
PROVISION OF ICT FACILITIES FOR TRAINING, USE AND JOB PERFORMANCE IN UNIVERSITY LIBRARIES IN NORTHERN NIGERIA

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Abstract

The study investigated the types of ICT facilities available for training, use and job performance in university libraries in North West Nigeria. Two specific objectives and null hypothesis were formulated on significant influence of ICT training and use on job performance among library personnel in the studied universities. Conceptual model containing the independent and dependent variables was developed by the researchers. Population of the study consisted of 1,327 library personnel (454 librarians and 873 library officers) in 18-fully operational universities in North West Nigeria. Multi-stage sampling technique was used to adopt 169 library personnel (74 librarians and 95 library officers) in seven randomly selected universities in the geo-political zone. Checklist and structured questionnaire were the data collection instruments validated, and pre-tested, and reliability coefficient of 0.74 was obtained. Frequency counts and inferential statistics (Pearson's chi square) were used to analyze collected data. Out of 169 copies of questionnaire administered, 145 (86 %) completed copies were returned and usable. Results showed the availability of photocopiers, computers, CD-ROMs, Printers, diskettes, Local Area Network, Online Public Access Catalogue and Internet facilities in university libraries. ICT

facilities are mostly applied in the area of cataloging of library collection. There was significant influence of ICT training and use on job performance among library personnel. The study concluded that the high level of job performance of library personnel increases with the availability and use of ICT facilities. The study recommends that the management of university libraries in the North West Nigeria should make provision for more ICT facilities for training for library personnel to effectively and efficiently perform jobs.

Key Words: ICT facilities, training, use, job performance, University libraries, Nigeria

Introduction

Every organisation or institution is established with a set objectives to be accomplished and achieved. The set objectives can only be achieved if staff contribute to its development. The contribution could be the discharge of assigned duties by the organisation and in library they are referred to as library personnel (professional, para-professional and non-professional staff). Each of these three (3) categories of library personnel perform different tasks. The professional staff or librarian performs the professional duties such as: selection and ordering, cataloguing and classification; charging and discharging of library collection, Online reference service, digitization, etc. The level of job performance could be high, moderate or low and these depends on a number of factors such as availability of working tools/facilities, motivation, job satisfaction, training programme(s), etc. (Saka, 2014). The superior officer evaluate/appraise the job performance of subordinates and thus can be part of criteria for promotion (Dessler, 2011).

In library situation, they are the facilities which in this modern world, ICT facilities are use in service delivery through job performance. Other factor is the training programme. This is because the more staff undergo training, the more efficient and skillful they will be and the level of job performance increases.

From the ongoing deliberations, it is evident that job performance of worker(s) in any organisation largely depends on adequate resources/facilities, training programmes(s) received, etc. With the complexity in the information service delivery which was caused by the emergence of ICT, there is the need for library personnel to possess skills which can only be acquired in the course of training; more so that the National Policy on Education (2013) states among the goals of tertiary education in Nigeria is its contribution to national development through training of high level manpower especially in ICT application to library processes, and this can be in the form of conferences, seminars, workshops, in-house training, formal education (Aina and Onuoha, 2016; Ifidon and Ifidon, 2007).

ICT is used in service delivery in the areas of selection and ordering, acquisition, circulation, reference services digitization etc. through the facilities such as computers, scanner, audio-visual recordings, closed circuit television, radio frequency identification, etc. In some organizations university libraries inclusive, library personnel performances are found to be below expectation partly due to inadequate training, inadequate facilities/resources and under-utilization of facilities/resources.

Universities are charged with the responsibilities of teaching, learning, research and community services and hence support them in the attainment of these set objectives or responsibilities. Nigeria is divided into six geo-political

zones, namely: North Central, North West, North East South - South, South East, and South West. However, North West is a geo-political zone that comprises Kaduna, Kano, Katsina, Kebbi, Sokoto and Zamfara State. Each of these states has federal and state universities while only Katsina owns a private university called Al-Qalam University, Katsina. As at 5th October, 2020 as revealed by National Universities Commission, the number of universities in Nigeria stood at 171(44 Federal Universities, 48 State Universities and 79 Private universities).

Statement of the Problem

Efficient library services are crucial to customers' satisfaction, most especially in this era of computer whereby most routine jobs are now carried out with the use of ICTs. For the execution of efficient jobs and to attain higher productivity level in the university libraries, staff designated or deploy to various sections of libraries need to be equipped with ICT skills which can only be acquired through regular training, mentoring and professional development particularly in ICT. It is unfortunate that researchers' documentary investigation as reported by Okoye, Mbagwu, Moneke and Abannu (2018) reviewed that some polytechnic, college of education and university libraries in South-East Nigeria revealed poor and low level of job performance on the part of library personnel. This may be attributed to inadequate ICT training facilities such as computers, audio-visual technologies, digitization materials, projectors to mention but few. This inadequacy has led to poor training program, low level of skills and errors committed in the course of discharging or performing assigned jobs/tasks by library personnel (Okoye, Mbagwu, Moneke and Abannu, 2018).

It could also be observed that universities are likely not supporting their staff members to attend conferences and

workshops so as to keep them abreast of the current trends in their various fields of endeavor. To resolve this unfortunate situation on the part of library personnel, there is need to embark upon empirical research to ascertain whether or not training and use of ICT influence job performance of librarians and library personnel in university libraries in North-West, Nigeria.

Aim and Objectives of the Study

The study investigated the provision of ICT facilities for training and use in job performance in university libraries in North West, Nigeria. The specific objectives of the study is to -

1. Identify the types of ICT facilities available for training, use and job performance among librarians and library officers in universities in North West Nigeria.
2. Determine the influence of ICT on job performance of library personnel in the universities in North-West Nigeria.

Research Questions

The following questions provide answers to the study:

1. What are the types of ICT facilities available for training, use and job performance among librarians and library officers in universities in North West Nigeria?
2. What is the influence of ICT use on job performance of library personnel in universities in North-West Nigeria?

Null Hypothesis

One null hypothesis was formulated and tested at 0.05 level of significance thus:-

There is no significant influence of training and ICT use on job

performance of library personnel in universities in North West Nigeria.

Review of Related Empirical Studies

Conceptual Model

This conceptual model is based on ICT facilities and training programmes available as well as utilization of ICT facilities in university libraries. This model was drawn on the basis that ICT has permeated every facet of human life including library service provision, ICT facilities used in training as well as in job performance respectively.

ICT Facilities for training and use for job performance Model (Figure 1)

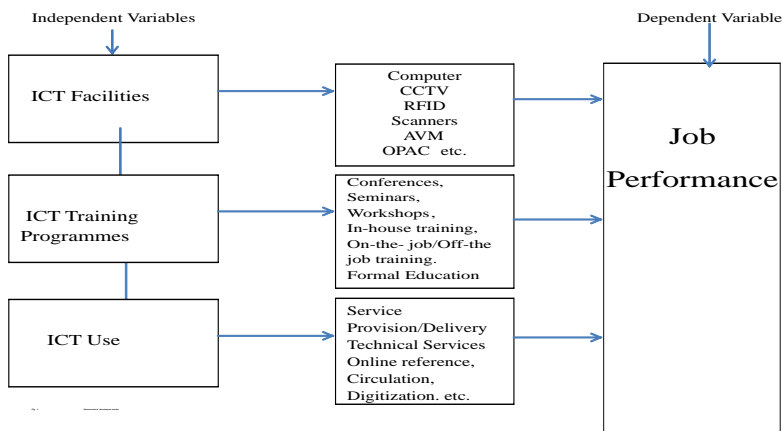


Fig 1. Researchers' developed model

The schema showed that the availability and utilization of ICT facilities can lead to optimum job performance. The schema further revealed that individual independent variables (ICT facilities, training and ICT use) can contribute directly to efficient job performance by library personnel. On the other hand, the availability of adequate ICT facilities can lead to regular and efficient training of

library personnel. The possession of ICT skills being acquired through conferences, workshops, seminars, etc, can lead to effective utilization of ICT in job performance by library personnel in universities in North West, Nigeria as well as increased information service delivery and marketing of library services.

Technology Acceptance Model (Theory)

This theory was developed out of the social psychology theory of reassured action (Fishbein and Ajzen 1975). TAM states that “users” intention to adopt an information system depends on two beliefs i.e. perceived ease of use and perceived usefulness. However, relating this theory to the present study is that even if information resources or technologies provided are available, their ease of use and the usefulness will go a long way in users' consultation. External variables such as availability and training programmes will go a long way in determining users' effective utilization to enhance the job performance of library personnel.

Teachers, information providers, and users are required accept, respond to, and use new innovation in ICT practices so as to arouse the interests of users and learners even though computer-based communication for extensively facilitated transactions and service provision which has permeated every facet of library service and operation (Abuhamid, 2011; Kngsley, 2017; Khan nd).

Empirical Studies

Abdullahi, Saka and Udoudoh (2020) conducted a study to determine the influence of TETFund Intervention of resource development and services in three public universities in North Central Nigeria with the target population of university librarians, heads of collection development, TETFund Desk officer as well as undergraduate students. Checklist and

questionnaire were the data collection instruments. Part of the study used checklist to determine the information resources available with TETFund intervention in university libraries in North Central Nigeria. Results revealed that larger percentage of respondents strongly agreed that most of the information resources were available thus include: both print and ICT facilities such as: CD ROMs, Computers, Video, Sound and audio recordings and Online Public Access Catalogue (OPAC).

In the area of academic staff perception and attitude towards the use of information resources and services in Cross River State College of Education, Akamkpa, Odu and Afukidang (2019) reported that majority of respondents indicated poor internet access in library and that services offered by the library are generally inadequate and hence users' visit to library is over a year as at the time of this research. On factors influencing ICT utilization in service delivery in special libraries within North-Central Nigeria, Momoh and Egbunu (2019) reported that the influence of library staff perceived usefulness an attitude that has significant influence on the utilisation of ICT for service delivery. There was no significant influence of the ease of ICT use on service delivery in special libraries in North-Central Nigeria. Abba (2019) investigated the use of ICTs in securing information resources in Nigerian University Libraries. It was reported that mutilation and book theft, lamination, and inadequate funding were the highest causes of insecurity, ICT devices use and security challenges in Ibrahim Babangida Library, MAUTech, Yola respectively.

Mohammed, Akor, Alhassan, and Abdullahi (2017) conducted a study to determine the influence of training on job performance of librarians and library officers in tertiary institutions in Niger State, Nigeria using descriptive survey.

Population consisted of 60 librarians and 84 library officers. Descriptive statistics was used to analyze data. The study revealed the availability of conditions for training has negatively affect job performance though steady training will influence job performance in the tertiary institution libraries in Niger State.

A study was conducted by Haliru and Sokari (2016) to identify the training needs of library staff of universities in North western Nigeria. The subjects of the study were 516 professional and non-professional staff working in 15 university libraries within the North West zone. Stratified sampling technique was used to select 263 staff from each stratum. Structured but validated questionnaire was used for the study while reliability of the instrument was conducted using split half method and the reliability co-efficient of 0.87 was obtained. Descriptive statistics was used to analyze data. The study discovered that the librarians do not possess skill in many aspects of using RDA for cataloguing while librarians require training in all aspects of RDA (use of Internet, structure of RDA, difference and similarities between RDA and AACR 2, RDA user tasks etc.). Other findings include:- preferred method of RDA training such as workshops, seminars/conferences, tasks by librarians, visit to libraries using RDA, online training and in-house training, etc. Challenges to RDA training include funding, inaccessibility, familiarity and technological issues, etc.

Krishnamurthy, Roopa and Reddy (2018) collaborated to determine the provision and/or acquisition of E-resources in Engineering College Libraries in India using pilot study. Three objectives of study were formulated to include the provision, perception and barrier in providing e-resources respectively. Quantitative research method was embarked upon while the target population comprises 204 Engineering

Colleges out of which 191 was sampled. Questionnaire was the data collection instrument. Copies of questionnaire were administered and 150 completed copies were returned. Despite the fact that the college management could not support the provision of library services, majority of librarians were able to offer different library services.

Gichuru (2018) Conducted a study assess the electronic reference sources and services in academic libraries in Kenya using University of Embu County as the case study. Four objectives were formulated to capture variables such as level of awareness, availability of ICT tools capacity building and users' perception and attitude towards e-reference services in University of Embu Library respectively. Descriptive survey design was adopted with target population of 30 postgraduate students, five librarians at University of Embu. The entire population was adopted and hence no sampling due to manageable size of the population. Structured and interview schedule were research instruments used, while descriptive statistics in conjunction with SPSS was used in the analysis of data. Result showed that ICT tools were available used but inadequate to meet the information needs of PG students'. Majority of respondents possessed adequate ICT skills. Capacity building of library to offer efficient services was inadequate. There was poor internet correction.

Ahmed, Shorunke, Ajayi Odefadehan and Ibikunle (2018) conducted a research on awareness and use of electronic databases by postgraduate students in University of Ibadan, Nigeria. The study was guided by five objectives with corresponding research questions on level and channel of awareness, purpose of using; frequency of use, level of skill and knowledge of skill experience and challenges in the use of electronic databases respectively. Survey method was used and the target population consists of postgraduate students

while 150 were randomly selected from four faculties (art, education, science and social sciences). Simple percentage, frequency counts and arithmetic mean and standard deviation was used to analyzed and tabulated data'. Results showed that majority of respondents were aware of EBSCO HOST and DOAJ respectively and that they were aware of seven electronic databases. Channel of awareness was through “surfing the net”. Purpose for using e-database was mostly “for research work”. Results further revealed that ISTOR was the most frequently use electronic database while PG students used the resource occasionally on the level of skills and experience with the use of e-resources, result showed that majority of respondents had high level of skills and experience, while knowledge and skills gained from retrieving information revealed that “respondents had knowledge on how to determine appropriate search terms”. Problems associated with the use of e-databases, results showed slow in internet connectivity as the major challenge.

Summary and Uniqueness of the Study

From the empirical review, so far there is some gaps to be filled. In the first place, utilization of ICT facilities in university libraries in a geo-political zone like North west Nigeria is missing. Secondly all the empirical review: Abdullahi et.al (2020) used population of library personnel and undergraduate students; while Mohammed et.al (2017) adopts librarians and library officers in tertiary institutions in Niger State. Haliru and Sokari (2016) studied resource description and access (RDA) training needs of librarians and non-professional staff in universities in North Western Nigeria. Odu and Afukadang (2019) studied staff perception and attitude towards utilisation of library resources and services. Momoh and Egbunu (2019) examined factors influencing ICT utilization for service delivery, while Abba

(2019) studied the use of ICTs in securing information resources in Ibrahim Babangida Library of MAUTech, Yola.

On the international scene, Gichuru (2018) evaluated electronic reference sources and services in University of Embu County, Kenya; Krishriamurthy, Roopa and Reddy (2018) collaborated to find out the provision; use and barriers in e-resources acquisition n Engineering College Libraries in India. Ahmed et al (2018) Investigated awareness, use and problems associated with the use of e-databases by postgraduate students in University of Ibadan, Nigeria using descriptive statistical tool to analyze data. There are missing gaps to be filled. The present study utilizes librarians and library officers in 18 fully-operated universities in North West Nigeria as population.

Methodology

Descriptive survey was used for the study because it deals with variables, population sample, and data collection instruments. Population of the study consisted of 1,327 library personnel (454 librarians and 873 library officers) in 18 fully-operational universities in North-West Nigeria. The librarians perform the professional duties such as selection and ordering, cataloguing and classification; provision of manual and online reference services; digitization, charging and discharging of library collection, etc. The library officers assist the librarians in the performance of these duties. A sampling size of 169 library personnel was used for the study. The sample size has a breakdown of 74 librarians and 95 library officers. Thus Otaha (2015) posits that multi-stage sampling technique involves number of stages, processes and sample techniques adopted by researchers to arrive at a desirable sample size. Three (3) stages were used by the researchers to arrive at the sample size of 169 library personnel; thus:-

The first stage is the stratified sampling technique, which involves the arrangement of 18-fully operational universities by ownership and types i.e. 10 federal, seven (7) states and one (1) private universities with 13 conventional, one (1) police, two (2) military and two (2) specialized universities in the North West geo-political zone of Nigeria. In the second stage, 13 universities were selected using stratified random sampling i.e. seven (7) federal, one (1) military, four (4) state and one (1) private universities. The third and final stage involves the adoption of 169 library personnel (74 librarians and 95 library officers) in seven randomly sampled universities in North West Nigeria.

Note that at this stage universities were selected by ownership and types, i.e. federal, state and private as well as conventional and specialized universities, thus four (4) conventional and three (3) specialized with two(2) federal, four (4) state government and one (1) privately-owned universities with at least one university from each of the seven states in the geo-political zone.

Table 1. Population and Sample of the Study

S/No	University	Number of Librarians/Library Officers	Category of Libraries Selected	Adopted Population Sample of Librarians/Library officers
1.	Bayero University , Kano	142		
2.	Nigeria Police Academy Wudil	13		
3.	Kano University of Science & Technology, Wudil	36	State - Specialized	36
4.	Yusuf Maitama Sule University, Kano	80		
5.	Ahmadu Bello University, Zaria	577		
6.	Nigeria Defence Academy, Kaduna	31	Federal-Specialized	31
7.	Air force Institute of Technology Kaduna	31		
8.	Kaduna state University, Kaduna	80		
9.	Federal University. Gusau	25	Federal-Convention al	25
10.	Usmanu Danfodio University, Sokoto	78		
11.	Sokoto State University. Sokoto	12	State-Convention al	12
12.	Federal University Birnin Kebbi	14		
13.	Kebbi State University of Science & Technology, Aliero	26	State-Specialized	26
14.	Federal University, Dutsin-ma	53		
15.	Umar Musa Yar'adua University. Katsina	21		
16.	Al-Qalam University, Katsina	16	Private-Convention al	16
17.	Federal University.	69		

Data collection instruments consisted of check list with two column(Availability and Non-availability) and structured but four-point rating scale questionnaire (SA, A, D, SD, and VH, H, L, VL) respectively. Checklist was used by researchers to

collect data in terms of the types of ICT facilities available or otherwise for training, use and job performance by library personnel. The questionnaire was divided into sections: A-ICT training; B-ICT use and C-job performance of library personnel.

The draft copies of checklist and questionnaire were presented to two lecturers from Department of Library and Information Technology and one lecturer from Department of Statistics (FUT Minna) for their input, comments/observations, and adjustments were necessary. Corrections were effected by the researchers and the modified copies undergone pre-test in the library of Federal University of Technology, Minna, Nigeria using test-retest method. Modified 40 copies of questionnaire and one copy of checklist were pre-tested and two week later the same process was carried out. Cronbrach's alpha method was used to analyze the overall result was 0.74 indicating that the two instruments were reliable and suitable for study. In data analysis, SPSS version 20.0 was used and a benchmark of 2.5 and above is considered as acceptable mean while below 2.5 mean score is rejected.

Descriptive statistics (frequency counts, percentages, mean and standard deviation) as well as inferential statistics (Pearson's chi-square) were used to answer one research question and to test one null hypothesis at 0.05 level of significant respectively.

Results

Response rate show that out of 169 copies of questionnaire administered 145(86%) dully completed copies were returned and found usable and use for the results/discussions:-

Table 2: ICT facilities Available and Use for Training and Job Performance

ICT Facilities	Available (Respondents)	Not Available (Respondents)
Photocopier	7	0
Computer	7	0
CD-ROM	7	0
Printers	7	0
Diskettes	7	0
Local Area Network	7	0
Online Public Access Catalogue	7	0
Internet Facilities	7	0
Scanner	7	0
Fax machine	3	4
CD writer & CD Charger	0	7
Audio Technology	4	3
Av Technology	4	3
Facsimile	0	7
Tele Test	0	7
Union catalogue/ Union List	0	7
Barcode reader	0	7
Projector	7	0
Closed Circuit Television	6	1
Radio Frequency Identification	0	7
Uninterrupted Power Supply	0	7
Inverter	0	7
Media Transmitter and Cable	0	7

Out of the 20 listed ICT facilities, 10 of them were available for the training, use and job performance in the studied university libraries in North West Nigeria. Table 2 showed the ICT facilities available and not available for training and used for job performance in the seven university libraries under study respectively. ICT facilities such as photocopiers, computers, CD-ROM, printers, diskettes, LAN, OPAC, Internet facilities, scanners, fax machine and projectors were

all available in the seven university libraries. In addition, six of the studied university libraries had Closed Circuit Television (CCTV), while four (4) universities have audio-technology and audio-visual technology. On the other hand, CD writer and CD charger, barcode reader, union catalogue/union list, facsimile, tele-test and Radio Frequency Identification (RFID) were not available in all the seven university libraries under study.

Objectives Two:

Table 3: Influence of the Use of ICT Facilities on Job Performance

S/N	Statements	SA	A	D	SD	N	FX	?	STD	Decision
4		4	3	2	1	145				
1	ICT facilities are used in cataloguing of library materials	88(60.6%)	47(32.4%)	7(4.8%)	3(2.1%)	145	510	3.51	1.01	Agreed
2	In classification, ICT facilities are rarely used	55(37.9%)	54(37.2%)	30(20.7%)	6(4.1%)	145	448	3.09	0.59	Agreed
3	ICT facilities are used in the area of acquisition of library materials	51(35.2%)	61(42.1%)	30(20.7%)	3(2.06%)	145	450	3.10	0.60	Agreed
4	OPAC is used in the area of circulation services	56(38.6%)	57(39.3%)	24(16.6%)	8(5.5%)	145	451	3.11	0.61	Agreed
5	ICT facilities are used in serial control activities	36(24.8%)	64(44.1%)	13(8.9%)	32(22.1%)	145	394	2.71	0.21	Agreed
6	ICT facilities are used in media activities of the library	72(49.7%)	62(42.8%)	4(2.8%)	7(4.8%)	145	489	3.37	0.87	Agreed

The data on the table showed that ICT facilities are use in acquisition, cataloguing, classification, circulation, serial control and media activities in library but were mostly used in cataloguing library collection with 88(60.6%) response rate with higher mean source of 3.51 and STD 1.01. ICT facilities such as computers, scanners, RFID, Barcode, CD writer etc are used in cataloguing library collection. **Testing of Null Hypothesis**

Table 4. Influence of Training and ICT use on Job Performance.

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	27.372 ^a	1	.098
Likelihood Ratio	2.025	1	.000
Linear by-Linear Association	.115	1	.001
No of Valid Cases	145		

a.0 cells(0.0%) have expected count less than 5. The minimum expected count is 22.13

Therefore ICT training and ICT use are better predictors of job performance library personnel in universities in North West Nigeria.

The result of the Pearson's Chi-Square analysis on table 3 revealed that p-value is greater than the chosen significance level ($\alpha=0.05$), ($\chi^2(1)=27.372, p=0.092$). The result showed that ICT training and ICT use are better prediction of job performance. This showed that there is significance influence of ICT training and use on job performance. Therefore, the research hypothesis which states that there is no significant influence of ICT training and use on job performance of library personnel in university libraries in North-West Nigeria is rejected.

Summary of Major Findings

The following are the summary of major findings based on the results of the analysis

1. The study revealed that ICT facilities available for training and use are: photocopiers, computers, CD-ROMs, printers, diskettes, LAN, OPAC, Internet facilities, scanners, fax machine and projectors.
2. There is significant influence of training and use of ICT on job performance of library personnel in university libraries in North West Nigeria.

Discussion

Research question one sought to find the types of ICT facilities available for training and use for job performance. The findings of the study revealed that there was availability of ICT facilities such as printers, computers, CD-ROM, diskettes, LAN, OPAC, Internet facilities, scanners, fax machine and projector are available in all the university libraries as indicated in Table 2. The other ICT facilities that were not available could be as a result of inadequate funding of the university libraries hence Gichuru (2018) reported that ICT tools were available in University of Embu, Kenya but inadequate to meet users' information needs. Abba (2019) reported mutilation and book theft, and inadequate funding were the causes of insecurity while ICT devices used and security challenges in Ibrahim Babangida Library, MAUTech, Yola respectively. No wonder despite the clamoring of ICT application in libraries, some university libraries are not well-equipped with ICT facilities. These findings disagree with the findings of Abdullahi, Saka and Udoudoh (2020) respectively. In the research conducted by the later co-researchers in (2020) to determine TETFund intervention of information resource development and

services discovered the availability of both print and ICT facilities in three (3) public university libraries in North Central Nigeria.

Result in research question two revealed that ICT facilities were used in all aspects of library services but are mostly used in the cataloging of library collection. However, cataloging of library collection is the major technical activity in any library. This finding contradicts those of Ahmed et al (2018) whose result showed that respondents were aware of EBSCO HOST and DOAJ, while ISTOR was the most frequently used database with slow in Internet connectivity.

The null hypothesis which states that there is no significant influence of training and ICT use on job performance of library personnel in university libraries in North West Nigeria was rejected. So there was significant influence of training and ICT use on job performance of library personnel. This finding is not in conformity with those of Haliru and Sokari (2016) Mohammed et.al. (2017) and Momoh and Egbunu (2019) respectively. The former co-researchers in (2016) reported that the librarians in North- Western Nigeria do not possessed skills in many aspects of using RDA for cataloguing. Mohammed et.al (2017) reported conditions for training to have negative effect on job performance of librarians and library officers in tertiary institution libraries in Niger Sate, Nigeria. Momoh and Egbunu (2019) reported absence of significant influence of the ease of ICT use on service delivery in special libraries in North-Central Nigeria.

Conclusions

The study concluded that the efficient and level of job performance of library personnel increases through the availability and use of ICT facilities. The non-availability of some ICT facilities might affect the level of information

service delivery in the university libraries as the available ICT facilities would be over-utilized leading to their deterioration. Some sectors of the university libraries viz-a-viz some services might be at disadvantage because circulation unit for example require the use of CCTV and RFID facilities to monitor the activities such as charging and discharging of library collection as well as safe guarding against theft, mutilation and mishandling of library collections respectively. There is need for future researchers to conduct researches in the field of ICT application in routines and services in university libraries in Nigeria.

Recommendations

Based on the findings of the study, the following recommendations are made:

1. Management of university libraries in North West Nigeria should make adequate variety of ICT facilities available for training, use and for job performance by library personnel.
2. The management of university libraries in North West Nigeria should motivate their library staff by providing or making funds available for the training and re-training of their staff to keep them abreast of the current trends in the use of ICT facilities for service provision in meeting the needs of their users

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