

Administrative Structure as Correlate for Availability of ICT Facilities in Public Libraries in North Central, Nigeria

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ABSTRACT

The paper studied administrative structure as a correlate for the availability of ICT facilities in public libraries in North-Central Nigeria. The objectives are to find out the type of ICT facilities available in public libraries and determine the administrative structure and bureaucratic processes in public libraries in North Central Nigeria. A descriptive survey was adopted with the population of seven directors and fifty-four librarians in a public library in North Central, Nigeria. The research instrument adopted was a structured questionnaire for data collection. Out of 61 copies of the questionnaire distributed 58 were retrieved and found usable. Percentages and Means were used in data analysis. The study discovered that computers (= 2.62), photocopiers (= 2.29), audio tapes (= 2.12), printers (= 2.00), storage media (= 2.00), Compact Disk/CD-ROMs (= 2.00), television (= 2.00), and videotapes (= 2.00) were moderately available. At the same time, radio (= 1.84), projector (= 1.57), internet facilities (= 1.57), scanners (= 1.41), library management software (= 1.29), digital camera (= 1.29), online database (= 1.14) were not available, the public library board in North Central, Nigeria were under ministry of education and science and technology respectively. The correlation coefficient $r = -0.809$ indicates a negative relationship between administrative structure and the availability of ICT in public libraries ($r=0.028$, $p < 0.05$). The conclusion was that public libraries shall continue to render inadequate information services without ICT facilities in this digital age. The paper recommended that public libraries in North-Central Nigeria should provide adequate ICT facilities to enhance effective service delivery.

ARTICLE INFO

Article History

Received: September, 2023

Received in revised form: November, 2023

Accepted: March, 2024

Published online: June, 2024

KEYWORDS

Administrative Structure, Public Libraries,
Availability of ICT Facilities

INTRODUCTION

Public libraries are community information service centre entrusted with responsibilities of acquiring, processing, organising, preserving and disseminating information services to the general publics. Public libraries are free and accessible information resources and services open to the community of users, typically funded by state or local government. They serve as people's university by furnishing communities with relevant emerging information. These libraries provide a range of services, including access to books, digital resources, newspaper, public computer and enlightenment services.

Public libraries need emerging ICT facilities to perform their services and find place in meeting information needs of library patrons in this present information society. It is therefore, impetus that the presence and use of ICT facilities in public libraries would go a long way in meeting the information need of the citizens and thus provide means of building safer and stronger communities. It enhances adequate provision of library services to library users from all disciplines. Many library functions and operations that were performed traditionally are now being converted to computerise one which means, applications of ICT facilities in providing up to date and faster services to the end users. The adoption and use of these

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technologies in public libraries could be influenced by a lot of factors.

Information and communication technology is the convergence between both peripheral devices and computer hardware and software that are used to enhance all kind of activities involving in information lifecycle. ICTs are invention of 21st century that allow collection, storage, manipulation and communication of information in various formats (Raji, 2018). ICTs comprising computer technologies that revolutionise information organisation, storage, retrieval, transmission, manipulation of data and telecommunication facilities such as radio, telephone line, television, wireless signal, satellite, network cable which support communication. Gokhe (2015) observed that ICTs are technologies which support activities involving information production such as acquiring, processing (cataloguing & classifying), and storing as well as disseminating information. It encompasses several arms of communicative media used to gather, store, process, analyse, retrieve and present data. Madu, Vandi and Chagwa (2018) defined ICT as electronic devices that are used to create, process, store, retrieve and transmit information for the purpose of users consumption.

The economic, social and political development in any country in this era of globalisation is determined by level of ICT facilities available and used by the citizen, which culminate toward building safer and stronger communities for ultimate national development. Adenuga (2012) rightly observed that ICT facilities and services available in libraries are Computers, Internet connectivity's, Compact Disc-Read Only Memory (CD ROM) databases, Online Public Access Catalogue (OPACs), Local Area Networks (LAN), Fax Machines, Photocopiers, Inter Library Lending, Scanners, Printers, Microfiche readers and Telephones among others.

The use of ICT facilities entail utilising technologies to perform tasks toward achieving effectiveness and efficiency in the job being carried out. Generally, the uses of ICT facilities have increased easy way of accessing information, bridge digital divide and thereby improving standard of living. Odeh and Akpokureries (2011) concurred that ICT facilities have availed libraries opportunity to

automate systems which in return facilitate the process of acquisition in respect of ordering, receipting and invoicing and therefore enable libraries to proceed in using online library catalogues to conduct selection exercise. Infusion of ICT facilities in libraries would go a long way toward providing adequate information services to citizen that culminates into building safer and stronger communities. Information Communication Technology (ICT) has positioned itself as central nerve in the issue of building safer and stronger communities for national development (Adebayo, Ahmed and Adeniran, 2018).

Administrative structure brings about cordial relationship and so influences day to day activities of any organisation. Online Financial Times (2018) explained administrative structure as strategic planning process, bureaucratic process, managing budget/fund, performance administrative systems and ensure effective service delivery. In foregoing administrative structures are systematic method employ by public library directors or manager in strategic planning, bureaucratic process, managing funds, maintaining cordial relationship with library board and other funding bodies.

Many countries often acquire costly technology without making provisions for bonding sufficient infrastructure to run them. It is clear from the above that if public libraries are to deliver the expected services, policy makers should involve the public in continually providing and using ICT facilities quality of services delivered based on their ability to meet administrative standards and socio-economic factors.

Statement of the Problem

Availability and use of ICT facilities in the provision of library services have radically changed the face of library into new information unit beyond traditional housing of printed records. The new trends in many public libraries especially deployment and use of ICT facilities in rendering services of different kinds to patrons have increased easy way of providing up to date information for their users. Oghenetega, Umeji and Obue (2014) studied the challenges associated with the use of ICT facilities in public libraries of Nigeria and discovered that ICT facilities are not fully utilized for service delivery. The preliminary

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investigation conducted by the researcher concerning ICT facilities in public libraries in North Central showed inadequate availability and use of emerging technologies effectively. Thus, this paper investigates the factors that could affect the non-availability and use of ICT facilities for service delivery in public libraries in North Central, Nigeria.

Objectives of the Study

The general aim of this study is to investigate the administrative structure as correlate for availability of ICT facilities in public libraries in North Central, Nigeria. The specific objectives of this study are to:

1. Find out type of ICT facilities available in public libraries in North Central Nigeria.
2. Find out the administrative structure and bureaucratic processes in public libraries in North Central Nigeria.
3. Determine the relationship between administrative structure and the availability of ICT in public libraries in North Central Nigeria.

Research Questions

The following research questions will guide the study:

1. What are types of ICT facilities available in public libraries in North Central Nigeria?
2. What are the administrative structure and bureaucratic processes in public libraries in North Central Nigeria?
3. What are relationship between administrative structure and the availability of ICT in public libraries in North Central Nigeria?

LITERATURE REVIEW

In the context of this study ICT refers to the wide range of technologies that are used to collect, store, process and share information. Gokhe (2015) observed that ICTs are technologies which support activities involving information production such as acquiring, processing (cataloguing & classifying), and storing as well as disseminating information. ICTs are essential ingredient for modern information-based societies, and their use is growing rapidly, especially with the widespread adoption of the internet and other digital technologies.

Onwubiko (2011) defined information and communication technology as any technological tools used in creating, assembling, retrieving and for disseminating information results into knowledge. In the 21st century, information and communication technologies (ICTs) have transformed the way we live, work and play. ICTs encompass a wide range of tools, including computers, the internet, and other digital technologies, that are used throughout the information lifecycle. In other words, Ebere (2016) defines ICTs as tools that is capable of capturing, storing, retrieving, manipulating, presenting of information including television sets, bulletin boards, radio, record players, disc players, camera, computers, projectors, internet and internet resources. ICTs are paramount for the functioning of modern society and have become increasingly accessible to users through libraries. The availability of ICT in public libraries is a complex issue that is influenced by a variety of factors, including administrative commitment, management structure and economic factors. Sivakumaren, *et al.*, (2011) examined ICT facilities in university libraries as computer and scanner that are available ICT facilities in university libraries for information services of the users.

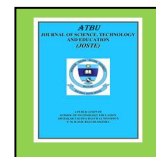
Oyelude and Oladele (2014) defined administrative structure as leadership dimension that structured and enhanced workflow as well as ensure availability of information and communication technology in libraries. Administrative structure includes leadership style, policies such as budget process, bureaucracy of library that support the adoption of ICT facilities in libraries. Nwackukwu, *et al.* (2014) noted that availability of ICT resource in public libraries depend on quality of administrative structure used to implement needed resource. Likewise, the management of public libraries require good structure that promotes the coordination of both human resources and ICT for effective and efficient dissemination of relevant information Saleh and Lasisi (2011). Nkuna and Sebola (2015) argued that administrative structure cannot be separated from the ability of people in leadership positions within any given organisation and this influences the availability of ICT resources in public libraries. Information, service delivery, and all management activities are channelled through the Boards, but the

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selection and procurement of information carriers and availability of ICT are the responsibility of the professional librarians and administrative structure adopted in the cause of working toward actualising mission of the organisation. Another important aspect in the administrative structure is the bureaucratic processes that often affect hierarchies and

responsibilities, as well as maintaining interactions between employees and employers (Mulder, 2017).

METHODOLOGY

The study used descriptive survey research design. The population comprises seven directors and fifty-four librarians in public libraries in North Central, Nigeria.

Table 1: Population of the Study

| S/N | State | Director | Librarian | Total |
|-----|-------------------------------|----------|-----------|-------|
| 1 | Benue State Public Library | 1 | 6 | 7 |
| 2 | FCT City Public Library | 1 | 7 | 8 |
| 3 | Kogi State Public Library | 1 | 8 | 9 |
| 4 | Kwara State Public Library | 1 | 10 | 11 |
| 5 | Nasarawa State Public Library | 1 | 7 | 8 |
| 6 | Niger State Library Board | 1 | 9 | 10 |
| 7 | Plateau State library Board | 1 | 7 | 8 |
| | Total | 7 | 54 | 61 |

Source: Field Survey, (2019)

Questionnaire was used as research instrument for data collection. The structured questionnaire was designed for both director and library staff (librarians). A four (4) point rating scale questionnaire was adopted for the

study. The researchers administered copies questionnaire on both Directors and Librarians. The data were analysed using descriptive statistics such as percentages mean and standard deviation.

DATA PRESENTATION AND ANALYSIS

RQ1. What are the types of ICT Available in Public Libraries in North Central Nigeria?

Table 1: Types of ICT Available in Public Libraries in North Central, Nigeria

| S/ N | Statement | HA (%) ⁴ | MA(%) ³ | SA(%) ² | NA(%) ¹ | FX | N | \bar{X} | Decision |
|------|----------------------|---------------------|--------------------|--------------------|--------------------|-----|----|-----------|-------------|
| 1 | Computers | 18(31.0) | 6(10.3) | 28(48.3) | 6(10.3) | 152 | 58 | 2.62 | Available |
| 2 | Projectors | 0(0) | 8(13.8) | 17(29.3) | 33(56.9) | 91 | 58 | 1.57 | N/Available |
| 3 | Scanners | 0(0) | 8(13.8) | 8(13.8) | 42(72.4) | 82 | 58 | 1.41 | N/Available |
| 4 | Printers | 8(13.8) | 8(13.8) | 17(29) | 25(43) | 115 | 58 | 2.00 | Available |
| 5 | Storage media | 8(13.8) | 8(13.8) | 17(29) | 25(43) | 115 | 58 | 2.00 | Available |
| 6 | Online databases | 0(0) | 0(0) | 8(13.8) | 50(86) | 66 | 58 | 1.14 | N/Available |
| 7 | Compact Disk/CD-ROMs | 8(13.8) | 8(13.8) | 17(29) | 25(43) | 115 | 58 | 2.00 | Available |
| 8 | Internet Facilities | 0(0) | 8(13.8) | 17(29) | 33(57.9) | 91 | 58 | 1.57 | N/Available |
| 9 | Television | 8(13.8) | 8(13.8) | 17(29) | 25(43) | 115 | 58 | 2.00 | Available |
| 10 | Library software | 0(0) | 0(0) | 17(29) | 41(71) | 75 | 58 | 1.29 | N/Available |
| 11 | Digital camera | 0(0) | 0(0) | 17(29) | 41(71) | 75 | 58 | 1.29 | N/Available |
| 12 | Radio | 0(0) | 8(14) | 33(57) | 17(29) | 107 | 58 | 1.84 | Available |

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| | | | | | | | | | |
|----|--------------|--------|--------|--------|--------|-----|----|------|-----------|
| 13 | Audio tapes | 0(0) | 24(41) | 17(29) | 17(29) | 123 | 58 | 2.12 | Available |
| 14 | Video tapes | 0(0) | 17(29) | 24(41) | 17(29) | 116 | 58 | 2.00 | Available |
| 15 | Photocopiers | 17(29) | 0(0) | 24(41) | 17(29) | 133 | 58 | 2.29 | Available |

Weighted Mean

1.72

HA= Highly Available, MA= Moderately Available, SA= Slightly Available, NA= Not Available

Generally, analysis of the type of ICT facilities in public libraries in North Central Nigeria as shown in table 1 revealed that computer is the common available item with mean score greater than benchmark score 1.72. These items are as follows Item 1: computer (\bar{X} = 2.62), Item15: photocopier (\bar{X} = 2.29), Item13: audio tapes (\bar{X} = 2.12), . Item 4: printer (\bar{X} = 2.00), Item 5: storage media (\bar{X} = 2.00), Item 7: Compact Disk/CD-ROMs (\bar{X} = 2.00), Item 9: television (\bar{X} = 2.00), Item 14: Video tapes (\bar{X} = 2.00) followed each other were

moderately available. Item 12: radio (\bar{X} = 1.84) was responded as slightly available. Item 2: projector (\bar{X} = 1.57) Item5: Internet facilities (\bar{X} = 1.57) Item 3: Scanners (\bar{X} = 1.41), Item 10: Library management software (\bar{X} = 1.29), Item 11: digital camera (\bar{X} = 1.29) and Item 6: online database (\bar{X} = 1.14) has the lowest mean score were not available.

RQ2. What are the Administrative Structures and Bureaucratic Processes in Public Libraries in North Central, Nigeria?

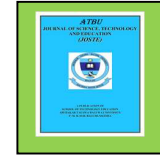
Table 2: Administrative Structure and Bureaucratic Processes in Public Libraries in North Central Nigeria.

| S/No | Statement | Yes | | | Percentage (%) | | | No | | Percentage (%) | |
|------|--|-------|-----|------|----------------|-----------|-------|---------|------|----------------|--|
| | | Benue | FCT | Kogi | Kwra | Nasarrawa | Niger | Plateau | | | |
| 1 | Is your library under the supervision of Ministry of Education | | | | 33 | 57.1 | | 25 | 42.9 | | |
| 2 | Is your library under the supervision of Ministry of Information | | | | 33 | 57.1 | | 25 | 42.9 | | |
| 3 | Does your library operate under Governors Office | | | | 41 | 71.4 | | 17 | 28.6 | | |
| 4 | Do you have a Library Board | | | | 50 | 85.7 | | 8 | 14.3 | | |
| 5 | Does your library have an Executive Director | | | | 41 | 71.4 | | 17 | 28.6 | | |
| 6 | Can you take decision on your own | | | | 17 | 28.6 | | 41 | 71.4 | | |
| 7 | Does your library have career Director | | | | 33 | 57.1 | | 25 | 42.9 | | |
| 8 | How many Departments do you have in your library | 6 | 8 | 7 | 6 | | 6 | 6 | | 4 | |
| 9 | How many units do you have in your library | 3 | 2 | 7 | 3 | | 10 | 4 | | 4 | |

From Table 2 it is clearly seen that public libraries in North Central States are not entirely in the same chain of relationship. The table shows administrative structure and bureaucratic processes in public libraries. From the result, 50(85.7%) agreed to presence of

Library Board; library operate under Governor Office 41(71.4%), presence of Executive Director 41(71.4%), library being under the supervision of Ministry of Education, library under the supervision of Ministry of Information and having a career Director 33(57.1%).

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Negative response was given at 41(71.4%) as regards “taking decision on your own”. Niger and Plateau States had Headquarters and commissioner respectively and don't operate under the governor's office; Kogi has 8/8, Nassarawa 6/10, FCT 8/2, Kwara 6/2, Niger 6/4

and Plateau 4/4 departments and units respectively.

Hypothesis: There is no Significant Relationship between Administrative Structure and the Availability of ICT in Public Libraries in North Central Nigeria.

Table 3: Relationship between administrative structure and the availability of ICT in public libraries

| Aggregate Variables | Mean | Std. Deviation | Std. Error | N | r-Value | Df | P |
|--------------------------|------|----------------|------------|---|---------|----|-------|
| Administrative Structure | 3.02 | 0.58 | 0.213 | 7 | -.807 | 6 | 0.028 |
| Availability of ICT | 1.92 | 0.03 | 0.422 | 7 | | 6 | |

Pearson Product Moment Co-efficient (PPMC) was used to test the relationship between administrative structure and availability of ICT in public libraries. Table 3 revealed the correlation coefficient $r = -0.809$ indicating that there was negative relationship between administrative structure and the availability of ICT in public libraries ($r=0.028$, $p < 0.05$), since p was lesser than 0.05 level of significance. Hence, there is negative relationship between administrative structure and the availability of ICT. Therefore, the null hypothesis is not rejected.

DISCUSSION OF RESULTS

Research question are sought to find out the types of ICT facilities in public libraries in in North-Central Nigeria. The result showed that public libraries possessed inadequate ICT facilities. This finding agrees with the findings by Sivakumaren, *et al.*, (2011) who revealed that university libraries experienced inadequate ICT facilities a reasonable number of state governments owned universities have their sources of revenue generation were inadequate. The answer to research question two showed that Administrative structure and bureaucratic processes public libraries was under ministry of education and information. The result does not tally with that of Oyelude and Oladele (2014) as the researcher reported that leadership style/ administrative structure favoured the adoption of ICT facilities public libraries.

The result from hypothesis revealed that there was significant relationship between administrative structure and the availability of ICT in public libraries in North Central Nigeria.

This finding is in line with that of Oyelude and Oladele (2014) which showed that, administrative structure is a variable which is found to correlate availability of ICT.

SUMMARY OF MAJOR FINDINGS

In the view of this, the major findings of the study include:

1. Inadequate ICT facilities were experienced by public libraries
2. The public libraries have a lot of administrative structures and bureaucratic processes which could affect their decision taking.
3. There was significant relationship ($p < 0.05$) between the administrative structure and the availability of ICT in public libraries in North Central Nigeria.

CONCLUSION

In the respect to the above discussion, the implication is that public libraries would continue to loss many opportunities been offered by modern technology and therefore lead them to render inadequate services; hence they depend on decision from ministry which may not be proper. Lastly, the users may not properly harness opportunities offered by ICT without creating awareness on the use ICT facilities in public libraries.

RECOMMENDATIONS

Based on the findings and conclusion, the study recommends that:

1. Public libraries in the two states should endeavour to make provision for adequate ICT facilities,

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2. Public libraries in the two states should be given autonomous power in the cause of executing project that in return increase efficiency of information services,
3. Public libraries in the two states should create more awareness on the use of ICT facilities among patrons irrespective of their social status.

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