Availability and Utilization of Information Communication Technology Facilities in a Private University Library in Nigeria

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Abstract
The use of ICT in learning is critical in development of any society. Today's learning has emphasized its importance as basis for 21st century knowledge acquisition. This study investigated the availability and utilization of ICT facilities in Madonna University, Nigeria with particular reference to the Okija campus. It employed the descriptive survey design with self structured questionnaire and observation checklist for data collection. Three hundred students made up the population of the study. The data was analysed using simple frequency, percentages and mean scores. A benchmark of 2.5 was used for acceptance or rejection of data collated. The findings showed that the ICT section has resources and facilities that are available which the students utilized to certain extent. It also showed the frequency of use by the users. Although there are issues as some ICT facilities are not available, thereby not utilized by the students. Other challenges are inadequate assistance from staff, epileptic power supply and irregular internet connectivity among others. Recommendations were given to include provision of more ICT facilities, regular updates and trainings on use of ICT, among others.

*Keyword***: academic library, ICT, learning, students, utilization, private university**

Introduction

Information and communication technology (ICT) includes all internet-enabled infrastructures that are widely used today for all kinds of knowledge acquisition and networking. It includes all communication devices or applications like computer hardware and software, phones, television, projector, radio satelite systems and all services and applications associated with distance learning, video conferencing, etc (Otubelu, 2010). ICT is an essential ingredient needed for any form of integration for development, good practices that are technologically driven for economic, social, political, health, cultural, educational and information worldwide (Ogbomo, 2010, Ajala et al, 2010). Hence, the impact of ICT when used effectively can transform any society and accelerate sustainable development.

The real notion of ICT in the library is to ensure free and equal access to information that allows learning and national integration to flourish. This is what the 21st century learning signifies, to advance technology that does not only enhance but responds to societal needs which are needed to manage the societal goals and the national ideologies. Hence, the links between learning in the academic environment with the real world go beyond educational giving (Edinyang, Odey & Gimba, 2015). The principal aim is to transmit the information from the learner to developmental practices both for personal enhancement and national growth. The academic library assesses varied ICT resources for learning and practical values. Importantly, quality education is characterized by effective library which is the reason National University Commission (NUC) and other regulating bodies emphasized its standard and efficient operations. The Federal Government of Nigeria (2013) also maintains that education is tool par excellence for the actualization of national ideals. Thus, when students make effective use of ICT in the libraries, the learning is then integrated in the work force for development and personal enhancement. Therefore, the academic library provides the space to drive the students towards development for literacy, economic, political, social and religious nuances. This work examines the availability and utilization of ICT facilities as well as the challenges the students encounter in assessing ICT in Madonna University Library, Nigeria.

The utilization of ICT is value added in academic libraries. Libraries are established in all academic learning for provision of varieties of resources for learning and social development. But then, having an ICT enabled library is one thing while utilizing the resources effectively is another. However, it is not very clear, the effective use of the ICT resources, therein by the students. This study is an attempt to address these issues.

Purpose of the study

The purpose of this research is to assess the availability and utilization of ICT facilities at Madonna University library with particular reference to the Okija campus. Specifically, this study aims to:

1. identify the available ICT resources provided for students learning in Madonna University library
2. examine the utilization of the ICT resources by students
3. find out the challenges encountered by students in assessing the ICT resources

Literature review

As equitable quality education involves the libraries, the academic library becomes the key that unlocks the development of any nation through its service delivery to the students and staff. The various learning and research supported by the ICT section of academic libraries enable problem solving which translates to national development (Osuchukwu & Ayeni, 2017). Hence, the academic libraries assemble ICT devices of hardware and software, internet, e-mail; teleconferencing, telefascimile, CD ROMS among others and make them available for utilization (Adebisi, 2009, Aliyu, 2011). These facilities are critical as they will in turn develop the human capacity into active citizens.

The availability of ICT facilities and resources if widely utilized in everyday life, as well as in work places will enhance social development. It is very important that students assess and utilize ICT in order to understand their learning environments as well as their professional lives (Aharony & Shonfield, 2015). As the focus on 21st-century skills intensifies, the role of the place, the professional, and the program must expand in diverse and sophisticated ways to accommodate all forms of societal values. This is the reason use of ICT in academic libraries include searches for information from reference materials, books, e-books, journals online, websites and newspapers

Importantly, the effective utilization of ICT can make the students participate actively within and outside the academic in meaningful development for the growth of the country. According to Edinyang, Odey and Gimba (2015) ICT enables utilization of information in the workplace, in the provision of public services and in the performance of the private sector. But then, it requires constant access and utilization for maximum success. So with frequency of use, competence of use is built and online searches are made easy. The library ensures the provision of the latest and updated information on health sectors, civic responsibilities, peace building, governance, economy among others for global competitiveness (Quadri, 2012). To achieve these, the libraries must ensure that resources and ICT devices are constantly updated for effective interplay. Thus, there is need to acquire technologies for library services that develop in the students the capacity to transfer information and apply it in a dynamic cross-cultural contexts.

Conversely, studies have enunciated the challenges of effective ICT availability and usage (Ogbomo, 2010; Aliyu, 2011 and Eguavon & Adeyemi, 2012). The studies reported the lack of funds to acquisition, maintenance and training/ retraining of ICT staff of university libraries as the most fundamental challenges confronting the African universities. Similarly, Butcher (2011) stated that policy development challenges, lack of strong government support in advancing ICT availability and usage in education as a broad social and economic development enterprise and prioritization of ICT investments as a means for development pose serious challenges to effective ICT use. This is indeed a pronounced problem in academic libraries, (Otubelu, 2010

and Samuel & Abba, 2009). Uwaifo (2010) asserted that except the users are trained, they cannot be relevant in the use of ICT resources. Omoniyi & Akinboro (2009) mentioned that there is need for acquisition of skills and competence in the use of ICT by both library staff and clientele for quality and efficient information service delivery. Competence is critical in ICT utilization for achievement of goals because lack of ICT skills by users is part of the causes of negative attitude towards the use of ICT in academic libraries which inadvertently affect contribution and participation in national development indices.

Methodology

This is a survey research design carried out in Madonna University, Nigeria (Okija Campus). The population of the study was made up of students from the three faculties in Okija Campus. They are: Faculties of Management and Social Science; Education and Arts and Law. Self structured questionnaire and observation checklist were used for data collection. A random sampling technique was adopted to cover all the faculties. Three hundred and sixty (360) copies of questionnaire were distributed covering one hundred and twenty in each faculty. The copies of questionnaire were distributed in faculties during lecture hours to ensure massive coverage of students. The responses were structured on a 4 liker scale of measurement labeled: VGE- Very Great Extent, GE-Great Extent, LE- Low Extent, NA- Not Accessible and Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD). A total of three hundred (300) copies of the questionnaire were duly filled and used for the study. The data was organized and analyzed with simple percentage, frequencies and mean scores. The decision rule for the mean score is fixed at 2.5. Thus, mean scores below 2.5 was taken as insignificant results, while mean scores from 2.5 and above were taken as significant.

Findings and discussion

Table1: Demographic Distribution of participants

Characteristics	Number of Respondents	Percentage
Male	127	42
Female	173	58
Total	300	100

Table 1 shows the number of students randomly sampled for the study. There were 127 male and 173 female students making it a total of 300 respondents.

Observation checklist of available ICT facilities
The observation checklist shows that computer, internet, photocopier and flash drives were readily available and utilized to very great extent while internet is available and used to a great

extent. Scanner, CD-ROMs, e-mail services and institutional websites were available but not accessed, therefore not being utilized in the University Library ICT section. There is no projector in the ICT section and no updates on global trends that project national development as at the time of this research.

Table 3: Utilization of the ICT resources by students for learning

The Table below shows the utilization of ICT resources by the students. Based on the mean score acceptance by the decision rule, all the resources listed in the table above are used by students. The students accessed and used the ICT resources as recorded.

Table 3: Utilization of the ICT resources by students

S/N	ICT Resources	VGE		GE		LE		NA		Mean	Decision
		F	%	F	%	F	%	F	%		
1	Encyclopedia	290	96	5	2	5	2	0	0	3.95	Accepted
2	E-books	280	93	5	2	15	5	0	0	3.88	Accepted
3	Wikis	292	97	8	3	0	0	0	0	3.97	Accepted
4	E-Newspaper	280	93	15	5	5	2	0	0	3.92	Accepted
5	Biographical Information	100	33	50	17	50	17	100	33	2.5	Accepted
6	E-Magazine	285	95	10	3	5	2	0	0	3.93	Accepted
7	Blog/Website	150	50	50	17	50	17	50	16	3	Accepted
8	E- Journals	280	93	15	5	5	2	0	0	3.92	Accepted
9	Webinars	140	47	120	40	35	11	5	2	3.32	Accepted
10	Institutional Repository	150	50	50	17	50	17	50	16	3	Accepted
11	Abstracts and Indexes	150	50	50	17	50	17	50	16	3	Accepted
12	Global and development policies	150	50	50	17	50	17	50	16	3	Accepted

Key: VGE- Very Great Extent, GE-Great Extent, LE- Low Extent, NA- Not Accessible

Table 4: Frequency of utilization of ICT resources in the library

S/N	Frequency	F	%
1	Daily	150	50
2	Weekly	170	56.7
3	Bi-weekly	170	56.7
4	Monthly	140	46.6
5	Once in a semester	33	11
6	Only when I have Assignment	140	46.6

The Tables above reflects the number of times students access ICT resources in the university library. It shows that more number of student's access ICT facilities weekly and bi-monthly at 56.7%, respectively while 46.6% accesses it weekly and when they have assignments to write. Others are daily access at 50% and once a semester at 11%. This shows that greater number of students access the ICT section of the library in Madonna University.

Table 5: Challenges encountered by students in assessing the ICT resources

	Challenges Encountered	SA		A		D		SD		Mean	Decision
		F	%	F	%	F	%	F	%		
1	Inadequate assistance from Library staff	205	68	80	27	10	3	5	2	3.62	Accepted
2	Epileptic power Supply	250	84	30	10	10	3	10	3	3.73	Accepted
4	Irregular internet connectivity	250	83	40	13	5	2	5	2	3.78	Accepted
5	Lack of ICT Training	100	33	50	17	50	17	100	33	2.2	Rejected
6	Inadequate ICT equipment & Infrastructure	285	95	10	3	5	2	0	0	3.93	Accepted
7	Inconvenient time of opening hours	150	50	50	17	50	17	50	16	3	Accepted
8	I have no training on ICT utilization in my library	150	50	100	17	30	17	20	16	3.27	Accepted

This Table above shows the distribution of challenges encountered while using ICT resources in the University library. From the mean scores and the decision tables, the responses for inadequate assistance from staff, epileptic power supply, irregular internet connectivity, and inadequate ICT equipment and infrastructure, inconvenient time of opening hours and I have no

training were accepted as significant results. Hence, this table concludes that there are many challenges affecting effective utilization of ICT resources in the library understudy.

The revelation that ICT resources are available and assessable in the library through the observation checklist shows that ICT facilities are available and operational. This tally with the affirmation of Williams (2008) who emphasized the essentials of ICT resources that should be available for proper information delivery in library services for academic activities.

The fact that students utilize ICT resources in the University library shows responsiveness and responsibility in active learning. Although, biographical information and blogs/website were not frequently accessed, it could be that they have little knowledge of their importance in learning. It however, contradicts Omekwu's (2007) statement that prooper ICT resources enhances utilization in libraries as well as ensures easy services by both library staff and users through various means. That some students do not access the ICT facilities in the library regularly indicates the level of importance and ownership attached to library use in the academic library. Daily use of resources improves learning, academic performance and research purposes for improvement of the society. Students should be made to understand the importance of ICT resources for a better society.

The identification of numerous problems associated with ICT use buttresses the statement of Haliso (2007) that low level of computer knowledge among staff and students hampers effective utilization of ICT. It also goes beyond unsuccessful implementation and operation of a virtual library because learning cannot actually take place where there is incompetence.

Implications of the Study
The 21st century is about equitable quality education and good searching skills for holistic integration. Hence, academic libraries are expected to provide services that will furnish the learning and development needs of the people. When this information services are not there, the option is to resort to other cyber cafes and other information centers that are outside the core library services. This is what brings the notion of irrelevance of libraries and librarians. Besides, the non effectiveness and efficiency of ICT services in the library lowers the standard of education which affect research and contribution to nation building. Therefore, what is required is innovative strategies to bring students to the library for effective searches. With that, library will take its rightful position as a resource base for information, learning and development.

Conclusion
ICT sections of the academic libraries are effective resource centers for learning, research and national integration which play important roles in producing well knowledgeable individuals who will contribute to the welfare of the society. These resources are meant for students to use at

all times. It is only when ICTs are effectively used that the development indices will be felt in all sectors of the economy. The study concludes that ICT facilities are so many, thus, must be acquired in order to render wide varieties of services and they must be operational to accommodate the choices and needs of the users:

Recommendations

Based on the findings obtained from the study, the following are recommended to enhance the utilization of ICT facilities in Madonna University library.

1. More ICT resources should be made avialable and accessible to students. This will make learning more exciting with opportunities for developmental research for functional society.
2. On a regular basis, updates, seminars, workshops and conferences on the use of ICT should be organized for students and staff on the many uses and values of ICT for achievement of goals.
3. The improvement of power supply and internet connectivity will help in sustaining ICT utilization for maximum satisfaction.
4. University libraries can write proposal, seek for fund and collaborate with other organizations for ICT development, staff development and resource sharing. This will ensure sustainability of the centers and effective utilization.

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