

Influence of ICT skills on job performance of librarians in university libraries of South-South, Nigeria

Abstract and figures

The study examined the influence of information and communication technology (ICT) skills on job performance among librarians in the university libraries in South-South, Nigeria. The study adopted a descriptive survey design using a self constructed questionnaire as instrument for data collection. The questionnaire was constructed after consulting other related literature in order to ensure that relevant items were included. Five research questions were answered in the study. The population consists of 233 librarians in the six federal, seven state and eight private university libraries in the South-South, Nigeria. A purposive sampling technique was adopted for the study. The data collected was analysed using frequency, percentages and tables for easy interpretation and understanding of the results. Findings revealed that the majority of the respondents in the university library acquire ICT skills through self-sponsorship. It also showed that the majority of the respondents were not skilful in system management, web application and tools such as: system troubleshooting, webinar/digital conferencing tools, Web 2.0, website designing and digital communication. The findings further revealed that there was no policy in place to regulate ICT training of librarians where a majority were yet to attend training once in the last five years, hence there was inadequate training of librarians on ICT skills. There was evidence in the study that training in ICT skill would engender improved service delivery, library administration, efficiency, job performance and reduction in job stress. The findings also revealed that inadequate training, poor planning and implementation, non-sponsorship of librarians, absence of policy for evaluation and assessment are factors militating against ICT skills acquisition. The paper recommended that ICT skills training should be prioritized while internally organized training programmes should be highly encouraged in the university library. The university management should make some financial commitment in support of academic librarians for training and retraining on ICT skills for improved job performance and effective delivery of library services to the patrons while relevant policies should be put in place for continuous evaluation and training of librarians on ICT skills.