



WORKING EXPERIENCE AND STAFF ATTITUDE AS A DETERMINANT OF UTILIZATION OF ICT AMONG LIBRARY STAFF IN UNIVERSITIES IN CROSS RIVER AND AKWA IBOM STATES, NIGERIA

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ABSTRACT

This study investigated the influence of Staff working experience and Attitude as a determinant of the utilization of ICT among library staff in university libraries in Cross River and Akwa Ibom States, Nigeria. To carry out this study, two objectives and hypotheses (years of working experience and Attitude of staff) were formulated to guide the research. The Literature was reviewed according to the variables formulated for the study. E-post facto research design was utilized for the study. A sample of 461 respondents was drawn from six university libraries using the purposive (census) sampling technique. A structured questionnaire titled, 'Influence of Staff attitude and working experience on Utilization of Information and Communication Technology for Library services (ISAWUICTLS)' was used as the main instrument for data collection. The reliability coefficient ranged from 0.75 to .88 and was established through Cronbach's Alpha method. The hypotheses were tested at .05 alpha levels. The data analysis techniques used were One-way Analysis of Variance (ANOVA), and independent t-test. The results of data analyses revealed that years of working experience ($F=13.269$) and staff attitude ($t=2.257$) significantly influenced utilization of ICT by library staff in the university libraries. Based on these findings, it was recommended that library management/ parent institutions should embark on aggressive training and retraining of staff especially those staff that were employed before the emergence of ICT with special reference to utilization of ICT for provision of services in the libraries. The study equally recommended that Library staff should be trained on the job, through attendance in seminars, conferences and workshop so as to be able to handle professional related duties like internet skills, mastery of library software and other technical skills.

KEYWORDS: Working Experience, Staff Attitude, Utilization, ICT, Library Staff, Universities

INTRODUCTION

The advent of Information and Communication Technology (ICT) in service delivery has greatly influenced the quality of service delivery in the libraries.

The pattern of delivery has moved from manual method of collection and dissemination of information resources, to technological method procedure. In recent times technology has become the centre of discussion in all phases of human endeavours.

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Information and Communication technology has enabled organisation and libraries to provide a wide range of services, and also transformed the way human beings interact, live, and create information. Function of library is to collect, organize, preserve and deliver large volume of information required by its users in less time. Information and Communication Technology (ICT) according to Otun, Isiaka, and Suleiman (2022) is used in transforming the existing hard copy record to electronic ones. James (2011) cited by Dunmade, Tella and Peemo (2022) defined information and communication technology as an extensional term for information technology (IT) that stresses the role of unified communication and the integration of telecommunications (Telephone lines, and wireless signals) and computers, as well as necessary enterprise software, middleware storage and audiovisual system that enable users to access, store, transmit and manipulate information.

According to Otun, Isiaka and Suleiman (2022), ICT facilitate real time communication, data analysis and decision making, accelerate the pace of economic change and increasing market volatility. Also Oladokun, Tsabedze, Ogunjimi, Igbinovia and Ottah (2024) asserted that the surge in digital technologies and online education, driven by cross-border initiatives, has led to distributed learning. Ogunjimi, Ntui, Enang and Undie (2022) equally pointed out that the deployment of ICT has made it mandatory for library staff to imbibe the idea of using ICT to provide services especially now that information explosion has taken its toll on the traditional system of managing information resources. A Library staff has demographic character that distinguishes him or her from any another staff (Colleague). Olatokun (2009) cited by Ogunjimi et. al. (2022) agreed to the fact that there exists a measure of variance in individual's use of ICT owing to demographic factors.

The variables under review in this current study are working experience and attitude of the library staff. This is because of the fact that attitude of staff also raises question that equally deserve being investigated in order to establish the roles it plays in the utilization of ICT for service delivery. Attitude represent the value of an individual librarian's perception on the value attached to ICT in libraries technical processing and user services.

It also represents the conceptual value of these technologies in the mind of librarians. Years of working experience on the other hand is seen as the years of personal involvement in rendering library services to people. The question is, can this length of working experience affect the utilization of ICT by the staff? Because library staff with experience in traditional environment in the 19th century may most likely find it difficult to cope with the 21st century that has brought ICT into library services.

Statement of the problem

The relevance of any library in recent times is dependent on the effective delivery of qualitative services the users through the use of technologies. Therefore, for any library to live up to the expectations of the users, and still remain relevant to the other libraries near and far, staff must be conversant with the use of information and communication technology (ICT). Unfortunately, it has been observed that ICT in the libraries (where available) in University seem underutilized or not utilized at all, probably due to a variety of factors including factors such as behavior, fear or the state of infrastructural development of the country (Robert & Edamagbor, 2017). Studies Conducted by Ogunjimi, Eyong, & Offon (2022); Robert and Edem, (2016), specifically revealed that ICT was not being properly utilized in some university libraries, even though ICT facilities were made available. It was equally observed that in places where computers and other facilities were made available through the provision of funding intervention by Tertiary Education Trust Fund (TETFUND), ICT infrastructures have not made any significant difference in service delivery. This development influenced the interest of the researcher to focus attention on possible influence of working experience and attitude of members of staff of the libraries. It has been well established that ICT on its own cannot perform the wonders of service delivery without human beings intervening to utilize and take the responsibility for their operations.

Objective of the study

The objective of this study is to examine the influence of years of working experience and attitude of library staff on the utilization of ICT for

the delivery of library services in university libraries in Cross river and Akwa Ibom States. Specifically, the study sought to;

1. Investigate the influence of years of working experience on utilization of ICT among library staff of university libraries in Cross River and Akwa Ibom States, and
2. Ascertain the influence of staff attitude on utilization of ICT among library staff of university libraries in Cross River and Akwa Ibom States.

Statement of Hypotheses

The following hypotheses were tested to guide the study

1. There is no significant influence of years of working experience on the utilization of ICT among library staff of university libraries in Cross River and Akwa Ibom States.
2. Staff attitude does not significantly influence the Utilization of ICT among library staff of university libraries in Cross River and Akwa Ibom States.

LITERATURE REVIEW

The literature review was based on the objectives of the study. These are Working Experience and Staff attitude.

Working experience and utilization of Information and communication technology

Hornby (2000) sees working experience as a personal observation of or involvement with fact, event among others Years of working experience in the university setting can be seen as years of personal involvement with research, teaching, rendering services to clientele in University library. It can also mean the demonstration of mastery and fulfillment of mission of the employers. Scholars have discussed the issue of working experience of library staff towards the utilization of ICT for library services. Iguna (2010) conducted a study on working experience and librarians' knowledge of information and communication Technologies (ICTs) in Nigerian University libraries. The study adopted a descriptive design using a questionnaire to collect data. A total of 169 copies of questionnaire were retrieved from librarians working in 13 universities libraries in six states of

south-south zone of Nigeria. The responses were in two categories (librarians with 1-16 years of experience and 16 and above). Data was analysed using frequencies, percentages and z-test. The result of z-calculated of 0.28 was less than z-critical which was 1.96. This showed that there was no significant difference in librarians working experience and their acquisition of network technologies and skills and so the null hypothesis was accepted.

In a study conducted by Spacey, Goulding and Murray (2004), it was noted that, in relation to attitude, recently employed workers displayed higher intention to use ICT knowledge with ease than their older counterparts. Study by Zenke, Raines and Fillipczak (2000) also dismissed as myths such a concept of older workers not being as bright and skillful as recently employed ones. Iguna, (2010) argued that years of experience should not make librarians complacent. She concluded in her study that the mean on ICT knowledge and skill for librarians with more experience was higher than that for those with less experience (16.21 and 15.99 respectively) and so she disagreed with the authors.

ICT is a new innovation and as such librarians who were employed before the year 2000 who have gathered experience in the conventional librarianship may not be able to use the 21st century technologies for library services. Years of working experience in the university setting could be seen as years of personal involvement with research, teaching, rendering services to clientele in University library. It could also mean the demonstration of mastery and fulfillment of mission of the employers.

Library staff with experiences in the traditional environment in the 20th century injected into libraries specialized skills which ensured enviable performance of the function of these libraries, print material were sourced, acquired, processed and made available to library patrons. However, the turn of 21st century according to Lewis (2007) ; Ukoha (2010) brought a new wave of technology; and this technology, has disrupted libraries and their practices. They added that long serving librarians will have to migrate from traditional library environment to automated environment by developing the skill to use the different information to remain relevant.

A study conducted by Okore (2010) focused attention on Demographic and socio-economic factors as determinants of ICT use for scholarly communication in Nigerian Universities. The aim of the study was to determine the influence of personal attribute (years of experience and rank) on ICT use for scholarly communication. One research question and two hypotheses guided the study. A structured questionnaire was generated and out of 502 copies of questionnaires distributed a total of 381 were collected representing 76% and 301 copies were properly completed and used. The result revealed that the respondent with lower years of experience used ICT to a large extent for scholarly communication. However, the use of ICT was high among academics within the bracket of 16-20 years. This meant that out of the demographic attributes analysed, a positive relationship existed between years of experience and level of ICT use for knowledge generation. The author still recommended training and re-training to those in the category of those with 20 years of working experience and above. She added that many people felt the higher the years of experience the more mature people were in their career and the more ready they were to embrace change. Anuobi and Nwabueze (2010) equally added that the expectation of library users in recent years have changed and based on these changes there were demand for new skills from library professionals. In a study conducted by Mueller, Wood, Willoughby, Ross and Specht (2008) to investigate the discriminating variables existing between teacher librarians who did their work with fully integrated computers and those teachers with limited integration. The study found no significant relationship between teaching experience of teachers and their use of ICT in teaching. Contrarily, the result of the study carried out by Inan and Lowther (2009) revealed that years of teaching experiences affected teachers' use of computer negatively.

Other studies such as those by Kalogiannakis (2008), Ertmer (2005), and Bebell, Russel, and O'Dwyer (2004) revealed that librarians' years of working experiences influenced their use of ICT. This implied that the years of working experience variable did have implications on ICT usage. The review has helped the researcher to identify and fashion out a clearer pathway to explaining clearly how the main variables for the current study were

to be measured and the instrument required for data collection. The researcher equally discovered that most of the studies reviewed paid attention to places outside Nigeria, while those that focused attention on Nigeria are totally outside Cross River and Akwa Ibom State. Additionally, most of the previous studies were focused on demographic characteristics of students and teachers in School that were patronizing the libraries, while only few were devoted to staff who were operators of these devices for the benefit of library users. The current study, therefore, assists in addressing a major gap.

Staff attitude and utilization of information and communication technology

Attitude is a behaviour that shows whether an individual care about other people's opinion. This is reflected through observation where people are found to do things in their individual ways. Attitude of library staff in this era of change and innovation process has been found to be central in the scheme of events and activities, as they are expected to champion the introduction of new technology-based library reserves, services and systems. Librarians' attitude according to Ramzan (2004) represents librarians' perception of the value attached to ICT in libraries' technical processing, collection, organization and user services. It represents the conceptual value of these technologies in the minds of librarians. Successful implementation of information and other technologies is linked with enhancement of librarians' own knowledge and skills in the areas of information resource, tools, access modes, technology, management and their capabilities to integrate all these to provide effective and efficient library services (Ramzan, 2004). Integrating technology into library services requires positive attitudes and commitment on the part of librarians in order to explore and exploit technology to its fullest potential. Attitudes affect both management and staff; however, executives' attitudes have a direct impact upon employees. Harrell (2000) says that negative attitudes produce low worker's morale and low productivity, while positive attitudes produce high worker's morale. The above views were equally affirmed by Smith (2005) who posited that librarians' ability to respond and adapt to change was critical towards successful ICT utilization.

Nair (2001) on the other hand opined that the success or failure of IT application in libraries depend on the attitudes of the librarians, because they were responsible for initiating changes, innovations, planning and implementation of IT projects in their libraries. Since technology in itself does not bring changes, it is the librarians who use technology as a strategic resource to innovate library infrastructure, systems, services and resources and who assists users to effectively use technology. Attitude may therefore be seen as the centre of success.

A study by Idhalama & Fidelis, (2020) on the attitude of librarians towards cloud computing found out that they displayed fair attitude toward cloud computing. Aharony (2014) seem not to agree with this view, he hinted that, librarians have a resisting attitude towards emerging technologies in the library. A number of studies Hendrix (2007), Ramzan (2004), Spacey, Goulding and Murray (2004), Janes, (2002); and Equavoen (2011) have identified that attitudes of librarians towards application of IT played a fundamental role in determining their responses toward utilization of technologies in their libraries. A study conducted by Ramzan (2010) looked at the attitude of librarians towards application of ICT in Academic libraries in Pakistan. Data was collected from 288 head librarians of sampled libraries through a questionnaire survey, and 219 (76%) valid questionnaires were used for analysis. Findings revealed a good state of development in IT applications; 69.3% of respondents had two or more PCs, 91.3% had e-mail and Internet, and 87.6% had some degree of automation. In the majority, 75.8% of the respondents had access to online journals and e-books through the National Digital Library. However, 4.6% respondents were without PCs, 8.7% had no email and Internet, 11% had not started automation, and only 8.2% were 100% automated. Majority of the respondents were not using state-of-the-art integrated library systems for automation. Respondents overall showed positive attitudes toward IT with a mean of 3.71 measured on a 5-point Likert scale through 42 IT attitude statements. They generally had positive attitudes towards impact of IT (mean= 3.43). This implies that the success of any new innovation in the library depend on the attitude of library staff toward its utilization as stated in results of the study.

Contrary to the above Rader in Ugwunyi (2010) a pioneer in the field emphasized leadership and innovative attitude of library personnel. He said that the general attitudes of librarians manifested in their complaints towards such factors as: Finance; Power supply; Lack of skills by some professional librarians; Shortage of manpower. Furthermore, Hardesty and Sugarman (2007) investigated librarians' attitudes and methods of being up-to-date with new technologies and professional literature. Librarians were unanimous in reporting the need to remain aware of new happenings around them. The majority (95%) of the respondents chose group mails as their primary method of being current with professional literature, followed by reading journals and magazine articles. Respondents also reported that they did not have sufficient time to locate the information. However, they got enough time to read once it was found. Zaid (2004) said that many of them shyed away from electronic system with the fear of damaging or deleting important information while keying-in. This she said slowed down automation process. Shibanda (2001) said in striving to put Africa at the heart of ICT development merely for harnessing and exploiting it, the library management would need to re-engineer libraries to the realms of becoming a communication backbone of the information society. These would have to be through the provision of a wide range of products and services. From the above it means that the traditional librarian would need a great deal of thorough training and re-training. Agreeing with this, Oketunji (2005) said that of all the stages involved in a computerized system, the one that may ultimately be the most crucial determinant of success, though most often sacrificed in the midst of all the other activities, was the preparation and training of staff. Ogunjimi, Nkanu, Otun and Etukudo (2022) saw a strong need for the library itself to become a learning organization. They added that lifelong learning is important for library staff.

In a study Alkasim (2014) conducted on attitude of secondary school teacher librarian towards the use of information technologies (IT) for information provision in Kaduna State. The study aimed at the attitude of secondary schools teacher librarian towards information technology in Kaduna State, with regards to types of information technology

being used by teacher librarian, any attitude of teacher librarian toward information technology, Survey research method was adopted. A total population of 504 teacher librarians from 12 schools in Kaduna was utilized. Two hundred and sixty four (264) teacher librarians were used as sample size for the study. Questionnaire was the instruments used for data collection. The data collected were presented and analysed using descriptive statistics for personal variables and Spearman rho correlation at 95% confidence interval ($P < 0.05$). The result of the study revealed that 204 (92.3%) displayed positive attitude on the use of ICT on teaching; also 208% (94.1%) agreed that ICT made training in school more interesting. The study found that computer, typewriter, computer printer respectively were the major types of information technology available in the schools. Generally, the study revealed that teacher librarians had a positive attitude toward information technology as shown in a score of 240, for respondents who opined that information technology could enhance students' learning and service delivery.

METHODOLOGY

Ex-post facto research design was adopted for the study. This is a type of design that explores the cause of a condition that already exists. The population of the study comprised all library staff serving in university libraries in Cross River and Akwa Ibom States. The sample for this study consists of 475 librarians from the Universities in Cross River and Akwa Ibom States. Purposive sampling technique was used for the study. The instrument used for data collection was a structured questionnaire design to elicit appropriate and relevant information from the

respondents. The validity of the instrument was ascertained. Cronbach alpha method was used to determine the reliability of the instrument. The reliability coefficient ranged from .745 to .884, indicating that the result of the reliability coefficient of the sub-scale are high enough to qualify the instrument to be used for the study. A total of four hundred and seventy-five copies of questionnaire were administered and all were retrieved. However, only four hundred and sixty-one (92%) out of the copies retrieved were found treatable and used for the study. The statistical tool used for the study was One Way Analysis of variance (ANOVA), and Independent t-test. A post-hoc analysis was equally conducted, using Fisher's Least significance difference (LSD) multiple comparison analysis to further reveal the nature/level of variations.

Results and Discussion

Results of this study were presented on the basis of each of the hypotheses set to guide the study. The hypotheses were tested at 0.05 level of significance.

Hypothesis One

There is no significant influence of Years of working experience on utilization of ICT among library staff of university libraries

The independent variable in this hypothesis is Years of working experience (Below 10 years, 11-20 years and 21 years and above); while the dependent variable is utilization of ICT among library staff of university libraries. To test this hypothesis, utilization of ICT for library services among staff of university libraries with years of working experience which were either low, moderate or high were compared using One-way Analysis of Variance (ANOVA). The result of the analysis is as presented in Table 1.

Table 1: Summary data and One-way Analysis of Variance (ANOVA) of the influence of Years of working experience on utilization of ICT among library staff of university libraries (N=461)

Years of working experience	N	\bar{x}	SD
Below 10 years– 1	126	33.4524	7.26373
11- 20 years – 2	196	29.4031	7.81555
21 years and above – 3	139	29.1727	7.94722
Total	461	30.4403	7.91251

Source of variance	SS	Df	Ms	F-ratio	p-level
Between group	1577.381	2	788.690	13.269*	.000
Within group	27222.229	458	59.437		
Total	28799.610	460			

* Significant at .05 level, critical F=3.00, df= 2, 458.

The result on Table 1 revealed that the calculated F-value of 13.269 is higher than the critical F-value of 3.00 at .05 level of significance with 2 and 458 degrees of freedom. With this result the null hypothesis was rejected. This result, therefore, implied that, years of working experience significantly influenced utilization of ICT for library services among staff of university libraries. Since Years of working experience had a significant influence on utilization of ICT for library services among staff of university libraries, a post hoc analysis was conducted using Fishers' Least Significant Difference (LSD) multiple comparison

analysis. The result of the analysis is as presented in Table 3.

The result of the analysis in Table 2 showed that library staff whose years of working experience were below 10 were significantly different in their utilization of ICT from those whose years of working experience were either 11- 20 years or 21 years and above. Also library staff whose years of working experience were 11- 20 years were significantly different from those whose own were 21 years and above in utilization of ICT for library services in university libraries.

TABLE 2: Fishers' Least Significant Difference (LSD) multiple comparison analysis of the influence of Years of working experience on utilization of ICT for library services among staff of university libraries

(I) Years of working experience	(J) Years of working experience	Mean Difference (I-J)	Std. Error	p-level
Below 10 years	2.00	4.27972*	.94833	.000
	3.00	4.04932*	.88033	.000
11- 20 years	1.00	.23040	.85490	.788
	3.00	-4.04932*	.88033	.000
21 years and above	1.00	-.23040	.85490	.788
	2.00	-4.27972*	.94833	.000

* The mean difference is significant at the .05 level.

Hypothesis Two

Staff attitude has no significant influence on utilization of ICT for library services among staff of university libraries

The independent variable in this hypothesis was staff attitude (negative and positive); while the dependent variable was utilization of ICT among library staff of university libraries. To test this hypothesis, utilization of ICT among library staff of university libraries from positive and negative

staff attitude were compared using independent t-test. The result of the analysis is presented in Table 3.

The result in Table 3 revealed that the calculated t-value of 2.257 is higher than the critical t-value of 1.96 at 0.05 level of significance with 459 of degrees of freedom. With this result the null hypothesis that staff attitude has no significant influence on utilization of ICT among library staff of university libraries was rejected. This implied that Staff attitude had no significant influence on utilization of ICT among library staff of university libraries.

TABLE 3: Independent t test of the influence of staff attitude on utilization of ICT among library staff of university libraries (N=461)

Staff attitude	N	\bar{x}	SD	t-value
Positive	205	31.3659	7.32828	2.257*
Negative	256	29.6992	8.29076	

* Significant at .05 level, critical t=1.96, df = 459.

DISCUSSION OF FINDINGS

This section is concerned with the discussion of findings from the study. The discussion is presented in accordance to the variables of the study.

Years of working experience and utilization of ICT for library services among staff of university libraries.

The result of the second hypothesis indicated that, years of working experience significantly influence utilization of ICT for library services among staff of university libraries. This finding is in line with the finding of Bebell, Russel, and O'Dwyer (2004) who revealed that librarian years of working experience influenced their use of ICT. This implies that demographic variables do have implications on ICT usage. The findings are not in line with the findings of Igun (2010) whose result showed that there was no significant difference in librarians working experience and their acquisition of network technologies and skills and so the null hypothesis was accepted. However, Okore (2010) revealed that the respondent with different years of experience use ICT to a large extent for scholarly communication. However, the use of ICT was high among academics within the bracket of 16-20 years. This meant that out of the demographic attribute analysed, a positive relationship existed between years of experience

and level of ICT use for knowledge generation. He added that many people felt the higher the years of experience the more matured people were in their career and more ready they were to embrace change. The study by Abu-Obaideh, Rahim, Ramlah, and Asimiran (2012) on effects of demographic characteristics, educational background, and supporting factors on ICT readiness of technical and vocational teachers in Malaysia, equally revealed no significant relationship between teachers' years of experience and ICT use in the teaching process. ICT according to them is a new innovation and as such librarians who were employed before the year 2000 who have gathered experience in the conventional librarianship may not be able to use the 21st century technologies for library services. Years of working experience in the university setting can be seen as years of personal involvement with research, teaching, rendering services to clientele in University library. It can also mean the demonstration of mastery and fulfillment of mission of the employers. The library staff with experiences in the traditional environment in the 20th century injected into libraries specialized skills which ensured enviable performance of the function of these libraries, print material were sourced, acquired, processed and made available to library patrons.

The implication of this findings is that the way information is made available and the way users wish to access it have change, therefore, long serving librarians will have to migrate from traditional library environment to automated environment by developing the skill to use the different information to remain relevant.

Staff attitude and utilization of ICT for library services among staff of university libraries.

The result of the first hypothesis indicated that, staff attitude had a significant influence on utilization of ICT for library services among staff of university libraries. The findings are in line with the views of Nair (2001) who opined that the success or failure of IT application in libraries depended on the attitudes of the librarians, because they are responsible for initiating changes, innovations, planning and implementation of IT projects in their libraries. Since technology in itself does not bring changes, it is the librarian who uses technology as a strategic resource to innovate library infrastructure, systems, services and resources and who assisted users in effective use of technology. A number of studies had identified that the attitude of librarians towards application of information technology played a fundamental role in determining their response toward utilization of these technologies in their libraries as supported by the present study.

The findings obtained in this present study are similar to that of the study by Ramzan (2010) which was conducted on attitude of librarians towards application of ICT in academic libraries in Pakistan. He found out that librarians overall showed positive attitudes toward IT with a mean of 3.71 measured on a 5-point Likert scale through 42 IT attitude statements. This implies the success of any new innovation in the library depend on the attitude of library staff toward its utilization, as stated in the results of the study. The findings of the current study re-affirmed the work by Idhalama & Fidelis, (2020) on the attitude of librarians towards cloud computing. The study found out that they displayed fair attitude toward cloud computing. Contrary, Aharony (2014) seem not to agree with this view, he hinted that librarians have a resisting attitude towards emerging technologies in the library. Equavoen (2011) who found out that library staff had a positive attitude toward the use

and implementation of ICT and that knowledge of ICT and training influences positive attitude towards ICT. This implies that the library staff should undergo continuous training in order to allay fears and anxiety about the use and application of ICT in their respective libraries. Yaacob in Equavoen (2011) further examined the relationship between the librarians' attitudes toward Information Technology (IT) and other variables in government-supported special libraries in Malaysia. He found a significant relationship between attitude and awareness of the potential of IT, recency of attaining professional qualifications, and knowledge of IT. The above suggested that librarians' level of knowledge of technology was a good predictor of attitude toward Information Technology (IT).

However, Ugwunyi (2010) obtained a contrary result from his own study where he made use of library personnel in Uganda. He discovered that attitude was not the actual thing that caused non – use of ICT in the libraries where he carried out his study. He pointed out that, factors such as finance, power supply, lack of skills by some librarians and shortage of manpower were essentially responsible. Similarly, Harrell (2000) found out that a significant number of librarians had negative attitude towards new technologies because of the fear of having human labour being replaced with technology (sack); and as such did not want anything that had to do with technology to succeed. Based on the findings of the current study, it could be deduced that librarians' attitude represented their perception on values attached to ICT in libraries. It is important to note that technical processing of materials, online collection, and proper organisation of services for users could be made more convincing and easy by the use of technology. This implies that integrating technology into library services requires positive attitude and commitment on the part of librarians to explore and exploit technology to its fullest potential. Whereas, negative attitude would lead to low workers' morale and low productivity in service delivery. Details of informal interaction with many of the librarians have equally revealed that some of them do avoid the use of electronic systems because of the fear of damaging or deleting important information from the data bank and this attitude equally delay the automation process in the library.

The librarian has a task of transforming himself in order to cope with changes in the education system via e-learning.

CONCLUSION

Based on the findings of this study, the following conclusions were drawn; attitude and year of working experience significantly influenced the utilization of information and communication technology (ICT) for library services among staff of University Libraries in Cross River and Akwa Ibom States, Nigeria. The study revealed that the members of staff recently employed (lower numbers of years of working experience) are much more positively disposed to the use of ICT in carrying out library services. Members of staff with longer working experience displayed lukewarm attitude towards the use of ICT for service delivery.

RECOMMENDATIONS

On the basis of the findings and conclusion of this study, the following recommendations were made:

1. To take care of the ICT phobia in some librarians the research hereby recommends that an encouraging supervisor be made available for them in addition to ample opportunity for the study and use of ICT. This will help leverage the benefits of new technologies.
2. Library staff should be trained on the job, attend seminars, conferences and workshop so as to be able to handle professional related duties such as internet skills, mastery of library softwares and technical skills that would make them become accustomed with the use of ICT.
3. Old library staff (those with longer years of working experience) should be encouraged to make use of ICT for library services
4. Librarians' mindset should be changed from the traditional method to the modern trends in librarianship because a changed mindset can enhance positive attitude towards the use of ICT.

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