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Application of Information and Communication Technologies to Library Operations and Services in Muhammed Wabi Library, Federal Polytechnic Bauchi.

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Abstract
The research work assessed the Application of Information and Communication Technologies (ICTs) to library operations and services in Academic Libraries by student and staff of Muhammad Wabi Library Federal Polytechnic Bauchi. The objective of the study is to identify the types of ICTs facilities available in library and to examine the attitude of the patrons toward the application and uses of ICTs and also identify the challenges facing the users of Muhammad Wabi Library. The research methodology adopted for this study is survey research method, the population consist of 100 users, questionnaire was used as instrument for data collection and analysis on the finding includes 55% of the respondents use the internet most often than any other facilities, 35% complained of irregular power supply which always hampers their research and information retrieval and 56% of the respondents show a good rating of attitude towards the use of that ICT which is very relevant in the library, it was concluded that few ICT facilities are available in Muhammad Wabi Library Federal Polytechnic Bauchi Library which both staff and students show poor attitude toward their usage for proper Information retrieval and research. Among some of the recommendation made includes that the server that provides internet connectivity should be upgraded to enable the patrons/students of the library to enjoy speedy retrieval of information and to also provide the library with its own standby generator or if possible a functional inverter system with back up should be made available and also the library management or the administrative board should enhance the library operations and service to be more modern towards the use of ICT facilities, so that both the staff and patrons will be more familiar with library automation, internet connectivity and they should subscribe to more library software and databases such as KOHA, SLAM, Ebs Cohost, Science Direct, Research 4life, Jgate plus etc instead of the traditional resources.

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Introduction

The academic institution is generally regarded as a custodian of knowledge where students from different disciplines acquire knowledge and skills for self-development. Acquisition of knowledge is necessary for greater understanding and participation in community affairs and to prepare one for future contribution to the society. According to Oketunji in Ukachi (2013), academic institutions contribute towards the solution of problems as well as a preparatory ground for creativity and independent thinking. Academic libraries support the teaching, learning and research needs of institution they serve. Consequently, no institution can achieve its academic excellences without a functional library to back up its teaching and learning mandates. It is the library responsibilities to ensure that the use of information resources and service are maximized to benefit its users, with Information and communication technology. Libraries now use various types of technology to aid the services they render. The introduction of various (ICT) has to change in Work patterns and demand for new skills; job training and retraining. Oketuji (2005) observed that the available technologies for our libraries include personal computer application CD-Rom searching, networks, electro coping electronic mail and internet whereas (Binta, 2013) opines that ICT hold the key to the success of modernizing information services. The library and information science professionals are utilizing ICT to keep pace with the problem of information explosion (Anisur, Hanif and Ragina, 2014).

ICT has no doubt improved various aspects of library services from the simple clerical work to the acquisition, organization and dissemination of information and information materials. As a result of advancement in ICT and subsequent globalization, the present day librarians are expected to be skilled in using computer, networking and the internet to fulfill their professional obligations (Oguche, 2017). Also the major application of ICT in Academic libraries, such as online searching, CD-Rom technology and the internet are very important, Nowadays, Internet Service Provider (ISP) in Nigeria only twelve (12) of them are currently active (Omotayo, 2010). The following are some of the major ISPs in the country; Link server, cyberspace, limited hyperreal, microcosm system Ltd, Nova etc.

Though' the World is going through an information revolution which will drastically change the way we think and lives. Unfortunately the content of Africa has not been able to benefit much because facilities have not been made available. Library users are fast becoming impatient in their quest for information they Want information now or never, and for library professionals to live up to their mettle, application of these ICTs has become inevitable. Information dissemination is more robust and more comprehensive than it would have been where readers had only limited print copies.

The application of ICT to library services has generally been accepted by academic libraries as the most means of providing timely, accurate and efficient information service. Though it has been established that its application in libraries is specifically of enormous advantage. Computer processed information enhances certain library service and functions such as the Selective Dissemination of Information (SDI) to a large number of users. A major advantage of computerized information is the possibility of networking as information (data) stored in one computer and can be transmitted to another computer regardless of the distance.

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Through networking, many libraries can cooperate in the sharing of databases. ICT has brought about terms such as electronic library, virtual library, etc. since one can now access many information carriers in many libraries from one's desk in the office for study room. In discussing ICT and its applications in libraries, it is desirable to give some information on computers and telecommunications. Momoh (2017) states that automation reduces the work stress of library staff, improves library services, make library administration and management efficient, helps avoid duplication of the work, facilitate resource sharing, increase technical processing efficiency over a manual system.

Statement of the Problem

The information and communication technology (ICTs) is an indispensable tool in the provision of adequate and accurate information due to its immense value in providing effective and efficient services. Most academic library activities today are being carried out with the help of ICT facilities for easy access of materials by users effectively.

Despite the enormous benefits associated with ICT application in academic libraries. Accessibility of information through ICT as observed by the researcher has been the bane of effective research in Academic libraries.

Lack of funding for purchase of hardware and software, poor power supply, or lack of good functional inverter system, lack of technical know-how from the library staff and lack of capacity development are issues which negatively affect the application of ICT in library and information services in Nigeria. This research work is conducted to expose some of the inhabiting factors that are hindering the application of ICTs operation and services in providing information services in Muhammad Wabi Library, in some libraries where ICT's are available a lot of factors pose as threats and challenges to its optimal utilization in area of services delivery, especially due to the fact that it is a new innovation in Nigeria regardless of where the information is processed. Most of academic libraries in Nigeria cannot still boast of having them in their libraries.

Research Questions:

i. What types of ICTs facilities are available in Muhammad Wabi Library?
ii. What is the attitude of librarians toward the application of ICTs, Muhammad Wabi Library?
iii. What are the challenges associated with application of ICT in Muhammad Wabi Library?

Research Methodology:

Survey research design was adopted for this study; The population of the study consist of 100 registered users in the library. A structure questionnaire was used as instrument for data collection; a face content validation of the instrument was carried out by experts from fields of library and information science. The questionnaire designed was administered by the researcher and also with the help of research assistant. A descriptive statistic was used to analyze the data collected.

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Findings and Discussions:

The table below shows What type of ICT facilities are available in Moh'd Wabi library?

Table 1: What types of ICTs facilities available in the library under study?

ICTs Facilities	Frequency	Percentage
Computer	32	32%
Internet	55	55%
Phone/gadgets	2	2%
All of the above	2	2%
Total	**91**	**91%**

The above table indicate that the internet account for 55(55%) available facilities for research in the library while the computer constitute 32(32%) phone/gadgets 2(2%) all of the above 2(2%) this is a clear indication that the internet is mostly used by students for the research and academic work, the internet is loaded with so much information in all field of endeavours, therefore the users find it most suitable to search and retrieve information closely followed is the computer which they use further purpose such as searching offline information data base e.g Encarta on CD, offline data bases store on the computers. This table deals with the attitude of registered users toward the application and use of ICTs, in the library operation.

Table 2: What is the Attitude of registered users toward the Use and Application of ICT facilities?

Responses	Frequency	Percentage
Very good	21	21%
Good	56	56%
Fair	12	12%
Poor	3	3%
Total	92	92%

The table indicate 21(21%) very good rating, which means they can manipulate the computer facilities to get information they want, while 56 patrons of (56%) indicate good response, which shows they can actually use ICT facilities and may need the assistance of the library staff while 12(12%) indicate fair response, and 3% respondent responded poor.

Challenges encountered using ICTs Facilities

The table below represent the challenges encountered by ICTs users in library operations and services.

Table 3: What Challenge do you encounter when using ICTs facilities in library operation?

Challenges encounter using ICT facilities in library operation service	Frequency	Percentage
Lack of technical knowledge	21	21%
Poor electricity supply	35	35%
System/ software upgrade	5	5%
Inverter failure	31	31%
Total	**92**	**92%**

The table above shows that 21 respondents representing 21% doesn't possess the technical knowhow on how to access the information available on the ICT facilities, while 35(35%) indicate poor electricity supply which is the back bone of every ICT facility in any academic

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library. Electricity is the heart of ICT, which means poor power supply lead to ineffectiveness of these ICTs facilities. 5(5%) of the respondents shows that they want the system/software to be upgraded and these can be done by providing a better server, latest software, powerful computers and larger band width that can speed up the process of information retrieval in the library and 31(31%) respondents want the management to provide a functional inverter system and back up which will help the users towards saving their work in case of power failure and for easy retrieval of information processed.

Discussion of Findings

The main purpose of this work is to find out the application of ICT facilities to library operations and services by users of Moh'd Wabi Library Bauchi State. Table one indicate that the internet account for (55%) available facilities for research in the library, which is the most use facility, follow by the computer which constitute (32%). Phone/gadgets show (2%) and all of the above also show (2%). This is a clear indication that the internet is mostly used by students for the research and academic work, the internet is loaded with so much information in all field of endeavours, therefore the users find it most suitable to search and retrieve information closely followed is the computer which they use for further purpose such as searching offline information data base e.g Encarta on CD, offline data bases store on the computers.

Table two indicate (21%) very good rating, which means they can manipulate the computer facilities to get information they want, while 61 patrons of (61%) indicate good response, which shows they can actually use ICT facilities and may need the assistance of the library staff while (12%) indicate fair response, and 3% respondent responded poor.

Table three shows that about 21 respondents representing 21% doesn't possess the technical knowhow on how to access the information available on the ICT facilities, while (35%) indicate poor electricity supply which is the back bone of every ICT facility in any academic library. Electricity is the heart of ICT, which means poor power supply lead to ineffectiveness of these ICTs facilities. 5(5%) of the respondents shows that they want the system/software to be upgraded and these can be done by providing a better server, latest software, powerful computers and larger band width that can speed up the process of information retrieval in the library and (31%) respondents want the management to provide a functional inverter system and back up which will help the users towards saving their work in case of power failure and for easy retrieval of information processed.

Conclusion

The study concludes that few ICT facilities were available in the library, which some of the staff and users shows poor attitudes towards there usages, it also indicates that the internet is the most use facility by the users, this means also that users have the opportunity to search for information via the internet in the library. This is also in line with user's preference for internet in terms of searching for information, even though some of these ICT facilities are not properly managed which may be due to lack of technical know-how and poor electricity supply.

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Recommendations

1. The server that provides internet connectivity should be change or upgraded to enable the patrons/students of the library to enjoy speedy retrieval of information and to also provide the library with its own standby generator or if possible a functional inverter system with back up should be made available because these facilities cannot function without good electricity supply.
2. The library management or the administrative board should enhance the library operations and service to be more modern towards the use of ICT facilities, so that both the staff and patrons will be more familiar with library automation, internet connectivity and they should subscribe to more library software and databases such as KOHA, SLAM, Ebs Cohost, Science Direct, Research 4life, Jgate plus etc instead of the traditional resources.
3. Staff in-house training in ICT skills should be encourage, so they can be active facilitators of information retrieval, and also serve as mediator between the system manufactured and the users with training, maintenance of the facilities can be handle by them without facing any difficulties.

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