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AVAILABILITY AND UTILIZATION OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FACILITIES FOR SERVICES IN NIGERIA FRENCH LANGUAGE VILLAGE LIBRARY

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Abstract:

This study focused on the availability and utilization of Information and Communication Technology (ICT) facilities for services in Nigeria French language village library. A descriptive survey research design was used for the study. The population of the study comprised of ten (10) library staff who are currently working in the Library. Since the number of library staff are minimal and accessible, total enumeration technique was used. The instrument used for data collection from respondents were checklist which was used to determine what are the ICT facilities are available in NFLV's library as well as a structured questionnaire. The findings revealed that 37.5% ICT facilities that are available and functioning in NFLV's library, 56.25% of these are not available while the 6.25% available are not functioning. Furthermore, ICT facilities are only used for operational services in the area of acquisition, reprographic services and selective dissemination of information resources. Based on the findings, the study recommended that NFLV management should ensure that at least 10% of their yearly budget be allocated to procurement of ICT facilities in NFLV library, NFLV library should also partner with other agencies who see giving back to education sector as their social corporate responsibility in ensuring the provision of ICT facilities in NFLV's library. Furthermore, Management of NFLV should encourage and sponsor library staff to ICT workshop and programs so as to enable them be current with trending areas in ICT and also create effective policy for using ICT in library services.

Keywords: *Availability and utilization, Information and Communication Technology (ICT), Services, Facilities, Nigeria French Language Village Library*

Introduction

Over the years, traditional method of library routine operation was the only method obtainable in Nigerian libraries. Services which include acquisition, processing, storage and dissemination of information could only be performed within the four walls of the library (James & Emmanuel, 2017). However, the emergence of information and communication technology (ICT) is considered to be one of the best reward of modern science and technology that has brought about rapid changes in the field of library and information science. ICT application in this field have revolutionized the conventional concept of library from a store house of books to an intellectual information center thus bringing about the concept of electronic library (Shariful & Nazmul, 2006). The coming of ICT has opened a new era in library communication and also facilitated worldwide access to information without geographical location as a barrier. According to Krubu & Osawaru,

(2011), the impacts of ICT are felt by libraries in every aspect which include computing technology, communication technology and mass storage technology. These are areas of continuous development that reshape the way that libraries access, retrieve, store, manipulate and disseminate information to users.

ICT are used in library and information services for the acquisition, processing and dissemination of information. Their use for library operation is enormous and global in its magnitude, pervasiveness and usefulness because of its most distinguishing features of dramatic decrease in cost, saves considerable amount of time and resources, reduce the size of information resources and tremendous increase in processing speed of information services, its storage and communication capabilities. The use of ICT has become increasingly important in libraries such as academic libraries, special libraries and public libraries as these libraries are moving their activities from the traditional information resources to digital information resources. This means library routines and operations that were initially performed manually are now being converted to computerized operations to help provide better and faster service to the end users. (Adebayo & Ahmed, 2018; Tufail, 2019).

The Nigeria French Language Village is an Inter-University Center for French studies established in 1991 under the ambit of the National Universities Commissions (NUC). It is a tertiary institution that caters primarily for language immersion programme for Nigerian undergraduates studying French language in Nigerian tertiary institutions especially Universities and Colleges of Education. The Nigeria French Language Village Library as an academic library on the other hand was established in 1992 as a supportive academic department which has numerous information resources that are utilized by students and lecturers as supportive resources to enhance better understanding of activities in the French language immersion programme thus making the library to be relevant to users' information needs (students on French language immersion programme, lecturers and researchers).

Despite the benefits offered by the use of ICT for library operations, there are no document available on the availability and utilization of information and communication technology facilities for operations in Nigeria French Language Village library. Therefore this study intends to fill that gap.

Statement of Problem.

Over the years, since the inception of Nigeria French Language Village, the library has witnessed tremendous increase in the availability and usage of resources. These resources include print and

non-print resources. The print resources comprised of reference books, non- reference books and serials while the non-print resources are made up of projectuals, non projectuals and electronic resources. Most of these information resources are acquired into library through direct purchase by NFLV using the funds allocated to it by the Tertiary Education Trust Fund (TETFUND), the government of France through its embassy in Nigeria, donations from educational institution in France and individuals in Nigeria.

Unfortunately, in accessing, storing, disseminating, manipulating and retrieving these huge amount of information resources, NFLV's library still uses the traditional method of library operation in carrying out these services. According to Asamoah-Hassan, (2011), the traditional method of library operations demand self-comprehensive collection building in anticipation of demand from users, its service provision is always slow, information available is not current, it is space consuming and records of daily operations of the library are kept on paper.

Furthermore, the use of ICT in libraries particularly in Nigeria academic libraries has the potential of improving their present situation and making them better positioned in their role in the society. However, if ICT usage is not implemented, it has the tendency of denying users access to full range of information resources available through newer technology and their services will not meet the needs of the users. Libraries on the other hand will not make impact in national development (Emmanuel, 2015). This study therefore, seeks to examine the availability and utilization of information and communication technology (ICT) facilities in operations of Nigeria French Language Village (NFLV) Library with the aim to advancing the functionality of the library.

Objectives

The objective of this research are to:

  i.   examine the ICT facilities available in NFLV's library
 ii.   determine the operations to which the available ICT facilities in the NFLV's library are used for.
iii.   identify the factors mitigating the use of ICT in NFLV's library
 iv.   determine the ways of improving the usage of ICTs in NFLV's Library

Research Questions

The following research questions were used to guide the study:

i.   what are the ICT facilities available in NFLV's library?

ii.   which operations are the available ICT facilities used for in NFLV's library?

iii. what are the factors mitigating the use of ICT in NFLV's library?

iv.   what are the ways of improving the use of ICTs in NFLV's Library?

Literature Review

Concept of Information and communication technology

Information and communication technology (ICT) have increasingly become an indispensable tool for development over the past decades and its advantageous effect have been noted particularly in the area of business, education, politics, governance, culture and other aspect of human lives. In tertiary education, ICT have shown great influence particularly in teaching, learning and various scholarly and professional activities provided through communication and access to information (Ozioko, 2012).

Libraries are established in all academic learning establishments particularly in tertiary institution for provision of varieties of resources for learning and social development. These means utilization of ICT is an added value to academic library. The use of ICT in academic library entails carrying out functions and services that were previously handled by human labour and through its application, academic library can provide access to unlimited learning resources, information and knowledge at all-time which was not the case before (Elisha, 2006; Eseohe, Simeon, & Ehikioya, 2014). The arrival of ICT have really changed the library environment as it makes use of automation software whose application has seen a great change in library operations and functions from traditionally relaying on human labour to handle core activities technologically. (Antidius, 2018).

According to Osuchukwu, Obuezie, & Ogwuche, (2017), the reason for the use of ICT in academic libraries is that it provides timely access to quality information to users from reference materials, books, e-books, journals online, websites and newspapers at any time, from anywhere and in the

right way. Since ICT have a role in advancing operations in almost all the academic libraries, it is imperative that staff members be equipped with skills needed to handle information, manage and organize the library in a digital environment so as to actualize the innovative opportunities offered by the invention of ICT.

Finally, Haliso, (2011) examine some of the affecting ICT usage in academic library to include poor and inadequate telecommunication facilities, poor level of computer literacy among others. Another important factor is information explosion. As information increases, the demand for utilizing ICT to handle this information increases. According to Khan, (2016), in the event of information explosion, it is difficult to use traditional library tools like manual catalogue, bibliographies, etc. to handle large quantities of information. This therefore necessitated the need for ICT.

Advantages of utilization of ICT in library

Some of the advantages of information and communication technology include:

i. Help researchers for effective literature review search needs.
ii. Computers have aided libraries with digital library which occupies little space but large storage capacity.
iii. To help the library staff to provide better information services.
iv. Information is preserved, conserved over a long period of time without image or quality degradation.
v. Placing orders, checking to avoid duplication of books, price, ordering etc. are done very effectively using ICT techniques.
vi. To have access to a number of national and international journals which are being published only in machine readable form.
vii. Helps in the process of the serial control, preparing union list of serials and circulating via e-mail to the branch libraries at different locations.
viii. To improve the cost effectiveness of library operations.
ix. To support library functions such as circulation, serials control, acquisition control, stock maintenance and other routine office works and developing in-house database.
x. To access library catalogues and databases of other libraries through library networks
xi. Universal access to information due to the use of Internet

xii. Increased innovation and transformation of knowledge found in hard copy books into soft copy

xiii. Change in the philosophy of the library from being a physical structure housing books to a database for universal access of information.

xiv. It has reduced the services/organization of the library by storing, retrieving and discrimination of information in real time.

Some disadvantages of information and communications technology include:

i. Insufficient funds

ii. Operational costs are exceeding year by year.

iii. Inadequate trained staff

iv. Unemployment

Component of Information and Communication Technology (ICT) in Libraries

ICT component frequently used in library and information centers as categorized by Shariful, (2006) include the following:

a. Computer Technology

b. Communication Technology

c. Reprographic, micrographic and printing Technology

a. Computer Technology

In every aspect of human lives, the rapid development of information transmission have been made possible by the use of computer technology. Computer technology can be subdivide into the following categories:

Workstation: This is made up of computers that are powerful and expensive and are mostly used by engineers and scientist for sophisticated purpose. Examples include Mainframe computers, super computers, mini computers, personal computers etc.

Software technology

Software is responsible for controlling, integrating, and managing the individual hardware components of a computer system. It is made up of step-by-step instruction that tells the computer what to do. Example of software packages used for various application in the field of library and

information services and management include Cds/isis (computerized documentation system/ integrated set of information system), Minisis, Libsys, etc.

b. Communication technology

They are used to transmit information in form of signals between remote locations using electrical or electromagnetic media as carriers of signal. They include:

Audio technology: This can be used in library and information centers for various purposes. They come in form of frequency modulated (FM) receiver.

Audio-Visual technology: Using this technology, information can be understood because it deals with listening as well as seeing it.

Television: Television is one of the traditional and old informative and communication technologies which was used by major libraries during the formative period.

Cable Television System: It is a wired communicating system of high capacity that flows from a central source through a major distribution cable to neighborhood line and finally to the line in the house.

Videotext: It is an online information retrieval where the information is stored in computer files and accessed through telecommunication link.

Teletext: This is used to transmit information to a large number of simulation users from a central database which broadcast as part of the regular television signal

Telephone: This is the longest established method of electronic information transfer. It is a means of disseminating information and keeping of what is happening in the library.

Cell phone or mobile phone: They are based on the cellular radio technology. They are provided for libraries to dial connections anywhere in the world.

Fax: This method converts image into electronic signals that can be transmitted over a communication link and concerted back into an image at the receiving end.

E-mail: It is an internet tool with system exchange message in an electronic format. The use of e-mail helps any type of information such as personal notes, letter, documents, publication, computer program, picture and sound. They can be sent to or received anywhere in the world within a matter of time.

Voice Mail: This system act like a telephone machine that digitizes the incoming voice messages and stores for retrieval later.

Teleconference: They are used to host meetings among people who are far from each other but are linked by a communication device such as telephone, television or computer connected to the internet. Types of teleconference include: Audio teleconference, Video teleconference, Computer teleconference or document conference, personal videoconference.

Satellite technology: They are form of microwave transmission positioned in space above the earth. It serves as a relay stations for earth round communication.

Internet: Internet is a global system of interconnected computer networks that use the standard internet protocol suite (TCP/IP) to link several billions devices worldwide. It is an international network of networks that consist of millions of private, public, academic, business and government packed switch networks linked by a broad array of electronic, wireless and optical network technologies. Access to information through the internet has changed the total scenario of the library as it gathers information from all over the world for use by its clientels.

Network Technology: This technology helps to interconnect computers and other communication devices to enable data to be transferred from one location to the other instantly. They include WAN (Wide Area Network) which covers wide geographical area such as country or state while LAN (Local Area Network) which covers limited geographical area such campus or building.

c. Reprographic, Micrographic and printing technology

Reprographic technology: It is an area of information technology that uses ICT component for the reproduction of document in the library. In this technology, printed documents are converted into digital form, then photocopy is prepared. For the same technology, computer scanner and software are required.

Micrographic technology: This is an area of ICT that is responsible for making use of microforms. Microforms are used as term for information carriers who use micorfilms or optical media for high density storage of optically encoded information inform of micro image of the printed documents.

Print technology: It uses ICT facilities such as a printer to convert computer output into printed document.

Use of Information and Communication Technology for Library Operation and Services

ICT is used in various library housekeeping operations as well as for different library activities and services. The details of the utilization of ICTs in libraries are presented by Bhoi, (2017) as follows:

Acquisition: This involves order placing, duplication checking and price checking. With the help of ICT techniques, acquisition process have become very effective more simplified. Receiving suggestions or demands and placing the order for purchasing library materials have become easy through the online website which are provided by publishers and vendors such as Amazon, Flipkart, Infibeam, etc. By doing this, the quantity of workload will reduce and time can be saved and make it applicable to the other services. Invoices can be downloaded from the Websites that make service faster and avoids postal delay. E-mail helps in sending reminders to the publishers, vendors and even to the borrowers of the books

Cataloguing: It is a common knowledge among librarians that without cataloguing and classification, the goal of making materials and information resources available would have been difficult. According to Adeleke & Olorunsola, (2010), introduction and use of ICT has made it possible for remote libraries to access the huge databases of big libraries in developed countries for the purpose of adopting or adapting their bibliographic data for their own library use. Online catalogues have transformed the landscape of cataloguing and classification because with the help of Internet and different web-sources, cataloguing and classification work has been stress-free.

Classification: As a result of technological development, online tools can be used to carry out classification work. There are many online catalogue records available mostly in big libraries from where one can get the whole bibliographic record of the library resources. Along with the record, we can also get the classification number in the catalogue record. These libraries provide classification details in their catalogue record. There are also some online resources where library resources/materials can be classified. Example of such include: OCLC classification, LOC classification web and WebDewey-classification schemes.

Serial Control: Serials or periodicals are the backbone of the library. Automated serials management gives quickest information access about the particular resources. With the help of ICT software for serial control, the task mentioned below can be accomplished:

- ✓ Current holdings status
- ✓ Tracing missing volume and issue
- ✓ Preparation of budget for periodical subscription
- ✓ Preparation of periodicals list and its verification \
- ✓ Online Letters to publishers, vendors, etc.
- ✓ Processing of online electronic magazines and receiving copies of the periodicals
- ✓ Preparation of New arrivals

Circulation: The use of ICT tools such as computer, barcode scanner and the library management software helps to perform circulation routine operations in an easiest and quickest way. The invention of barcode technology has made library transaction to become faster. Also, for any type of communication, we depend on the internet, email, telephone, etc. These technologies are also used in the library for the day-to-day activities of the circulation. Basically, duties such as issue, returns, overdue reminder, renewal, reservation of books/documents, membership registration, user guides, daily check-in and check-out statistics are performed in the circulation by using ICT.

Stock-taking/Verification: The use of the computer in stock verification is the most important. The verification of the stock is carried out with the storage of library through the database in the computer. Stock available in the library is scanned through radio frequency identification (RFID) reader/barcode scanner and data are collected. These collected data are compared with the available data in automation software. In this way, we can find out how many books have been lost.

Reference Service: With the use of computers and internet technology, activities in the reference service has become very simple and accessible. Various types of information resources like the encyclopedia, directories, dictionaries, databases, online library catalogues, maps, biographies, patents and online information resources are available on the internet which can be used to provide required information to the users. The role of technology in reference services are as follows:

i. Library staff fulfill the demands of the users through various electronic resources like database, library catalogue database, directories etc.

ii. In reference service, services are also provided to the users regarding information available on the internet after getting delivered through the computer.

Reprographic Service: Reprographic service used for the reproduction of the printed materials with the aim at making it become very easy and accessible. In libraries, the roles of reprographic service

include dissemination of information on a large scale among libraries and between libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts. This service is provided to library users for photocopy of some pages of books, journal articles or other materials (Udochukwu, 2019).

Document Delivery Service: Over the years, it is difficult for the library to procure every type of resources published across the globe because of financial constraints. However, the introduction of computers and the internet have been a great contribution. In utilizing ICT for DDS, document are first converted into digital form after which they can then be received at any place by users through electronic mail.

Bibliographic Service: Through the computer, bibliographic services have become convenient. Nowadays, libraries and publishers are providing bibliographic service to the library users. Bibliographic software such as EndNote, RefWorks, Zotero and Mendely are very much helpful to compile the list of references for the research work.

Database Search Guide: At present, databases have become the central focus for exploration of varieties of the research problem. Researchers are using databases hugely for their research work. Searching and retrieving the online resources or data from the database has become very easy in the ICT environment. Generally, libraries provide the database searching guidance through the library website. The search guidance helps researchers and faculties for their research and learning.

Translation Service: Mechanical translation is carried out with the help of ICT. For this purpose, various online tools like Bablefish translator and Google translator can be used to make translation from foreign languages to English and vice-versa.

Methodology

Descriptive survey was used to carry out this study. This research design was appropriate for the study because it generates data relevant and useful from the sample which is the representative of the population. The area of the study is NFLV's library and the population of the study are staff of NFLV's library. These population are made up of 10 library staff who are currently working in the Library. However since the number of library staff are minimal and accessible, total enumeration technique was used. The instrument used for data collection from respondents were checklist which was used to determine what ICT facilities are available in NFLV's library and a well-structured questionnaire used to determine the extent to which ICT facilities are utilized for operations in NFLV's library. The data was collected and analyzed using percentage and mean

value. Real limit of numbers used by Emmanuel, (2015) was used in interpreting the results as follows: 3.50 – 4.00(strongly agree), 2.50 – 3.49(agree), 0.50 –1.49(strongly disagree) and 1.50 – 2.49 (disagree).

Results and Discussions

Research Question One: what are the ICT facilities available in NFLV's library

Table 1.0: Observation Checklist of the ICT facilities available in the Nigeria French Language Village library

S/N	ICT Facilities in Nflv's Library	AF	ANF	NA
	Computer Hardware			
1.	Computer			
	✓ Workstation(Personal computers)	√		
	✓ Laptops (Internet enabled)	√		
2.	Printers	√		
3.	Scanners			√
4.	Projectors			√
5.	UPS			√
	Computer Software: (they include operating systems and application used by library computers)			
6.	Windows packages	√		
7.	Library Application software			√
8.	CDS/ISIS(for indexing journals and newspapers)			√
9.	Microsoft office application	√		
	Available computer Network			
10.	Local Area Network (LAN)			√
11.	Wide Area Network (WAN)			√
	Storage device and back up memory for large data			
12.	CD-ROM	√		
13.	Floppy Diskette	√		
14.	Magnetic tape	√		
15.	Flash drives	√		
	Reprographic machines available in the library			
16.	Scanners			√
17.	Photocopiers	√		
	Audio-Visual Media/Equipment			
18.	Satellite Connection			√
19.	Digital Cameras			√
20.	Radio			√
21.	Televisions		√	
22.	Audiotapes			√
23.	DVD/VCD		√	
	Information handling tools available in your library			

S/N	Item	AF	ANF	NA
24.	Bibliographic databases			√
25.	Full-text database			√
26.	e-books			√
27.	e-journals			√
28.	library website			√
29.	web OPAC			√
	Communication Media			
30.	Telephone (Intercom)		√	
31.	GSM		√	
	Total		12(37.5%)	2(6.25%)	18(56.25%)

*** **AF= Available & Functioning,   ANF= Available but Not- Functioning, NA= Not Available**

The observation checklist presented in Table 1.0 shows the arrangement of ICT facilities needed for library services in NFLV's library. From the table, it was revealed that out of the thirty two (32) ICT facilities listed, only twelve (12) are available and functioning in NFLV's library. Two (2) are available but not functioning while eighteen (18) items are not available. It could also be seen from the table that 37.5% ICT facilities are available but 56.25% of these ICT facilities which are needed for smooth and effective operation of the library are not available. This clearly show that NFLV's library still uses traditional method to carry out library operational services which according to Asamoah-Hassan, (2011) is always slow, information available is not current, its space consuming and the records of daily activities are kept on paper. It was also revealed that 6.25% of the ICT facilities available are not functioning in the library. This could probably be due to lack of maintenance culture on the part of those responsible for taking care of the facilities.

Research Question Two: which operations are the available ICT facilities used for in NFLV's library

Table 2.0: Users' responses on the operations that the available ICT facilities in NFLV's library are used for

S/N	Library Operations	SA	A	D	SD	Total	Mean	Decision
i	Acquisition	2	8	-	-	10	3.2	Agree
ii	Cataloguing	-	1	8	1	10	2.0	Disagree
iii	Classification	1	-	7	2	10	2.0	Disagree
iv	Serial Control	-	1	5	4	10	1.7	Disagree
v	Circulation	-	-	6	4	10	1.6	Disagree
vi	Stock taking/verification	1	-	5	4	10	1.8	Disagree
vii	Reference Service	2	3	2	3	10	2.4	Disagree
viii	Reprographic Services	1	8	1	-	10	3.0	Agree

S/N		SA	A	D	SD	Total	Mean	Decision
ix	Selective Dissemination of Information Services	1	4	4	1	10	2.5	Agree
x	Document Delivery Service	1	-	7	2	10	2.0	Disagree
xi	Bibliographic Services	-	1	4	5	10	1.6	Disagree
xii	Database Service Guide	-	-	7	3	10	1.7	Disagree
xiii	Translation Services	-	-	6	4	10	1.6	Disagree

*** SA= Strongly Agree,   A= Agree, D= Disagree, SD= Strongly Disagree

Table 2.0 presents result on operations/services that the ICT facilities available in NFLV's library are used for. From the table, it could be seen that there is poor usage of ICT facilities for operation /services in NFLV's library because the mean value for the table revealed that only three operations which include; acquisition (3.2), reprographic Services (3.0) and selective dissemination of information services (2.5) fell within the range of 2.50 – 3.49 (agree) while others which include cataloguing (2.0), classification(2.0), Serial Control (1.7), Stock taking/verification (1.8), Reference Service (2.4), document delivery service (2.0), Bibliographic Services (1.6), Database Service Guide (1.7), Translation Services (1.6) fell in the range of 1.50 – 2.49 (disagree) . This means that services rendered in NFLV's library is slow and library staffs are overstretched because they will be overburden with operational activities in which using ICT facilities to do it could be a lot easier. According to Emmanuel, (2015), introduction of ICT facilities for library operation will enable the provision of more information in the library, operational services in all the sections of the library will be done faster and less problematic particularly for sections like that of classification, acquisition, circulation serial control and others where software containing these services can be used.

Research Question There: what are the factors mitigating the use of ICT in NFLV's library

Table 3.0: Users' responses on the factors mitigating the use of ICT in NFLV's library

S/N	Mitigating Factor	SA	A	D	SD	Total	Mean	Decision
a	Lack of ICT awareness among staff of NFLV's library	1	4	3	2	10	2.4	Disagree
b	Low level of ICT skills among staff of NFLV's library	2	6	1	1	10	2.9	Agree
c	Staff resistance to ICT introduction in NFLV's library	-	1	6	3	10	1.8	Disagree
d	Inadequate funds to acquire or procure ICT resources	6	3	-	1	10	3.4	Agree
e	Difficulty in training library staff on appropriate ICT skills	3	2	2	3	10	2.5	Agree

						Total	Mean	Decision
f	Lack of upgraded ICT facilities	7	2	1	-	10	3.6	Strongly Agree
g	Inadequate infrastructure to house the ICT facilities	-	7	3	-	10	2.7	Agree
h	Frequent changes and modification of ICT	2	4	4	-	10	2.6	Agree
i	Inadequate ICT facilities like Computer hard and Software, audio-visual Media/Equipment, Communication Media, etc.	3	5	2	-	10	3.1	Agree
j	Inadequate electricity supply	4	3	1	2	10	2.9	Agree
K	Reluctant among NFLV's library staff to use ICT	-	-	7	3	10	1.7	Disagree

*** **SA= Strongly Agree,   A= Agree, D= Disagree, SD= Strongly Disagree**

Table 3.0 presents information on factors mitigating the use of ICT in NFLV's library. All the library staff with mean value of 2.4 disagree that lack of ICT awareness among staff of NFLV's library is a factor mitigating the use of ICT in NFLV's library. Though they agreed that low level of staff in NFLV's library could be one of the factors. Also for staff resistance to the introduction of ICT (1.8) in NFLV's library, the library staff disagree but agreed that inadequate funds to acquire or procure ICT resources (3.4), difficulty in training library staff on appropriate ICT skills (2.5), inadequate infrastructure to house the ICT facilities (2.7), Frequent changes and modification of ICT (2.6), Inadequate ICT facilities like computer hardware and software, audio-visual media/equipment & communication media (3.1), Inadequate electricity supply(2.9) could be a factor mitigating the use of ICT facilities for services in NFLV's library. Nevertheless, they strongly agree that lack of upgraded ICT facilities in NFLV's library is a huge factor that is mitigating the use of ICT facilities (3.6) in the library but disagree that reluctance among NFLV's library staff to use ICT facilities (1.7) is a factor.

Research Question Four: What are the ways of improving the use of ICTs in NFLV's library

Table 4.0: Users' responses on the ways of improving the usage of ICTs in NFLV's library

S/N	Ways of improving ICT usage in NFLV's library	SA	A	D	SD	Total	Mean	Decision
i	Training NFLV's library staff on acquiring ICT skills	10	-	-	-	10	4.0	Strongly Agree
ii	Allocation of some of NFLV's library budget to developing ICT facilities	8	2	-	-	10	3.8	Strongly Agree
iii	Create effective ICT policy for using ICT facilities in library services	8	2	-	-	10	3.8	Strongly Agree

		SA	A	D	SD		Mean	Decision
iv	Employ staff with ICT skills to help install and develop ICT facilities in NFLV's library	8	1	-	1	10	3.6	Strongly Agree
v	Encouragement of computer literacy acquisition among users by organizing in-house training programmes for them	7	3	-	-	10	3.7	Strongly Agree
vi	Partnering with other agencies in providing ICT services in NFLV's library	7	3	-	-	10	3.7	Strongly Agree
vii	Explaining the benefits of using ICT in NFLV's library to the staff	4	5	1	-	10	3.3	Agree
viii	Updating staff on recent developments in ICT innovations	6	4	-	-	10	3.6	Strongly Agree

*** **SA= Strongly Agree,   A= Agree, D= Disagree, SD= Strongly Disagree**

Table 4.0 presents information on ways to improve the usage of ICT facilities in NflV's library. It could be seen from the table that library staff strongly agree that the ways to improve the utilization of ICT facilities include; training NFLV's library staff on acquiring ICT skills (4.0), allocation of some of NFLV's library budget to developing ICT facilities (3.8), create effective ICT policy for development of library services (3.8), employ staff with ICT skills to help install and develop ICT facilities in NFLV's library (3.6), encouragement of computer literacy acquisition among users by organizing in-house training programmes for them (3.7), partnering with other agencies in providing ICT services in NFLV's library (3.7), updating staff on recent developments in ICT innovations (3.6) could be of improving the use of ICT in NFLV's library. Furthermore, in looking for ways to improve the usage of NFLV's library, the staff agreed that explaining the benefits of using ICT in NFLV's library to the staff (3.3) could also be used. However, looking at the whole responses on the table, it could be seen apart from the item with a mean value which fall within the range of 2.50 – 3.49 (agree), all the other item fall in the range of 3.50 – 4.00(strongly agree). This therefore is an indication that library staff in Nigeria French language Village library concurred that all this item listed in table 4.0 which are basically hinged on skills acquisition, facilities improvement, effective planning and attitudinal change will improve the usage of ICT facilities in NFLV's library.

Conclusion and Recommendations

The study investigated the availability and utilization of Information and Communication Technology (ICT) facilities for services in Nigeria French language village library. ICT facilities available in NFLV's library are mostly computer hard and software, storage facilities (like the CD-ROM, floppy diskette, magnetic tape and flash drives), reprographic machines like photocopiers and communication media. However, the library still do not have adequate ICT facilities that will enable efficient and effective operation services because as revealed in the study, apart from acquisition, reprographic services and selective dissemination of information services where ICT is used, traditional method of library operation is still used to carry out other services. It is interesting to know that NFLV's library staff agreed with most of the factors mitigating the utilization of ICT in the library but they disagree with factors like lack of ICT awareness among staff of NFLV's library, Staff resistance to ICT introduction in NFLV's library, and reluctant among NFLV's library staff to use ICT. This is because factors like inadequate funds to acquire or procure ICT resources, difficulty in training library staff on appropriate ICT skills, lack of upgraded ICT facilities among others as highlighted in the study are the major problem affecting the utilization of ICT in the library. The study has also shown the deplorable situation of ICT facilities in NFLV's library but the staff strongly believe that what was highlighted in this study can be used in improving the use of ICT in NFLV's library. Particularly in training of staff in NFLV's library, the study strongly agrees that it is more important because without staff acquiring this training skills, even allocation of some part of NFLV's budget to develop ICT library facilities and creating ICT policy for development of library will not yield maximum benefit in the library.

Recommendations

Finally the following recommendations were made based on the study:

i. NFLV management should ensure that at least 10% of their yearly budget be allocated for procurement of ICT facilities in NFLV library.

ii. NFLV library should partner with other agencies who see giving back to education sector as their social corporate responsibility in ensuring the provision of ICT facilities in NFLV's library.

iii. Management of NFLV should encourage and sponsor library staff to ICT workshop and programs so as to enable them to be current with trending areas in ICT.

iv. NFLV library management should create effective policy for using ICT in library services

v. NFLV library should employ staff with ICT skills to help install ICT facilities in the library which could help in information service delivery and use of E-resources.

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