

Application of Information and Communication Technology (ICT) Facilities to Technical Services Division of Ibrahim Babangida Library, Modibbo Adama University, Yola Adamawa State Nigeria

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Abstract

This study examines the application of Information and Communication Technology (ICT) facilities to technical services division of Ibrahim Babangida Library of Modibbo Adama University, Yola. Qualitative research method was adopted for the study. The population of the study comprised of (5) staff of the technical service division of the library. Purposive sampling technique was used to sample the head of the division to respond to the interview questions. The study revealed that ICT facilities that were used in the technical service division of the library were computers, printers, KOHA Software, Internet, cataloguing and classification tools such as Online Computer Library Center (OCLC) and Library of Congress Online Catalog. The findings also revealed that ICTs used for cataloguing and classification is the KOHA library management software. Findings further revealed that inadequate training of staff on ICT application to technical services, poor Internet connectivity, inadequate electricity supply and insufficient fund to purchase and maintained ICT facilities were some of the challenges facing the application of ICT facilities to technical service division of the library. The study recommended that, there should be adequate training and retraining of staff, constant and fast Internet connectivity, sufficient funds and constant supply of electricity among others to boost ICT application in the technical service division of the library.

Keywords: ICT facilities, Technical service division, Ibrahim Babangida Library and Modibbo Adama University.

1. Introduction

With the coming of the computer and other Information and Communication Technologies (ICTs) the way and manner on how we conduct our activities have change from the traditional way to the application of ICT facilities. Libraries as a service provider are not left behind in this transformation that has brought with the application of Information and Communication Technologies (ICTs) in the conduct of their activities and provision of their services. This changes from the manual way of doing things to the use of computer and other ICT facilities have brought new concepts such as e-library, e-banking, e-governance, e-learning, e-business, e-commerce, e-publishing, e-documents, e-journal, e-books and their likes (Whong, 2014). Application of ICT facilities to library and information services has revolutionized the traditional concept of libraries from ‘store house of books to an intellectual information center’ connoting the concept of electronic library (Nasiruddin & Roknuzzaman, 2012).

Ibrahim Babangida library which is an academic library with the Modibbo Adama University Yola like any other academic library is vested with the responsibility of acquiring, processing, and making available their resources to users in other to support teaching, research and learning activities of the parent institution. In other to acquire, process, and make available its library



resources Ibrahim Babangida library have been divided into five different divisions, Collection Development, Technical Services, Readers Services, Serial Section and Media/Online.

Technical services division is responsible for the cataloguing and classification of all the books acquired by the collection development division. In other to remain relevant in this era of technological revolution, transformation and advancement, technical services division in academic libraries have to incorporate ICT facilities to provide services effectively and efficiently that will certify users information needs Aina, 2004, Olalude, 2011, Gama, 2013 as cited in (Sokari, Gama, Haliru, Olayemi, & Yemi-Peters, 2017).

Consequently, to function and provide timely information at a faster speed to academics, researchers and students, academic libraries importance of ICT facilities is inevitable. In view of this, the opportunities presented by ICT facilities to the libraries according to Haliso (2007) and Chisenga (2006) as cited in Abdullahi (2017) include: organization of information for use, capacity building, management information system, digital libraries, and resource sharing/document delivery.

1.2 Statement of Problem

The emergence of Information and Communication Technologies (ICTs) revolutionized the management of libraries round the world. Despite the aforementioned benefits of ICTs to academic libraries, inadequate budget for ICT facilities, inadequate skilled staff in the libraries, hardware and software challenges, inadequate electricity supply, high cost of Internet subscription, slow speed of Internet service and restricted access to useful site are the major impediments to the application of ICT facilities in Nigerian University libraries (Tamunosemiebi, 2011). It is against this background that this study investigated the application of ICT facilities in technical services division of Ibrahim Babangida library Modibbo Adama University, Yola,

1.3 Research Objectives

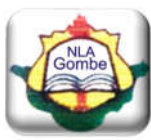
The overall objective of this paper is to assess the application of Information and Communication Technology (ICT) in technical services unit of Modibbo Adama University library while the specific objectives are as follows:

1. To find out the types of ICT facilities used in the technical services division of Ibrahim Babangida library, MAU, Yola.
2. To find out how ICT facilities are used in providing technical services in Ibrahim Babangida library, MAU, Yola.
3. To identify the challenges faced with the use of ICT facilities in technical services division in Ibrahim Babangida library, MAU, Yola.

2.0 Review of Related Literature

Related literature that are pertinent to study have been review in line with the objectives of the study:

2.1 Technical services division of libraries is the division that normally processes the library resources especially books like the case of the library under study. Technical services division makes use of several ICT facilities in cataloguing and classification of their resources, Sokari, et al (2017) revealed that, ICT facilities used in the technical services include computers and their peripherals such as mouse, monitors, keyboards, CPU, printers, barcodes, laptops GSM phones, Internet and staplers, others are, cataloguing and classification tools such as Online Computer Library Center (OCLC), library of congress online catalogs as well as a library management software VTLs. Similarly, Etebu (2011) in his study of ICT facilities in Niger



Delta University libraries outlined the following as ICT resources available, computers, printers, mouse, UPS, Internet and its ancillary services, mobile phones, scanners, OCLC, KOHA, VTLS. In another study by Akidi, (2017) opined that the major phases of computerization of subject cataloguing discernible involve: cataloguing-in-publication (CIP) data copying; online cataloguing; Cataloguing on the web; and Searching thesaurus online, which is another system of computerized subject cataloguing.

Based on the literature consulted there is few or no literature that study types of ICT used in technical service division of Ibrahim Babangida Library as such the researchers wants to find out what types of ICT facilities staff of technical service division of Ibrahim Babangida library of Modibbo Adama University Library used for their cataloguing and classification activities.

2.2 Several ICT facilities are utilized in the technical service division of libraries to facilitate processing of books for easy accessibility. In a study conducted by Yakubu (2012) who asserted that bibliographic information/description such as, statement of responsibility, ISBN or ISSN, title, edition, publication description (publishers and year of publication), classification type, call mark, series, target audience/location of materials, barcode number are entered into the MARC and saved to build up the OPAC. Similarly Sokari et al (2017) revealed in their study that Barcoding of library materials is also done at the technical service section of Bayero University library. In another study by Eze (2012) opined that cataloguing and classification practices have witnessed reasonable changes in the era of ICT and online cataloguing is a major change that ICT has brought to cataloguing. She equally maintained that adopting ICT in cataloguing ‘has made the work much easier, time saving and more accurate. The application of information and communication technology to cataloguing and classification practices has also brought about subscription to bibliographic utilities, which Ajibero (2006) noted to imply that libraries can access databases to get bibliographic details of resources, suggested call mark and location of the resources.

Similarly, copy cataloguing according to Reitz in Unegbu (2013) is defined as the adaptation of a preexisting bibliographic record to fit the characteristics of the item being processed, “with modifications to correct obvious errors and minor adjustments to reflect locally accepted cataloguing practice”. Copy cataloguing is mostly required for books that are difficult to catalogue and completely new books. However, for books that are already in existence in the library, application of ICT makes copy cataloguing easy as with Internet access and a click of a button/ mouse, information on the book or related books comes up and the cataloguer takes the required decision. In another study by Eytayo (2009) also opined that the impact of information and communication technology on cataloguing practice is such that it has become greatly germane for librarians and information professionals to move their catalogue from manual to automated systems for obvious advantages associated with such paradigm shift.

Based on the literature consulted, there is few or no literature that study utilization of ICT facilities in technical service division of Ibrahim Babangida Library as such the researcher wanted to find out what types of ICTs used by staff of technical service division of Ibrahim Babangida library, Modibbo Adama University Library.

2.3 Utilization of ICTs is always faced with challenges, Sokari et al (2017) in their study revealed inadequate training programs for cataloguing and classification staff, some of the computers used in the technical service unit of the library are old and with low memory capacity. There is also the problem of epileptic electricity supply and inadequate provision of ICT facilities. The problem of inadequate power supply affects the smooth running of the unit, since power fluctuations have negative effect on the computers and also interrupts the work of



the staff of the unit. Similarly, the findings of Nkanu and Okoro (2010) cited in Okiy (2014) revealed that absence of ICT training programs, provision and installation of obsolete ICT facilities in libraries, inadequate provision of funds and poor electricity supply among others are the challenges affecting the application of ICTs in libraries.

Abdullahi, (2017) in her study the use of ICTs in Bayero University library include the following as challenges, inadequate training and re-training of staff to move with current trends in application of ICT in delivery of information services. Inadequate ICT facilities such as computer, epileptic power supply, inadequate funding, lack of technical knowledge of the staff, inadequate managerial support are other factors bedeviling the application of ICTs in the library under study. In another study by Tamunosemiebi, (2011) also posited various challenges ranging from inadequate budget for ICT facilities, inadequate infrastructure, lack of up-graded ICT skill level of users, inadequate qualified staff in libraries, software and hardware problems such as network access challenges, inadequate electricity supply affect the application of ICT in academic libraries. Furthermore, Burman, (2014) in Akidi (2017) averred that libraries, and particularly cataloguing practices, among others are grossly affected by dwindling budgets and increasing services and technology demands over the years, resulting in 'rethinking priorities and radically re-designing internal processes to accomplish new goals'. According to the author, this has resulted in adopting business approach to catalogue additional library resources, and this approach to some extent transforms the nature of cataloguing and classification and equally the presentation of the library catalogue.

Based on the literature consulted there is few or no literature that study challenges of ICT facilities used in technical service division of Ibrahim Babangida Library as such the researchers wants to find out the challenges faced with the use of ICT facilities at the technical services division of Ibrahim Babangida library of Modibbo Adama University Library.

3.1 Methodology

Qualitative research methodology was used for the study because the respondents are not many and they are in a better position to answer the research question and narrative design was adopted. The population of the study comprise of five (5) technical services staff of the library under study. Purposive sampling technique was used in selecting the respondent which was the head of the technical services division of the library and also the person responsible for cataloguing and classification of books in the library, The technique was chosen because it allows the researcher to select his sample to satisfy a predetermine criteria. In other words, the researcher hand picks the sample because to his judgment, he is typically of what he want in representative sample (Akuezuiilo & Agu 2003). In the context of this study, the researcher believed that the selection of the head of technical services division was in the best position and will respond adequately to the interview questions posed regarding the application of ICT facilities in the technical services division of the library under study. Structured interview was used as the instrument of data collection. The data collected was analyzed using narrative analysis.

3.2 Brief History of Ibrahim Babangida

Ibrahim Babangida Library of Modibbo Adama University, Yola (Former MAUTECH) was established by law in 1981 as one of the seven federal universities along with other institutions by the civilian administration of Alh. Shehu Shagari the then president of federal republic of Nigeria. It has started a fresh because it did not inherit any materials. The library began providing its services to the university community from its temporary building around 1983. When the university was merged with the University of Maiduguri in 1984, the library became a college library under the authority, supervision and control of Ramat Library, University of



Maiduguri. When the university was granted autonomy in 1988, the library became full-fledge university library under the regime of former president Ibrahim Badamasi Babangida, the library has undergone several developments and it is now housed in a commodious building donated by the former governor of Central Bank of Nigeria (CBN) Sanusi Lamaido Sanusi. The library building was completed and commissioned on 14 august 2015 by President Muhammadu Buhari represented by National University Commission (NUC) Secretary Prof. Okojie, during the joint 18th and 19th convocation ceremony of the institution. Currently the library has five (5) operational divisions namely, collection development division, technical services division, readers services division, serials division and media/online division. Currently the library have a stock of 50981 volumes of books and subscribes to 31877 volumes of both foreign and local journal on all the disciplines taught in MAU, Yola. The library is not fully automated but is using the KOHA library management software for most of its operation.

4.0 Findings and Discussions

Findings of the study revealed the following:

4.1 Types of ICT Facilities used in Technical Services of Ibrahim Babangida library

The data collected revealed that various types of ICTs are highly utilized in the technical service division of the library under study. These include both high and low ICTs such as computer system (desktop), printers, Keyboard, mouse, staplers, UPS, internet services, OPAC, OCLC, and a library management software(KOHA). The finding implies that technical services division of the library under study has moved from traditional mode of service delivery to the use of ICTs in the provision of quality service to meet the demand of its clientele. It also implies that different types of ICTs are used in the technical services division of Ibrahim Babangida library. The findings from this study is in line with the findings of Sokari, et al (2017) who revealed that, ICT facilities used in the technical services section of Bayero University library include computers and their peripherals such as mouse, monitors, keyboards, CPU, printers, barcodes, laptops GSM phones, internet and staplers, others are, cataloguing and classification tools such as Online Computer Library Center (OCLC), library of congress online catalogs as well as a library management software which is the VTLS. The findings of this study also supports the work of Etebu (2011) who outlined the following as ICT resources available in Niger Delta University libraries: computers, UPS, internet and its ancillary services, mobile phones, scanners, OCLC, KOHA, and VTLS.

4.2 Utilization of ICTs in technical services division of Ibrahim Babangida library

The study further discovered that in the technical service of Ibrahim Babanhgida library they are only cataloguing and classifying books, other non-book materials are not process here. There are two ways of cataloguing and classification all done with computer. There is original cataloguing and copy cataloguing, the original cataloguing is done by imputing all the bibliographic information of the book into the various fields and tags of the KOHA software used in the library there by submitting it to the OPAC of the library. On the other hand the copy cataloguing is done by imputing either the title with edition statement where applicable or author(s) with year of publication on the provided fields of the KOHA software then an online search will be made to other libraries to see how the cataloged and classify the book then you copy and make some adjustment to suit your library e.g. the accession number. This division is also responsible with the generation of barcode that is pasted on all the processed books for charging and discharging using a barcode scanner at the circulation section. The finding of this study is in line with the findings of Yakubu, (2012) who asserted that bibliographic information/description such as, statement of responsibility, ISBN or ISSN, title, edition, publication description (publishers and year of publication), classification type, call mark,



series, target audience/location of materials, barcode number are entered into the MARC and saved to build up the OPAC. It also corroborate with the findings of Sokari et al (2017) who revealed that barcoding of library materials is also done at the technical service of the library under study. The findings also correspond with the findings of Eze (2012) and Unegu, (2013).

4.3 Challenges Faced in Using ICTs in Technical Services Division of Ibrahim Babangida library

The findings of this study revealed that, challenges affecting the application of ICTs in technical service division of Ibrahim Babangida include inadequate training of staff in application of ICTs, poor internet connectivity, inadequate power supply, lack of enough man power, and lack of support from the library management. There is also the challenge of inadequate provision of ICT facilities. The challenges above hindered the smooth application of ICTs in the library under study. The findings of this study is in line with the findings of Sokari et al (2017) where they listed, inadequate training programs for cataloguing and classification staff, obsolete computers with low memory are used in the technical service unit of the library, epileptic electricity supply and inadequate provision of ICT facilities. The findings further corroborate with the findings of Abdullahi (2017) and Nkanu, and Okoro, (2010) cited in Okiy, (2014) that inadequate training and re-training of staff to move with current trends in application of ICT in delivery of information services. Inadequate ICT facilities such as computer, epileptic power supply, inadequate funding, lack of technical knowledge of the staff, inadequate managerial support are other factors bedeviling the application of ICTs in the library under study.

5.1 Conclusion

Based on the findings, it was concluded that technical services division of the library under study use ICTs such as computers, mouse, keyboard, scanners, printers, KOHA library management software etc. in cataloguing and classifying its books. More importantly is the use of KOHA library management software for original and copy cataloguing. However, the finding implies that, the technical services division of the library under study have a significant level of utilization of ICTs. It was found that, inadequate training, inadequate ICT facilities, inadequate funding and epileptic power supply were some of the major challenges affecting effective application of ICTs in the technical services division of the library under study.

5.2 Recommendations

Based on the findings and conclusion of this study, the following recommendations were made:

1. The library should improve on the types of ICT facilities used.
2. There should be constant training and retraining of staff to move with current trend in the use of ICT facilities in the technical services division of the library under study.
3. There should be an alternative power source to ensure constant supply of electricity. The management of the library should provide adequate funds for the acquisition of appropriate ICT facilities and ensure constant provision of Internet access for easy and effective cataloguing and classification.

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