and information Science profession is also not an exemption.

Historically, WhatsApp started as an alternative to Short Message Service (SMS), currently, WhatsApp supports sending and receiving a variety of media: text, photos, videos, documents, and location, as well as voice and video calls with over a billion people in more than 180 countries in the world (WhatsApp Inc, 2018). The populations of WhatsApp subscribers are on the increase globally; this factor has made it imperative for libraries to adopt it to reach out to more users in view of meeting their information needs on a global scale. Consequently, Ansari and Tripathi (2017) opined that WhatsApp application was developed in 2009 by Brian Acton and Jan Koum as a proprietary cross-platform, encrypted, instant messaging application for smart phones enabled via internet facility and a mobile number. Ansari and Tripathi (2017) further elaborated on the benefits of WhatsApp to libraries, they include; WhatsApp facilitate collaborations and promote effective communication between library staff and their patrons, increases the engagement and interactions among library staff and their users, as well as effective feedback tool about library services and resources.

However, readers' services division provide assistance to the library users for effective, efficient, easy access and retrieval of library materials that meet their information needs (Ashikuzzaman, 2013). University libraries are established to cater for the needs of their users and the division saddled with the responsibility of interacting with

patrons in view of ascertaining their needs and such needs are meant in the Readers Services Division. Internationally, Readers Services Division of academic libraries has increasingly adopted and used WhatsApp for communication, information sharing as well as getting instant feedback from users to mention but a few. For librarians in university libraries in Nigeria to adopt WhatsApp for usage, they should possess the right perception of WhatsApp as a propeller to their services to users. The online Dictionary (2018) defined perception as the act or faculty of perceiving, or apprehending by means of the senses or of the mind; cognition and understanding. Perception can also be defined as how people see, view or understand a particular concept. Understanding librarians' perception of WhatsApp would go a long way to show, if they view it as a tool that is beneficial to them or not, which would tell their level of adoption and usage. Similarly, knowledge also is a key player with the acceptance and use of new technology in libraries. According to the English Oxford Living Dictionary (2018) knowledge can be defined as facts, information, and skills acquired through experience or education; the theoretical or practical understanding of a subject. Librarians' knowledge of the use of WhatsApp will determine the extent of adoption and usage, if librarians have extensive knowledge of WhatsApp they will adopt and use it effortlessly for the enhancement of their services, if they have little or no knowledge of it, they will continue in the traditional mode of service delivery to their users which may not be effective to reach out to more users at once.

Hence, this study is hereby undertaken to ascertain librarians' perception and knowledge of the use of WhatsApp for the enhancement of Services in University Libraries in South- South, Nigeria.

Research Questions

The following research questions were formulated to guide the study:

- ✓ What are the librarians' perceptions toward the use of WhatsApp in rendering library services?
- ✓ To what extent are the librarians' knowledgeable in the use of WhatsApp for rendering library service?
- ✓ What are the services librarians' rendered through WhatsApp in the library?
- ✓ What are the hindrances affecting the use of WhatsApp by librarians' in the library?

Objective of the Study

The objective of the study is to ascertain librarians' perception and knowledge of the use of WhatsApp for the enhancement of library services. The specific purposes are:

- ✓ To understand librarians perception of the use of WhatsApp
- ✓ To find out the extent of librarians' knowledge of the use of WhatsApp
- ✓ To find out the services librarians is rendering through WhatsApp
- ✓ To ascertain the hindrances to the use of WhatsApp by librarians

Scope of the Study

The scope of the study is on librarians' perception and knowledge of the use of WhatsApp for the enhancement of library services. The study covers issues relating to librarians' perception of the use of WhatsApp, the extent of librarians' knowledge of the use of WhatsApp, the services librarians' are rendered through WhatsApp and the hindrances to the use of WhatsApp of librarians'. The study is limited to librarians' working in university libraries in South- South, Nigeria that uses WhatsApp. Currently there are only 13 university libraries that use WhatsApp in the Federal, State and Private university libraries in South- South, Nigeria.

Literature Review

Literatures were reviewed in line with the research questions of the study.

Librarians' perception toward the use of WhatsApp for rendering library services

Gupta, Gautam and Khare (2015) studied awareness and use of social media application among library staff of the power sector organization. Their study adopted a structured questionnaire for eliciting data from the respondents which were distributed to 48 respondents which forms the population of the study. Their findings reveal that the respondents perceive social media as useful for the enhancement of their services.

More so, Zaid (2004) affirm that librarians exhibit a negative perception towards the use of Information and communication technology/ WhatsApp as many of them shy away from electronic system with the fear of damaging or deleting important information while keying-in. This slowed down automation processing. In a study by Ansari and Tripath (2017) on opinion about the effectiveness of WhatsApp for providing library services. Their finding reveals that 32 (23.88%) of the respondents Strongly Agree, 62 (46.27%) of the respondent Agree, 18 (14.94%) of the respondents Somehow Agree, 16 (13.43%) of the respondents Neutral and 6 (4.48%) of the respondents disagree about it. This implies that patrons' perception of WhatsApp in service delivery is effective. Joicy and Sornam (2018) studied the perception of WhatsApp usage among students of the College of Excellence: A Case Study. The participants perceived the integration of WhatsApp into their education to be easy, fun, and useful. They had positive feelings and intentions about using WhatsApp in their formal learning if it is introduced. In a study by Purkayastha and Chanda (2018) on WhatsApp as a means of sharing information among LIS Professionals of North East India: A Study. Their finding shows that the majority of the respondents agreed on the effectiveness of WhatsApp in offering library service, this implies that their perception towards the use of WhatsApp is good. According to Negi (2015) libraries can use WhatsApp SMS services in the following domains; to send WhatsApp SMS to collect the requested books, reminding the user if, book is due to his/her account, informing users' about the exact fine, acknowledging the users' about the renewal of a book,

OPAC service and informing users about the opening and closing hours of the library. It is worthy of notice that in spite of the potential benefits of WhatsApp to libraries, there is currently a scarcity of empirical literature on librarians perception, knowledge and usage of it for enhancement of services in university libraries.

Extent of librarians' knowledge in the use of WhatsApp for rendering library service

Pawer and Kaur (2014) opined that every library staff must have the basic knowledge of operating systems in terms of downloading and installing, attachment of auxiliary devices like scanners; basic knowledge about troubleshooting; knowledge about MS-office; knowledge of electronic resources work and use of the web (social media). Adewojo and Mayowa-Adebara (2016) studied on social media usage by library staff in academic libraries: The case of Yaba College of Technology, Lagos State, Nigeria. Their finding reveals that out of all the above mentioned social media tools in table 3, 36 (90%) of Yaba College of Technology (YABATECH) library staff were aware of majorly Facebook, WhatsApp 33(82.5%), Twitter 25 (62.5%) and there was a minimal awareness of Blog 21 (52.5%) among the library staff. In a related study by Mabweazara (2014) on Use of social media tools by library staff at the University of the Western Cape, South Africa and the National University of Science and Technology, Zimbabwe. A list of various social media tools were provided to NUST and UWC librarians to choose the ones they were aware of. The choice of the social media tools was based on their prevalence in the literature (Baro, Ebiagbe& Godfrey, 2013; Chu & Du, 2013). It was revealed that all 29 (100%) respondents were aware of Facebook, WhatsApp, Google chat and LinkedIn.

Services rendered by librarians' through WhatsApp in the library

It is glaring that libraries and librarians are increasingly adopting and using WhatsApp for the enhancement of their services. Ansari and Tripathi (2017) studied on the use of WhatsApp for effective delivery of Library and Information Services. Their finding reveals that some library services rendered through the use of WhatsApp these include; library news and events 42 (31.34%), list of e-journals and e-resources databases 22

(16.42), announcements about workshops and exhibitions 12(8.96), list of new books 64 (47.76), help for catalog search 44 (32.84), information literacy and library instructions 28 (20.90), All of the above 32 (23.88) and none of these 8 (5.97). Their finding has made it clear that WhatsApp can help to promote services at the right time to patrons. However, Purkayastha and Chanda (2018) investigation on WhatsApp as a means of sharing information among LIS Professionals of North-East India revealed that the services that can be offered through WhatsApp, are news and events, virtual reference service, current awareness service and library notification service using WhatsApp. Ansari (2016) outlined services that can be provided via WhatsApp and these include; Current Awareness Service (CAS), Selective Dissemination of Information (SDI), Reference service, Ask A Librarian, User Discussion Forum, Document Reservation, Acquisition Feedback, Reminders and notifications, Library News, Mobile collections and Reprography Service.

Hindrances affecting librarians on the use of WhatsApp for rendering library services

Ansari and Tripathi(2017) and Adewoyin, Onuoha and Ikonne (2017) listed some challenges associated with the use of WhatsApp these include :considerable time commitment from library staff , it also requires technological expertise for using the WhatsApp web client system to deliver services, the levels of interest and skills for service provided by WhatsApp vary across library staff ,there are limited funds available in libraries to support more advanced social media tools and the training that would be required to enable its usage, a library needs to work hard to maintain engagement of staff with their users, it is also very difficult to maintain popularity by delivering satisfactory services , it can be difficult to maintain library branding for resources made accessible via WhatsApp and external factors such as internet connectivity, hardware issues, lack of training and technological infrastructure may restrict access. Also, Adewojo and Mayowa-Adebara (2016) finding reveals that poor internet access, irregular power supply and lack of social media tools were the major hindrances to the use of social media.

Research Methodology

Descriptive survey research design was adopted for the study and the instrument employed to elicit data from the respondents was a structured questionnaire designed in line with the research questions of the study. The population of the study comprises all librarians working in university libraries in South- South, Nigeria. There are six states that make up the South-South geo-political zone of Nigeria namely Edo, Delta, Rivers, Cross River, Bayelsa and Akwa Ibom.

The target population of the study is 169 librarians working in 13 university libraries in South- South, Nigeria. The study concentrated on only university libraries that have a mobile line and phone dedicated for WhatsApp services. The total enumeration (purposive) sampling technique was adopted for the study because of the relatively small population of librarians in South- South, Nigeria as shown in Table I. The research instrument titled: librarians' perception and knowledge of the use of WhatsApp for the enhancement of Services in University Libraries in South- South, Nigeria was used for data collection. The questionnaire was given to experts in the Department of Library and Information Science, University of Benin , Edo State who validated, resolved defects, and modified the questionnaire. To ensure that the structured questionnaire was reliable, a pilot study was conducted using 12 librarians from Bauchi State University, Gadau in Bauchi State, Nigeria which is outside the scope of study. The results of the reliability test using Cronbach's alpha reliability coefficient is 0.76. This means that the instrument is good and reliable since the test result is above the acceptance point of 0.50. The questionnaire has five sections. The first section captures the demographic information of respondents, the

second section captures information on librarians' perception of the use of WhatsApp in South-South, Nigeria, the third section captures information on extent of librarians' knowledge of the use of WhatsApp, the fourth section on services librarians' are rendered through WhatsApp, the fifth section captures information on hindrances affecting the use of WhatsApp by librarians'. The questionnaire was administered face to face to 169 librarians from 6 federal , 4 state and 3 private university libraries in South-South of Nigeria by the researchers with the support of three research assistants. Out of the 169 questionnaires distributed to the respondents, the researchers were able to retrieve only 141 questionnaires which were found usable in the study. This gave a response rate of 83.23 %. According to Richardson (2005) a response rate of 60% or more are both desirable and adequate for survey research. Therefore, the response rate of 83.23% is considered very adequate for the study. The respondents correctly filled the questionnaire and all were retrieved and found usable in the study. Data were analysed using frequency, percentages and tables for easy interpretation and understanding of the results.

Findings of the Study

Table 1: Institution of Respondents

S/N	Name of Institution	Librarians , Population	Numbers Returne d	Percenta ge
1	Federal University of Petroleum Resources, Effurun, Delta State.	08	07	4.14
2	Federal University Otuoke, Otuoke, Bayelsa State.	10	08	4.73
3	University of Benin, Benin City, Edo State.	20	15	8.87
4	University of Calabar, Calabar, Cross Rivers State.	12	10	5.91

5	University of Port-Harcourt, Choba, Port-Harcourt, Rivers State.	22	18	10.6
6	University of Uyo, Uyo, Akwa Ibom.	23	20	11.8
7	Cross River State University of Science and Technology, Calabar, Cross River State	10	08	4.73
8	Delta State University, Abraka, Delta State	21	17	10.0
9	Rivers State University of Science and Technology, Port- Harcourt, Rivers State	09	09	5.32
10	Ambrose Ali University, Ekpoma, Edo State	10	09	5.32
11	Edo University, Iyamho, Etsako West, Edo State.	04	04	2.36
12	Igbinedion University, Okada, Edo State	07	05	2.95
13	Benson Idahosa University, Benin City, Edo State	13	11	6.50
	TOTAL	169	141	83.23

Table 1 reveals that there are 6 federal university libraries, 4 state university libraries and 3 private university libraries that adopt WhatsApp for the enhancement of their services.

Table 2: Distribution of Respondents by Gender

Sex	Frequency	Percentage
Male	79	56%
Female	62	44%
Total	141	100%

From Table 2, 56% of the respondents in the study were male, while 44% of the respondents were female.

Table 3: Designations of Respondents

S/N	Institution	Designation/Status							
		Univ ersit y Libr arian	Deput y Librar ian	Princip al Librari an	Senior Librari an	Librari an 1	Librari an 11	Assis tant Libra rian	Total
1	Federal university of Petroleum Resources, Effurun. Delta State.	1	-	-	-	2	2	2	7
2	Federal university of Otuke, Otuke Bayelsa State.	-	-	-		2	2	4	8
3.	University of Benin, Benin City. Edo State.	-	1	-	2	3	6	3	15
4.	University of Calabar, Cross Rivers State.	-	1	-	2	3	2	2	10
5.	University of Port Harcourt , Rivers State.	-	1	-	3	5	6	3	18
6	University of Uyo, Akwa Ibom	-	1	-	5	5	5	4	20
7	Cross Rivers State University of Science and Technology , Calabar, Cross River.	1	-	-	1	2	2	2	8
8	Delta State University, Abraka. Delta State.	-		-	5	6	6	-	17
9	Rivers State	1	-	-	2	3	3	-	09

	University of Science and Technology, Nkpolu. Rivers State.								
10	Ambrose Ali University . Ekpoma. Edo State.	-	-	-	1	4	2	2	9
11	Igbenedion University, Okada. Edo State.		-	-	-	2	2	1	05
12	Edo University, Iyamho, Etsako West, Edo State.		-	-	-	-	2	2	04
13	Benson Idahosa University , Benin City. Edo State.		-	-	2	2	4	3	11
Total		3	4	-	23	39	44	28	141

Results from Table 3 reveals that 3 (2.12%) of the respondents are university librarian, 4(2.83%) are deputy librarians, 23 (16.3%) are senior librarians, 39(27.6%) are librarian I, 44(31.2%) are librarian II and 28 (19.8%) are assistant librarians. This implies the majority of the respondents are librarian II.

RQ1: What is librarians' perception of the use of WhatsApp in South-South, Nigeria?

Table 4: Librarians' perception of the use of WhatsApp in South-South, Nigeria

Note: SA: Strongly Agree, A: Agree, D: Disagree, SD: Strongly Disagree

S/N	LIBRARIANS' PERCEPTION STATEMENT	SA	A	D	SD	Total/ %
a.	I like to promote services using WhatsApp.	101 (72%)	33 (23%)	5 (4%)	2 (1%)	141 (100%)

)
b.	I will not avoid to use WhatsApp whenever I can	98(69.5%)	21 (14.8%)	11(7.80%)	11(7.80%)	141 (100%)
c.	I think I can attend to users using WhatsApp.	41(29.%)	75 (53.1%)	17 (12%)	8 (5.67%)	141 (100%)
d.	I feel WhatsApp is very easy to use	99(70.2%)	27 (19.1%)	11 (7.8%)	4 (2.8%)	141 (100%)
e.	I feel WhatsApp would enable librarians to perform more circulation routines.	81 (57.4%)	22 (15.6%)	29 (20.5%)	9 (6.38%)	141 (84%)
f.	The use of WhatsApp will change the way librarians promote their services and resources.	107 (76%)	24 (17%)	7 (5%)	3 (2%)	141 (100%)
g.	I think I can perform reference services swiftly using WhatsApp.	79(56%)	34 (24%)	19 (13.4%)	9 (6.3%)	141 (100%)
i.	I think every librarian requires WhatsApp knowledge to be effective	41 (29%)	79 (56%)	9 (6.38%)	12 (8.51%)	141 (100%)
j.	WhatsApp has made an announcement, current awareness and user education easier.	104 (73.7%)	21 (14.8%)	6 (4.2%)	10 (7%)	141 (100%)
k.	I like to update my knowledge on the use of WhatsApp to enhance services	97 (68.7%)	36 (25.5%)	3 (2.1%)	5 (3.54%)	141 (100%)

Findings in Table 4 revealed that the majority 134 (95%) agrees that they would like to promote Services using WhatsApp while 7 (5%) of the respondents disagree with this opinion. Also, 119 (84.3%) of the respondents agree that they will not avoid using WhatsApp whenever they can while 22(15.6%) are of different views. 116 (82.1%) agree that they think they can attend to users using WhatsApp while 25 (17.7%) are of a different opinion. 126 (89.3) of the respondents agree that they feel WhatsApp is very easy to use while 15(10.6%) disagree with this view.103(73%) agree that they feel WhatsApp would enable librarians to perform more circulation routines while 38(26.9%) disagree with the view. 131(93%) agree that they feel the use of WhatsApp will change the way librarians promote their services and resources while 10(7%) have a contrary opinion . 113(80%) of the respondents agree that they think they can perform reference services swiftly using WhatsApp while 28(19.8%) have a different view. 120(85.1%) of the respondents agree that they feel that every librarian requires WhatsApp knowledge to be effective while 21(18.3%) have contrary opinions.

125(88.6%) agree that WhatsApp has made an announcement, current awareness and user education easier while 16(11.2%) are of a different opinion. Lastly, 133 (94.2 %) of the respondents agree that they would like to update my knowledge on the use of WhatsApp to enhance services while 8(5.64%) are of contrary view.

RQ2: What is the extent of librarians' knowledge of the use of WhatsApp?

Table 5: Extent of Librarians' knowledge of the use of WhatsApp

Note: VHE: Very High Extent, HE: High Extent, LE: Low Extent, VLE: Very Low Extent

S/N	WhatsApp Knowledge Statement	VHE	HE	LE	VLE	Total/ %
a.	I know how to browse the internet competently	121 (86%)	11 (8%)	7 (5%)	2 (1%)	141 (100)
b.	I know how to sign up a WhatsApp account for my library	21 (15%)	97 (69%)	13 (9%)	10 (7%)	141 (100)
c.	I know how to upload videos using WhatsApp	19 (13%)	112 (79%)	5 (4%)	5 (4%)	141 (100%)
d.	I know how to upload pictures using WhatsApp	24 (17%)	86 (61%)	9 (6%)	22 (16%)	141 (100%)
E	I know how to make audio and video calls using WhatsApp	118 (84%)	15 (11%)	2 (1%)	6 (4%)	141 (100%)
f.	I know how to do user education using WhatsApp	72 (51%)	36 (25.5%)	21 (14.8%)	12 (8.5%)	141 (100%)
G	I know how to connect with my users on WhatsApp	89 (63%)	42 (30%)	8 (5.6%)	2 (1.4%)	141 (82%)
H	I know how to share links of books and articles using WhatsApp	91 (64.5%)	34 (24.1%)	7 (5%)	9 (6%)	141 (100%)
I	I know how to use chat services provided by WhatsApp	102 (72%)	21 (15%)	6 (4%)	12 (8.5%)	141 (100%)
j.	I know how to send Overdue notice and fines via WhatsApp	83 (59%)	41 (29.1%)	9 (6.3%)	8 (5.6%)	141 (100%)
k.	I know how to do current awareness services via WhatsApp	27 (19%)	91 (64.5%)	8 (5.6%)	15 (10.6%)	141 (100%)

Findings in **Table 5** reveal that 132(94%) of the respondent indicated very high extent and high extent that they know how to browse the internet competently while 9(6%)

are of a contrary opinion. 118(84%) of the respondents to a very high extent and high extent that they know how to sign up a WhatsApp account for their library while 23(16%) had a different view. 131(92%) of the respondents indicated very high extent and the high extent that they know how to upload videos using WhatsApp while 10(8%) of the respondents had a contrary opinion.110(78%) of the respondents to a very high extent and high extent that they know how to upload pictures using WhatsApp while 31 (22%) are of a contrary opinion. 133 (95%) of the respondents indicated a very high extent and high extent that they know how to make audio and video calls using WhatsApp while 8(5%) are of contrary view. 108(76.5%) of the respondents to a very high extent and high extent that they know how to do user education using WhatsApp while 33(23.3%) are of a contrary opinion. 131 (93%) of the respondents indicated a very high extent and high extent that they know how to connect with my users on WhatsApp while 10(7%) are of contrary view. 125 (88.6%) of the respondents indicated very high extent and high extent that they know how to share links of books and articles using WhatsApp while 16(11%) are of a different view. 123(87%) of the respondents indicated very high extent and high extent that they know how to use chat services provided by WhatsApp while 18(12.5%) are of a different opinion. 124(88.1%) of the respondents indicated very high extent and high that they know how to send overdue notice and fines via WhatsApp while 17(11.9%) are of view opinion. 118(83.5%) of the respondents indicated very high extent and high extent that they know how to do current awareness services via whatsApp while 23 (16.2%) are of a contrary opinion.

RQ3: What are the services librarians' are rendered through WhatsApp?

Table 6: Services librarians' is rendering through WhatsApp?

S/N	Services Rendered through WhatsApp	Frequency	Percentage
a.	User Education/ Orientation	141	100%
b.	Announcement	124	88%
c.	Current Awareness Services for Library Resources	112	79%
d.	Selective Dissemination of Information	79	56%
e.	Reference Services	141	100%
f.	Research Help Services	92	65%
g.	Interlibrary Loan Services	21	15%
h.	Extension and Outreach Services	87	62%
i.	Information Searching/ Retrieval Services	52	37%

j.	Instant Feedback about the Library	141	100%
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Results from **Table 6** reveals that 100% of the respondents indicates user education/ orientation via whatsApp, 88% of the respondents indicates announcement via WhatsApp, 79% indicates current awareness for library resources via whatsApp, 56% indicates selective dissemination of information via whatsApp, 100% indicates reference services via whatsApp, 65% indicates research help services via whatsApp, 15% indicated inter library loan services via whatsApp, 62% indicates extension and outreach services via whatsApp, 37% indicates information searching/ retrieval services via whatsApp and lastly, 100% of the respondents indicates instant feedback about the library via whatsApp. From the findings, the majority uses whatsApp for user education/orientation, reference services and instant feedback about the library.

RQ4: What are the hindrances affecting the use of WhatsApp by librarians'?

Table 7: Hindrances affecting the use of WhatsApp by librarians'

S/N	HINDRANCES STATEMENTS	Frequency	Percentage
a.	No policy on the use of WhatsApp in my university library	141	100%
b.	Unreliable internet facility for WhatsApp in my university library	80	56.7%
c.	Bandwidth Issues	79	56%
	Privacy and security issues	85	60%
d.	Erratic Power Supply	121	85%
e.	Time consuming	89	63%

Findings from Table 7 reveals that 141(100%) of the respondents indicated no policy on the use of WhatsApp in their university library, 56.7% indicated the unreliable internet facility for WhatsApp in their university library, 56% of the respondents indicated bandwidth issues, 60% of the respondents indicated security and privacy issues, 85% of the respondents indicated erratic power supply and 63% of the respondents indicated WhatsApp is time consuming.

Discussion of Findings

1. It was revealed from the findings that there are 6 Federal university libraries, 4 State university libraries and 3 private university libraries that adopt WhatsApp for the enhancement of their Services.
2. It was clear from the study that 56% of the respondents in the study were male, while 44% of the respondents were female
3. The findings revealed that a majority of the respondents portrayed a positive perception of the use of WhatsApp for the enhancement of their services. This

finding agrees with the study of Gupta, Gautam and Khare (2015) and Ansari and Tripathi (2017) which revealed that librarians portray a positive perception towards the usage of WhatsApp for the enhancement of services in their libraries.

4. For the statements on extent of librarians' knowledge on the use of WhatsApp it is glaring that the respondent indicated they are knowledgeable on the use of WhatsApp for enhancement of services. This finding agrees with the study of Adewojo and Mayowa-Adebara (2016) on social media usage by library staff in academic libraries which revealed that the respondents were majorly knowledgeable in the use of WhatsApp.
5. From the findings, librarians in services division are projecting via WhatsApp includes; user education/ orientation, reference services, instant feedback about the library, announcement, research help services, extension and outreach services to mention but a few. This finding agrees with the study of Ansari and Tripathi (2017) which revealed that WhatsApp can be used to enhance majority of library services and resources.
6. It was glaring from the study that the challenges causing hindrances to the use of WhatsApp by the respondents include; no policy on the use of WhatsApp in their university libraries, bandwidth issues, erratic power supply, unreliable internet facility for WhatsApp in their university library to mention but a few. This finding agrees with the study of Adewojo and Mayowa-Adebara (2016) which revealed that poor internet access, irregular power supply and among others, are the major hindrances to the use of WhatsApp and other social media tools. It was expressed by Chu and Du (2013:68) and Ezeani and Igwesi (2012:5) who state that the Internet can be frustratingly slow which then makes the use of whatsapp extremely time consuming. Contradicting these authors' views is Dickson and Holley's (2010:472) view which mentions that these tools do not require any technical expertise as no HTML language is involved, hence they are easy to use. This seems to mirror Dickson and Holley's view (2010:473) which states that academic librarians are seen as authority figures within the university community, and students resist friending the library because they fear that their personal information will be visible to university officials.

Conclusion and Recommendations

The growth of information communication technologies that is rampant in this 21st century has brought great positive changes to library services. Similarly, technological advancement has increased the scope of library resources, has libraries currently acquire a wide range of electronic books, electronic journals, online and offline databases, ezines, online newspaper/ resources, and other academic software's

to complement their print resources. One technological tool that has gained prominence in university libraries is social media applications. WhatsApp is a social media application that has made communication, collaboration and knowledge sharing easier as librarians almost on a daily basis communicates and share information with their patrons. This study is a topical one because it deals with librarians' perception and knowledge of the use of WhatsApp for the enhancement of their Services. This research has shown clearly that librarians from the South- South Region of Nigeria have a relatively positive perception towards WhatsApp in their University Libraries. The study has also shown that librarians are knowledgeable in the usage of WhatsApp for the enhancement of their Services. Librarians are projecting user education/ orientation, reference services, current awareness services for library resources and extension/ outreach services via WhatsApp. In spite of these great prospects of WhatsApp of university libraries, there are still some major hindrances militating against its usage some of which are no policy on the use of WhatsApp in my university library, bandwidth issues, erratic power supply and poor library policy/ regulations to mention but a few.

WhatsApp adoption and usage is still in its infant stage in South- South, Nigeria. Only 13 university libraries from the South- South Region use WhatsApp for the enhancement of their services and resources which is still very poor. The full implementation and usage of WhatsApp can actually help to bridge the communication, information/ knowledge sharing gap of university libraries. For librarians to fully adopt and use WhatsApp, they need to have the right perception, extensive knowledge of the usage of WhatsApp in their libraries as well as put a strategy in place to curb the challenges that cause hindrance to the use of WhatsApp.

In view of the foregoing the following recommendations were made:

1. Librarians should be encouraged and trained to continue to portray a positive perception towards the adoption and usage of WhatsApp for the enhancement of their Services.
2. Library management should organize regular training for librarians' and users' on practical usage of WhatsApp for library services.
3. Library management should formulate policies that guide the use of WhatsApp in university libraries.
4. Swift internet access should be made available in university libraries to project the use of WhatsApp by librarians.
5. Alternative power supply should be made available in university libraries to enhance the use of WhatsApp in university libraries.
6. Library users should be educated about the availability of WhatsApp services in their university libraries as well as training on how to contact the library via WhatsApp.

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