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Relationships among ICT Training, Skills Acquisition, Use and Job Performance of Library Personnel in Universities in North-West Nigeria

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Abstract

The study examined the relationships among ICT training, skills acquisition, ICT use and job performance of librarians and library officers in Universities in North-West Nigeria. The study was anchored on four specific objectives and four null hypotheses which were formulated and tested at 0.05 level of significance respectively. Descriptive survey design was used with population of 1,327 library personnel (74 librarians and 95 library officers) in 18-fully operational universities in North-west Nigeria out of which 169 library personnel were adopted in the seven selected universities using multi-stage sampling technique. The instrument for data collection was two set of structured and four point rating scale questionnaire for subordinates and university librarians' and was subjected to validation by library educators and statistics lecturers in a university. Test-retest method was used to pretest(administer) two set of the 40 copies of questionnaire at two week intervals outside the study areas (Federal University of Technology, Minna Nigeria) and the retrieved copies was subjected to Cornbrash's Alpha method to establish a reliability coefficient index of 0.74. Modified copies of questionnaire were administered on respondents and data collected was analyzed by inferential statistics of Pearson moment correlation coefficient and multiple-regression. Out of 167 copies of questionnaire administered, 145 (86 %) copies were filled, returned and found usable and thus used for data analysis. Findings showed significant relationship between training and job performance, skills acquisition and job performance and ICT use and job performance respectively. The study further discovered significant relative contribution of ICT training, skills acquisition and ICT use to job performance of librarians and library officers in universities in North-West Nigeria. The study concluded that the contribution or otherwise of individual independent variable will lead to high or low level of job performance among library personnel in the universities in the geo-political zone. The study recommended amongst that the management of universities in North West Nigeria should make provision for adequate funds for procurement of ICT facilities; training and re-training of library staff in the area of ICT skills and usage.

Introduction

Library generally comprises three resources viz-viz human, material and information resources. While physical or material resources comprise the building, furniture, shelves, cabinets, etc.; Information resources are the information-bearing materials which further consists of print and non-print materials carefully selected, acquired, organized and arranged for patrons' consultation. Human resources in the library are staff that provide services to meet users' information needs.

Out of the three enumerated library resources, human resources otherwise called staff are the most important asset which transforms the library's policies and objectives into action thus implementing the library's objectives. Even where the entire library is heavily built and being beautified, decorated and stocked with available quality and relevant collections, it will be meaningless if quality and quantity (qualified and committed) staff are not available to render quality and efficient services. Regardless of any type of library, three categories of library personnel exist and they include: professionals, para-professionals and non-professionals otherwise referred to as Librarians, Library Officers and Library Assistants (Saka, 2014). The professional staffs (librarians) are library personnel with degree and above qualification in library science or library and information science, while the para-professional librarians are those library personnel with diploma and higher diploma and its equivalent in library science. On the other hand, the non-professional staffs are those library personnel with secondary school certificates qualifications (SSCE, NECO, and NABTEB).

Job performance is the discharge of assigned duties by the library personnel and these duties range from professional, para-professional and administrative duties as mentioned earlier.The level of job performance could be high, moderate or low and it is usually assessed/evaluated by

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the superior officer. Assessment of job performance of library personnel is used for promotion purposes (Dessleer, 2011). While library personnel performs the job or assigned duties, the superior officer evaluates the duties being performed by the subordinate staff under them. Job performance is the discharge of assigned duty (ies) by the employee(s). Various duties perform by employees vary from one organization to another and from level to level. Employee's level of performance can be high, low or moderate and thus depends on the level of training, available facilities, skills and knowledge being acquired. In a situation where staff performance is below average or poor, it then means that there is a need for further training. For high level of job performance on the part of library staff, there is the need for training programme in the area of ICT application to library services for efficient job performance by library personnel especially in this era of ICT. The training could be through conferences, workshops, seminars, or formal professional education programme, in-house training, short courses or through mentorship.

With the complexity in the information service delivery which was caused by the emergence of Information and Communication Technology (ICT), there is need for library personnel to possess skills which can only be acquired in the course of training. ICT is used in service delivery in the area of acquisition, selection and ordering, circulation digitization, reference services, etc.

Application of ICT in libraries and training has become inevitable in an era of information explosion and widespread use of digital information resources. Talab and Tajafari (2012) maintain that for efficient job performance and information service delivery, there is the need for efficient and effective ICT application and training. The application of ICT has helped job performance or tasks performed to be easy in various libraries such as cataloguing, classification, indexing and abstracting services to mention but a few. The use of ICT has enabled library staff to keep abreast of current trends in their profession. This has enabled the efficiency and effectiveness of service provision in meeting the information needs of users.

Training and development are two separate concepts and are different in meaning. Training is the acquisition of skills to enable staff perform immediate or present job. Training can be seen as the method of getting library personnel and other staff members acquireskills and knowledge needed for job performance. Development, on the other hand, is perceived as a way of getting staff to acquire skills and knowledge for job performance in future. This translate to mean that training is the acquisition of skills and need to perform the present-day job while development is a form of a training programme for the acquisition of skills to enable personnel efficiently perform the job in near future. Therefore, various staff development programmes according to Ifidonand Ifidon(2007) include workshop, conference, in-house training, mentoring and formal professional education.

Today in Nigeria like any other developing nation, literacy is seen as one of the important indicators to National Development apart from Gross Domestic Product (GDP), life expectancy and human development indices (Okebokula, 2012). Literacy simply means the ability to read and write numbers, words and concepts.

Information and Communications Technology (ICT) is becoming increasingly widespread, influencing many aspects of human lives (agriculture, education, land, commerce, etc). ICT availability constitute a major part of educational programs in Nigeria, nearly all universities are equipped with the infrastructure to conduct ICT mediated teaching and learning. ICT has revolutionized access, retrieval, storage and retrieval of information resources for users.Information and Communication Technology (ICT) is a force that has necessitated the use and transform library operations and service, information systems and staff skills development so as to meet users' information needs and demand arises.The imperativeness of ICT"s in modern librarianship cannot be over emphasized. This is in line with the view of Nwalo (2012) who opined that the use of ICT has tremendous impact on library operations, resources, services, and users. The use of ICT provides quality information handling, especially in academic libraries; it

also builds strong and effective communication system.The utilization of ICT has facilitated the acquisition of knowledge and skills by students, lecturers and researchers through the application of modern methods of acquisition, storage, retrieval and dissemination of information. The role of ICT in the development of university libraries cannot be over emphasized.

In some organizations, universities inclusive library personnel performances are found to be below expectation partly due to inadequate acquisition of skills during the training programme. This study therefore, seeks to find out the influence of ICT training and development on library personnel job performance.

Statement of the Research Problem

Efficient library services are crucial to customers' satisfaction more especially in this era of computer technology whereby most routine jobs are now performed with the use of ICTs. For the execution of efficient jobs and to attain higher productivity level in the university library, staff designated or deploy to various sections of library need to be equipped with ICT skills which can only be acquired through regular training programmes such as: workshops, seminars, conferences, in-house training, mentoring and professional education particularly in ICT. It is unfortunate that researchers' preliminary investigation in some university libraries revealed very poor and low level of job performance on the part of library personnel. This may be attributed to absence or irregular ICT training programmes and skills acquisition. This inadequacy has led to errors committed in the course of discharging or performing assigned jobs/tasks by library personnel.

It could also be observed that universities are likely not supporting their staff members to attend seminars, conferences and workshops so as to keep them updated or abreast of the current trends in their various fields of endeavor. To resolve this unfortunate situation on the part of librarians and library officers, there is need to embark upon empirical research to ascertain whether or not

ICT training, skill acquisition and use of ICT has contributed to job performance of librarians and library officers in universities in North-West, Nigeria.

Aim and Objectives of the Study

The aim of the study is to determine the relationships among ICT training, skills acquisition, use and job performance of library personnel in universities in North-West Nigeria. The specific objectives of the study are to:

1. investigate the relationship between ICT training and job performance of library personnel in universities in North-West Nigeria,

2. determine the relationship between skills acquisition and job performance of library personnel in universities in North-West Nigeria,

3. identify the relationship between ICT use and job performance of library personnel in universities in North-West Nigeria,

4. determine the relative contribution of ICT training, skill .acquisition and ICT use to job performance of library personnel in universities in North-West Nigeria.

Research Hypotheses

The following hypotheses were formulated, guided the study and tested at 0.05 level of significance:

H_{O1}: There is no significant relationship between ICT training and job performance of library personnel in the universities in North-West Nigeria.

H_{O2}: There is no significant relationship between ICT skills acquisition and job performance of library personnel in universities in North-West Nigeria.

H_{O3}: There is no significant relationship between ICT use and job performance of library personnel in universities in North-West Nigeria.

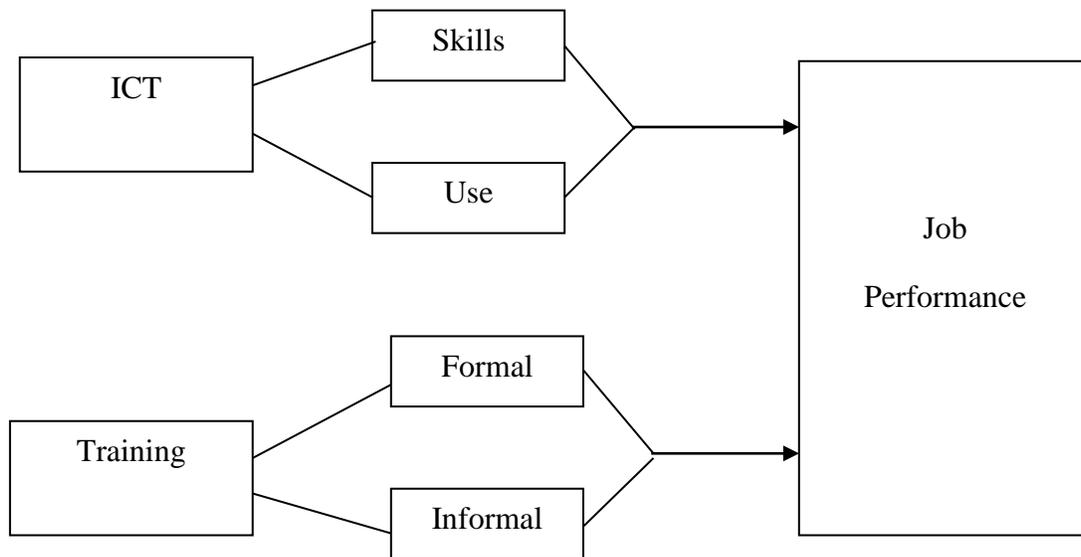H_{o4}: There is no significant contribution of ICT training, skills acquisition and ICT use to job performance of library personnel in universities in North West Nigeria.

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Review of Related Empirical Studies

(a)   Conceptual Framework

Source: Authors' Original Construct

The arrows in figure we show a natural flow among the various components of the model. The university libraries provide their library personnel with basic knowledge of ICT skills which are used by them for their job performance. In addition, the management of the university libraries are expected to provide their library personnel with formal and informal training by organizing conferences, workshops, seminars and in-house training to keep them abreast of current trends in their disciplines to enable them perform efficient job in their respective university libraries in North-west Nigeria.

(b)   Empirical Studies

A study was conducted to determine the relationship between the use of ICT and teaching-learning in Business Education in four tertiary institutions in Cross River State, Nigeria. The

study was guided by two null hypotheses. Population consisted of 985 respondents from which stratified random sample of 25 lecturers and 75 students was drawn. Two set of questionnaire was developed and use for the study. Simple regression analysis (regression coefficient) was used to test the two null hypotheses at 0.05 level of significance. The study found significant and positive relationship between ICT utilization by lecturers and students in teaching and learning of Business Education in four tertiary institutions in Cross River State, Nigeria (Okon and Okon, 2013).

As a follow-up assessment of student's computer skills acquisition course on "use of computer skills acquisition packages" in five state-owned universities in South-East Nigeria, Ebemiza and Chukwudi (2013) used quasi-experimental design. Population consisted of 424 final year undergraduate students offering Education Economics in state-owned universities in South East Nigeria from which 160 students was purposively selected based on gender and location. Researcher-made test items was drawn from units instructions covered in computer and internet skills(computer science) Result showed significant difference in the mean scores of students taught additional computer skills and those taught use of computer packages.

Achi and Aikeh (2018) assessed the use of ICT by library staff of the College of Medicine Bingham University Jos Campus. Simple random sampling was used to select fifty (50) library staff while questionnaire was the only data collection instrument. Data was analyzed by descriptive strategies. Out of the 50 copies of questionnaire administered, 48 (96%) copies were completed, returned and found usable. Result showed laminating machine was the most used ICT facility while acquisition section recorded the highest mean score of 1.71 (22.08%) study further revealed that the use of ICTs in the library offers undistorted information resources statistical record with highest mean score of 2.21 (28.96%). The use of ICT has positively

enhanced librarians' job performances. Librarians updated themselves through library automation which has enabled them to be relevant in the field.

In a related study, Sami and Musa (2019) examined influence of ICT competency on job performance of library personnel in tertiary institutions in Lokoja, Kogi State. Using survey design, the population of the study stood at 100 library personnel in four (4) tertiary institutions in Lokoja, Kogi State and the entire population was adopted for the study. Descriptive statistics was used in the analyses of data. The results showed that basic computerizing (M.S Word), computer/ICT training centre/cyber café; cataloging, classification and digitization/retrospective conversion exercise were the highest ICT competency, ICT skills acquired and library service provided electronically in the studied institutions.

Imam, Oyeleye and Remilekun (2019) studied the influence of user education on information retrieval skills by the students of the colleges of education in South-west Nigeria. Adopting descriptive survey design, population consisted of 11,913 students in 300 level while multi-stage sampling procedure was used to select 10% of the population thus using 1200 students and of course questionnaire was used to collect data. Results showed that students' information retrieval skill is on the average and that user education enhances students' effective use of library collection.

Popoola (2016) conducted a study to determine the acquisition and utilization of information sources as determinants of organizational effectiveness using managers in large scale manufacturing industries in Nigeria as case study. Only questionnaire was used in data collection. Study found that with exception of theses and dissertations, all other information sources were utilized including Internet/CD-ROM databases, radio/television and several other printed materials. Using inferential statistical tool of regression model, study found greatest

relative contribution construction of the acquisition and utilization of information sources and services to organizational effectiveness of the studied companies.

Mohammed, Akor, Alhassan, and Abdullahi(2017) conducted a study to determine the influence of training on job performance of librarians and library officers in tertiary institutions in Niger State, Nigeria using descriptive survey. Population consisted of 60 librarians and 84 library officers. Descriptive statistics was used to analyze data. The study revealed the availability of conditions for training has negatively affected the job performance though steady training will influence job performance in the tertiary institution libraries in Niger State.

A similar study was conducted by Saidu, Saka and Kur(2020) to determine the perception of librarians on staff development as catalyst to job performance of librarians in State Public Library Boards in North Central Nigeria. Two research questions and one null hypothesis were formulated. Using descriptive and explanatory research, the target population consisted of 62 librarians working in six State Public Library Boards in the geo-political zone and were all adopted for the study without sampling. Five point likert scale but structured questionnaire was used to collect data. Percentage, mean and standard deviation, and Pearson Product Moment Correlation (PPMC) were used to analyzed data and mean score of 3.5 was considered acceptable mean. Results showered that majority of respondents hold Bachelor degree in librarianship; absence of staff development programmes and there was no significant relationship between staff development and job performance of librarians in State Public Library Boards in North-Central Nigeria.

By away of extending research, Abubakar and Saka (2020) investigated the influence of training and use of ICT facilities on job performance of librarians and library officers in four universities in North West Nigeria. The study was guided by three specific objectives and three research questions respectively. Descriptive survey research design was used and the target population of

the study consisted of 86 librarians and library officers in four universities in North West Nigeria. Complete enumeration or census was used hence the number of respondents is manageable. Closed-ended questionnaire was used for data collection. Frequency counts, percentages, mean scores and standard deviation and of course descriptive statistics was used in data analysis. Out of 86 copies of questionnaire administered, 73 (%) completed copies were returned and used for the analysis of data. Result showed high level of the utilization of ICT facilities in the areas of cataloguing, classification and acquisition of information resources with very low level of ICT application in the circulation, serial control and media activities of university libraries. The use of ICT skills increases the level of job performance of library staff. Other findings include efficient job performance through ICT training.

Summary and Uniqueness of the Study

The review of related empirical literature concentrated on use of ICT in teaching and learning; ICT competency and job performance, user education and retrieval skill; follow –up of students' computer skills acquisition course; acquisition and utilization of information sources; influence of training and/ICT facilities on job performance as well as perception of librarians on staff development and job performance. The study areas were state universities, Cross River State, tertiary institutions, manufacturing industries, and university libraries in North Central and North West, Nigeria. All the above enumerated studies apply descriptive statistics in the analysis of data. From this summary there is evident of missing gap in the empirical studies of the training, acquisition, ICT use and job performance among librarians and library officers in universities in North-West Nigeria using PPMC and multiple regression analysis to test the four null hypotheses.

Methodology

Descriptive survey research design was used for the conduct of the study as it deals with population, sample population and questionnaire as the instrument to collect data, and the analysis. The population of the study was 1,327 library personnel, this consisted of 454 librarians and 873 library officers in 18-fully operational universities in North-West Nigeria, which further comprises seven states (Jigawa, Kaduna, Kano, Katsina, Kebbi, Sokoto, and Zamfara).These universities are owned and funded by the State and Federal Government as well as private individual and organization as at year 2019. The reason for using librarians and library officers in this study is that librarians are the professional staff that head the university libraries and some units of the university libraries and at the same time discharge professional duties such as selection and ordering, cataloguing and classification, reference services to mention but a few. Library officers assist the librarians in the performance of these duties.

The sample size of 169 respondents(74 librarians and 95 library officers) as well as 67 professional, 95 Para-professional and seven university librarians or 162 subordinate staff and seven university librarians in the seven selected universities was adopted for the study. Multi-stage sampling technique was used to select seven universities each representing a state; university by ownership and type. Multi-stage sampling technique involves the selection of samples using various stages and sampling techniques. In the first stage, the eighteen (18) fully-operational universities were arranged by ownership and types using stratified sampling technique. From the eighteen (18) fully-operational universities, there are two (2) specialized and sixteen (16) conventional universities. Out of the eighteen (18) universities, ten (10) are owned by Federal government, seven by State government and one (1) by private organisation.

In stage 2, thirteen (13) universities were selected using stratified random sampling technique being represented by each state. From this thirteen (13) universities, seven (7) Federal, two (2) Military, four (4) State and one (1) private universities were selected. Out of the thirteen (13) universities, ten (10) are conventional and three (3) are specialised universities.

In stage 3, seven (7) universities were randomly selected with one (1) from each state, with three(3) specialised and four (4) conventional universities. From the seven(7) selected universities, three (3) are owned by federal and four (4)universities are owned by state government, while one (1) is privately-owned university. The seven universities were selected using stratified random sampling and then adopt the stratum population of 74 librarians and 95 library officers(otherwise known as 67 professionals, 95 Para-professionals and seven university librarians)making the total of 169 as the sample size of the study.

Two set of structured/four- point rating scale questionnaire was the only data collection instrument used for the study. One set of questionnaire (ICT training, skills acquisition and ICT use) was answered by subordinate librarians and library officers while the second set of questionnaire (job performance) was answered by the seven university librarians by evaluating or assessing the level/degree of job performance or competence of subordinate librarians and library officers.

The first draft of the questionnaire was given to lecturers in a Library school and Department of Statistics in a university for face and content validation before adoption and administering the instrument for the pre-test. The essence of giving out the instrument for validation was to make necessary corrections and fit for the reliability test. The lecturers from a library school and the Department of Statistics in a university were used to improve the instrument.

The modified/corrected vision of the instrument undergone pre-test outside the study areas and a pre-test was conducted at the Federal University of Technology, Minna to test the reliability of the instrument. A total of 40 copies of questionnaire consisted of type of training programme, ICT skills acquisition, ICT use and job performance. Apre-test was conducted using the test-retest method. Forty (40) copies of questionnaire were administered on librarians and library officers. The same process was carried two weeks interval. These respondents were neither within the entire 18-fully operational universities nor within the seven selected universities

which will be used for the final study but share similar characteristics in almost all respects that is the librarians and library officers. The copies of the questionnaire were distributed and personally retrieved by the researchers. Copies of questionnaire retrieved from the pre-test were used to analyze data using Cronbach alpha which gives the reliability coefficient of 0.74 indicating that the instrument was reliable and can therefore be used for the study.

Based on the reliability coefficient result, the copies of structured questionnaire were presented to the respondents with options they could choose. The questionnaire for the research work was designed by the researchers and was answered by librarians and library officers by filing in the questionnaire items on ICT training, skills acquisition, ICT use and job performance,. While librarians and library officers responded to 162 copies of questionnaire items on ICT training, skills acquisition and ICT use; university librarians responded to seven copies of questionnaire items on job performance of subordinate staff i.e university librarians evaluate the level of job performance and competency of subordinate staff (librarians and library officers) in their respective university libraries in the North-West, Nigeria.

The researchers personally visited the librarians and library officers in the seven selected and studied universities and seek their cooperation and full participation in the study. The retrieved copies of the questionnaire were subjected to data analysis.

All statistical analysis was conducted using the Statistical Package for Social Sciences (SPSS) version 20.0. All retrieved copies of questionnaire were subjected to descriptive statistics (frequency counts, percentages, mean and standard deviation) in the first instance and later use it to run the inferential statistics of PPMC and regression analysis. The four null hypotheses were tested using inferential statistical tools and thus Pearson Product Moment Correlation (PPMC) and Multiple Regression model were used to test the four null hypotheses on significant relationships, and relative contribution among variables respectively at 0.05 level of significance.

Testing of Hypotheses

H$_{o1}$ There is no significant relationship between ICT training and job performance of library personnel in the university libraries in North West Nigeria

Table 1: Relationship between ICT Training and Job Performance

Variable	n	Df	Mean	SD	R	P
ICT Training			11.29	3.13		
		143			0.673	0.05
	145					
Job Performance			16.15	1.44		

Table 1 shows that the Pearson Correlation coefficient = 0.673 is greater than P-value of0.05. This shows that there is a relationship between ICT training and job performance in federal university libraries in North-West Nigeria. Therefore, the null hypothesis which states that there is no significant relationship between ICT training and job performance of library personnel in the university libraries in North West Nigeria is rejected. This means that ICT training correlates and enhances job performance of library personnel in university libraries in North West Nigeria.

H$_{o2}$ **There is no significant relationship between ICT skills acquisition and Job Performance of library personnel in university libraries in North-West Nigeria**

Table 2: Relationship between ICT Skills acquisition and Job Performance of Library Personnel

Variable	n	Df	Mean	SD	R	P
ICT Skills			12:71	3.66		
	145	143			0.711	0.05
Job Performance			16.15	1.44		

Table 2: shows that the Pearson Correlation Coefficient = 0.711 is greater than P value of 0.05. This shows that there is a very strong relationship between ICT skills acquisition and job performance of library personnel in federal university libraries in North-West Nigeria. Therefore, the null hypothesis which states that there is no significant relationship between ICT skills acquisition and job performance of library personnel in university libraries in North-West Nigeria is rejected. From the result of the analysis it could therefore be said the ICT Skills of library personnel in university libraries in North West Nigeria correlates and promotes their job performance.

H$_{o3}$ **There is no significant relationship between ICT use and job performance of library personnel in university libraries in North-West Nigeria.**

Table 3: Relationship between ICT Use and Job Performance

Variable	n	Df	Mean	SD	R	P
ICT Use			13.17	3.41		
	145	143			0.834	0.05
Job Performance			16.15	1.44		

Table 3 shows that the Pearson Correlation Coefficient = 0.834 is greater than P value of 0.05. This shows that there is a relationship between ICT use and job performance in university libraries in North-West Nigeria. Therefore, the null hypothesis which states that there is no significant relationship between ICT use and job performance of library personnel in university libraries in North-West Nigeria is rejected. This affirms that ICT usage by the librarians and library officers positively correlates their job performance.

H$_{o4}$ **There is no significant relative contribution of ICT training, skills acquisition and ICT use to job performance among library personnel**

Table 4: Relative contribution of ICT training, skills acquisition and ICT use to job performance among library personnel

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.306[a]	.742	.422	.42431

a. Predictors: (Constant), ICT_USE, SKILLS_AQUISITION, ICT_TRAINING

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.126	3	.375	2.085	0.5^b
	Residual	25.386	141	.180		
	Total	26.512	144			

a. Dependent Variable: JOB_PERFORMANCE

b. Predictors: (Constant), ICT_USE, SKILLS_AQUISITION, ICT_TRAINING

Since R^2=value 0.742 is greater than 0.5^b level of significance, the null hypothesis is therefore rejected and so there was significant relative contribution of ICT training, skills acquisition and ICT use to job performance among librarians and library officers in the universities in North West Nigeria. This shows that independent variables (ICT training, skills acquisition and ICT use) are predictors to job performance of these two categories of library personnel in the seven universities in the geo-political zone. Based on the regression analysis, ICT use, skill acquisition and ICT training are better predictors of Job Performance than and of the independent variables. Also ICT Use and ICT Training has a better chance than Skill Acquisition and ICT Training.

Summary of Major Findings

The followings are the summary of major findings based on the results of the analysis

1. There was significant relationship between ICT training and job performance of library personnel in university libraries in North West Nigeria.

2. There was significant relationship between the use of ICT and job performance of librarians and library officers in university libraries in North West Nigeria.

3. There was significant relationship between ICT skills acquisition and job performance of librarians and library officers in universities in North West Nigeria.

4. There was significant relative contribution of ICT training, skills acquisition and use to job performance of librarians and library officers in universities in North West Nigeria.

Discussion of Findings

The findings of null hypothesis one revealed that there was significant relationship between ICT training and job performance of library personnel in the universities in North West Nigeria. This implies that increase in ICT training will improve or enhance the job performance of library personnel in the university libraries under study. This finding is contrary to the findings by Ebemiza and Chukwudi (2013); Mohammed et.al (2017) and Saidu et.al, (2020) but in agreement with the findings of Achi and Aikeh (2018)respectively. Ebemiza and Chukwudi (2013) reported significant difference in the mean scores of students taught additional computer skill and those taught use of computer packages. Mohammed et.al (2017) reported that the available conditions for training has negatively affected library personnel performance in the tertiary institutions in Niger State, Nigeria. Saidu et.al, (2020) reported absence of staff development programmes at the same time there was no significant relationship between   staff development programmes and job performance of librarians in State Public Library Boards in North-Central Nigeria. Achi and Aikeh (2018) reported that librarians have updated themselves through library automation for them to be relevant in the field.

The findings of hypothesis two revealed that there was significant relationship between ICT skills acquisition and job performance of library personnel in universities in North West Nigeria. This implies that provision of ICT skills through workshops, seminars; conferences and in-house training to mention but a few can improve the job performance of librarians and library officers. As such, librarians and library staff should be forced to get more skills to perform their job proficiently. This is not in line with the findings of Imam, Oyeleye and Remilekun (2019) and Sani and Musa (2019) respectively as the former co- researchers in 2019 reported that college of education students' information retrieval skills were on average level while later co-researchers

in 2019 reported that the use of computer/ICT training center/Cyber café were the places for the acquisition of ICT skills.

The findings of hypothesis three revealed that there was significant relationship between ICT use and job performance of library personnel in universities in North-west Nigeria. This finding scorroborates the findings of Okon and Okon(2013) but contrary to the findings of Achi and Aikeh (2018) respectively. The findings of Okon and Okon (2013) showered significant and positive relationship between ICT utilization by lecturers and students in teaching and learning in Business Education. Achi and Aikeh (2018) reported laminating machine and acquisition section as the most used ICT facility and section in college libraries and on the other hand the use of ICT has positive impact on only librarians' job performance as it ease the generation, processing, storage and dissemination of information as well as librarians updating themselves in the area of library automation to enable them remain in the system.

Hypothesis four revealed that there was significant relative contribution among independent variables (ICT training, skills acquisition and ICT use)to dependent variable (job performance) among librarians and library officers in universities in North West Nigeria. No wonder two good heads are better than one since each dependent variable have contributed towards efficient performance of jobs in university libraries. This finding contradicts the findings by Abubakar and Saka (2020) whose report partly revealed that use of ICT skills increases the level of job performance of librarians and library officers in universities in North West Nigeria.

Conclusion

The study concluded that the relative contribution or otherwise of individual independent variable will lead to high or low level of job performance among library personnel in universities in Northwest Nigeria. In addition, the level of job performance of library personnel increases through the use of ICT facilities; enable the library personnel perform their job more effectively

and the use of ICT facilities and training received will enhance library personnel performance better. As such, urgent attention needs to be given on funding, training session in the use of ICT to enable librarians and library officers perform their job effectively and efficiently so as to meet the information needs of their users and improve their level of job performance respectively.

Recommendations

Based on the findings of the study the following recommendations are made:

1. The management of universities in North West Nigeria should provide librarians and library officers with wide knowledge of ICT use for adequate library services to their users in satisfying their information needs.

2. The management of universities in North West Nigeria should motivate their library staff by making provision for the training and re-training of their staff to keep them abreast of the current trends in the use of ICT facilities for service provision in meeting the needs of their users

3. The management of universities in North West Nigeria should install Internet services, provide training sessions for their library staffs as well as alternative means of power supply for effective library services to their users.

4. The management of university libraries should make provision for more ICT facilities for training and development of library personnel to enable them perform their duties effectively and efficiently.

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