

**ON-LINE TRAINING AND RE-TRAINING NEEDS OF LIBRARIANS FOR EFFECTIVE
JOB PERFORMANCE IN ACADEMIC LIBRARIES IN ANAMBRA STATE**

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Abstract

The study focuses on the online training and retraining needs of librarians for effective job performance in academic libraries in Anambra State. The study was descriptive survey. Three research questions guided the study. Twenty-three librarians in the three private universities in Anambra State were the respondents for the study. A 20 item questionnaires designed based on four points rating scales were used for data collection. The instrument was validated by the researchers. The data collected were analyzed using mean to answer the research question. The results of the study revealed that online training such as electronic communication competences, Internet application competences, and webpage design competences are needed for effective work performance among librarians in academic libraries in the universities. Recommendations were that online training and retraining of librarians should be enhanced to provide for adequate online competences for the demands of librarians work and for effective work performance in academic libraries in universities.

Keywords: Online training, Retraining needs, Librarians performance

Introduction

The library professionals have embraced information communication technology (ICT) as one of the driving forces for accelerated information growth in the library world. Information and communication technology has revolutionized ways of doing library operations in a speedy manner in underdeveloped country such as Nigeria. Information communication technology is the coming together of computing and telecommunication for the purposes of handling information (Tuke,2022). Currently, the use of information system resources such as e-book, e-journal, computers, internet, e-resources and electronic magazines, by librarians in academic libraries enhance library operation and activities. Librarians in universities are expected to deliver various services to their users (Ilesanmi, 2023). The author further stated that some of the services include document delivery, selective dissemination of information, and issuance of notifications on library updates and provision of reference services among others.

Academic library can be seen as the backbone of any higher institution of learning (Mayowa-Adebara (2017). These authors further stated that academic library plays significant role in providing information resources and services that meet the varying needs of users. Today, academic libraries all over the globe are embracing advancement in Information and Communication Technology (ICT) (Jegbefume and Halilu, 2018). These authors further opined that there is a shift from manual ways of carrying out information services powered by analog data to electronic ways of accessing and retrieving information powered by electronic gadgets such as the World Wide Web (WWW) and handsets etc. Many academic libraries are on-line or in the process of getting on-line to embrace modern technology facilities.

The integration of ICT in library operation and activities is a central matter in ensuring quality of librarian job performance. But according to Ashikuzzaman (2023), challenges of ICT based library services have been identified to include; high costs of ICT infrastructure, staff training, security and privacy, the digital divide, and keeping up with technological advances. If there is no access

to computers and speedy internet connections, then implementing online training and re-training is not feasible. If librarians have not had sufficient training in technology, then they lack the necessary technical skills. Training on-line means librarians have to adapt to new method of doing library operations and activities using technology.

The integration of information and communication technology cum online technology in library is a central matter in ensuring quality of ICT can be defined as computer-based tools and techniques for gathering and using information (Bello, Oludele and Ademiluyi, 2016). These authors further stated that it encompasses the hardware and software, the network and several other devices (video, audio, photographic camera etc.) that can convert information, images and sound into common digital form. It also includes electronic information in processing technologies such as computer and internet, as well as fixed-line telecommunication networks (Bello et al).

Online training needs of librarians are digital device needed by librarian to gain more knowledge, ability, skills such as computer, internet, e-mail facilities, teleconferencing devices, multimedia systems, smart phones, laptops, tablets, interactive white board, digital library, television and satellite. Efficient and effective administration can help achieve the objectives of library organization, if such variables as online training, re-training are employed in the library administration process. Effectiveness of librarians implies that such librarians apply all the necessary skills, time, abilities materials and all it takes to help users to acquire the necessary information needed. To be effective implies the ability of individuals to bring about the expected result from a particular job (Ndinechi and Ime, 2016). Librarians need online training and re-training in areas of competence to be able to integrate online tools efficiently and effectively in their library routine tasks.

The Internet and the proliferation of Internet of Internet access devices have given librarians the ability to send queries to clientele anywhere, anytime. Answer to queries is no longer restricted to the face to face discussion with the clientele. Interactive and adaptive software allows librarians to discuss with clientele, spending more or less time chatting with the clientele to deliver library services online. Online tools are of no value to Librarians if they are not adequately utilized while rendering services to clientele.

Statement of the Problem

Advancement in technology has redefined the process of library operations and functions in this 21st century through the use of new technology, and procedures. Technological advancement and Internet have brought a lot of opportunities that can be embraced by librarians. One of which is online training and retraining that can be used to reach users irrespective of the distance or location on the globe. The challenges of new technologies, advance ways of doing library operations and innovation demand from librarians, much greater responsibilities, speedy information retrieval and job improvement on their performance are all demand in the wheel of technological advancement. Consequently, it is observed that many librarians do not possess the relevant knowledge and competence for technology driven digital library of today. The need for up-to-date knowledge for the use of latest technologies cannot be overlooked, through this; the training and retraining of librarians to enable them develop professionally: become goal oriented and acquire new knowledge and competencies in their daily library operation and functions. The inevitable consequences of this include poor performance, paucity of individual development, and difficulty in attaining organizational goals among others. How to correct these anomalies for the benefit of staff and organizations informed the researchers' decisions to undertake this study. Against this backdrop, the study tends to investigate the online training and retraining needs of librarians in academic libraries.

Research Questions

The following research questions guided the study:

1. To what extent do librarians working in academic libraries in Anambra State need training and retraining in electronic communication for their effective work performance?
2. To what extent do librarians working in academic libraries in Anambra State need competencies in Internet application for their effective work performance?
3. To what extent do librarians working in academic libraries in Anambra State need competencies in web page design for their effective work performance?

Literature Review

Information and Communication Technology (ICT) have been found to possess the capacity to improve library routine services in the academic libraries in Nigeria. ICTs have the great potential to support library management and provide opportunities for an effective communication between users and librarians in ways that have not been possible before. The introduction and use of computers in library has led to the application of e-library, e-dictionary, e-journal, e-reference among others which is now seen as a sure way to quality library operations and functions in our libraries. E-library implies a new library operation system technology based and designed computer-based courseware that allows users to search information by themselves. E- Library helps to address the gap in reference queries, enrich the library database and replace the existing face to face interaction.

Electronic communication is the transmission, reception, and processing of information between two or more locations with the use of electronic circuits (Tuke, 2020). Advantages of electronic communication, according to Harjai (2019) include: speedy transmission, wide coverage, low cost, exchange of feedback, and managing global operation. The Internet is referred to as sea of information and knowledge that is currently use globally in every facet of human endeavor (Adegbija, Bola & Ogunsola, 2012 cited in Mayowa-Adebara, 2017). The Internet has made it possible for users, researchers, and librarians to interact and share useful information.

The term internet has been coined from a concept inter-networking trite denotes interaction between networking of computers (Singh, 2021) The author further opined that the internet has thus integrated nearly all aspects of the library activities, the librarians, can now use the Internet for exploring the catalogue of other institutions, ordering books and journals online, participate in ILL, use e-mail, and discuss through first serves, support reference service through remote databases and most important of all establish library/home pages to project their collection and services on the site. The librarians can provide the bibliographic data through internet access via OPACs of other libraries in the world (Singh, 2001). The author further stated that the electronic documents can be supplied to the users on demand through the network.

Web also known as World Wide Web is an interconnected set of persons, places or things It helps to interconnect the various set of learning globally to the instructors(s) (Odili, 2016). The web is just one of the ways that data can be disseminated over the internet (Tuke, 2020). The author further opined that browsers facilitate access to web documents called 'web page' that are linked

to each other using 'hyperlinks'. A hyperlink is a refers to a command that is embedded into the text itself to take one roaming between places on the web, within a document, or from one document to another, hypertext is also used for clicking some attached pieces of text or images that will run some media, such as videos or film clips, inside the program (Whitsett (n.d) Web applications includes electronic mail, worldwide web, internet chat, web Pac, telnet, Gmail and search engines such as yahoo mail, Netscape, chrome, Mozilla fire fox and Microsoft explorer (Daniels, Wiche, and Nsirim, 2023).

Despite that web applications assist users to obtain large amount of information with great speed, the scattered and disparate information resources in various formats, and dynamic channels confuse them (Daniels, Wiche and Nsirim, 2023). The authors further opined that thus librarians' need the skills to access, locate, convert, synthesize, and evaluate information effectively and efficiently around the web. Web designing refers to the process of planning, conceptualizing and implementing the plan for designing a website in a way that is functional and offers a good user experience (Simplilearn, 2023). The author further opined that websites have an array of elements presented in ways that make them easy to navigate.

Web page design competencies needed by librarians include print web page document, stop a web page, ability to apply color to a HTML ability to create a hyperlink, code, typing a HTML, using shared devices in a network. Competencies include skills, knowledge, abilities, and personal characteristics that individuals can acquire through education and training to define their occupational identity and conduct their professional practice (Yuerong, Ocepek, Downie and Barker, 2022).

Librarians should recognize the relevance of a web page application in library services and have full command of it in order to improve the librarian online performance and utilize the internet in the office effectively. Librarians should provide mechanisms for communicating with their users and moving them between their web pages, generally when individuals read books they often have question such as when it was written how to contact the authors, whether new editions are forthcoming or where other similar books are located (Singh, 2021).

Training is the skill, knowledge, attitude and work habit a librarian or librarians need to acquire in order to do the work of librarianship appropriately. Training is a key factor in enhancing the

efficiency and expertise of the workforce (Quadri and Olaleye, 2017). Training refers to the skill one needs to acquire in order to do a job appropriately (Buwah Duktur, 2021). Training is the process of modifying the knowledge, attitude and skill of a person through learning for enhance performance while retraining is the process of learning a new skill, often in response to a change in the work environment (Tuke, 2020).

Retraining, refresher training, or upskilling is the process of learning a new or the same old skill or trade for the same group of personnel (Wikipedia,nd). They further stated that common methods of upskilling or retraining include enrolling in online education resources, attending trade school programs, workplace training, on-the-job training, intelligent tutoring systems, or earning professional certifications.

Methods

The design of the study was a descriptive survey design. The population of the study was made up of all the 23 practicing librarians in the three private university libraries in Anambra State namely, Paul University, Awka, Tansian University library, Oba, and Madonna University, Okija. The population of the universities is 5, 7 and 11 respectively. The entire population was used because it was small and manageable. The instrument for data collection was a 20 items structured question tagged “Online Training and Retraining Needs of Librarians in Academic Library”(OT RNLAL). The instrument was validated by the researchers. The data collected were analyzed using Mean to answer the research question. For any of the item in the research questions to be answered to, the individual item must not be less than 2.50, and so with the grand mean of each research question.

Results

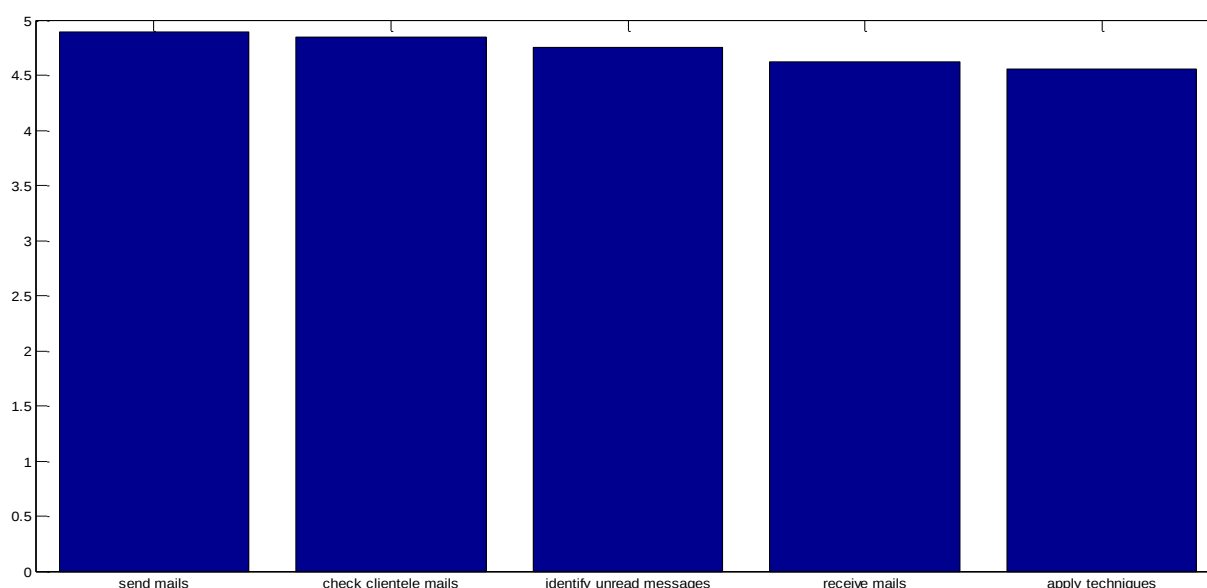
Research Question 1:

To what extent do librarians need electronic communication competence for effective work performance?

Table 1:

Respondents mean ratings on electronic communication competence for effective work performance

S/N	Electronic competences Needed by Librarians	Mean	Remarks
1.	Ability to Send Mails to Clientele	4.89	SA
2.	Ability to Check Clientele Mails	4.85	SA
3.	Ability to identify unread messages	4.75	SA
4.	Ability to receive Mails from Clientele	4.62	SA
5	Ability to apply techniques for saving new Mails from Clientele	4.56	SA
Grand Mean		4.73	



The data in Table 1 shows that all five items listed to answer Research Question One, were accepted by the respondents as the electronic competence needs of the librarian. This implies that librarians in academic libraries in Anambra state studied accepted all the items as electronic communication competence needs of librarian profession. The grand mean of 4.73 shows that respondents agreed that librarians need electronic communication competence for effective work performance.

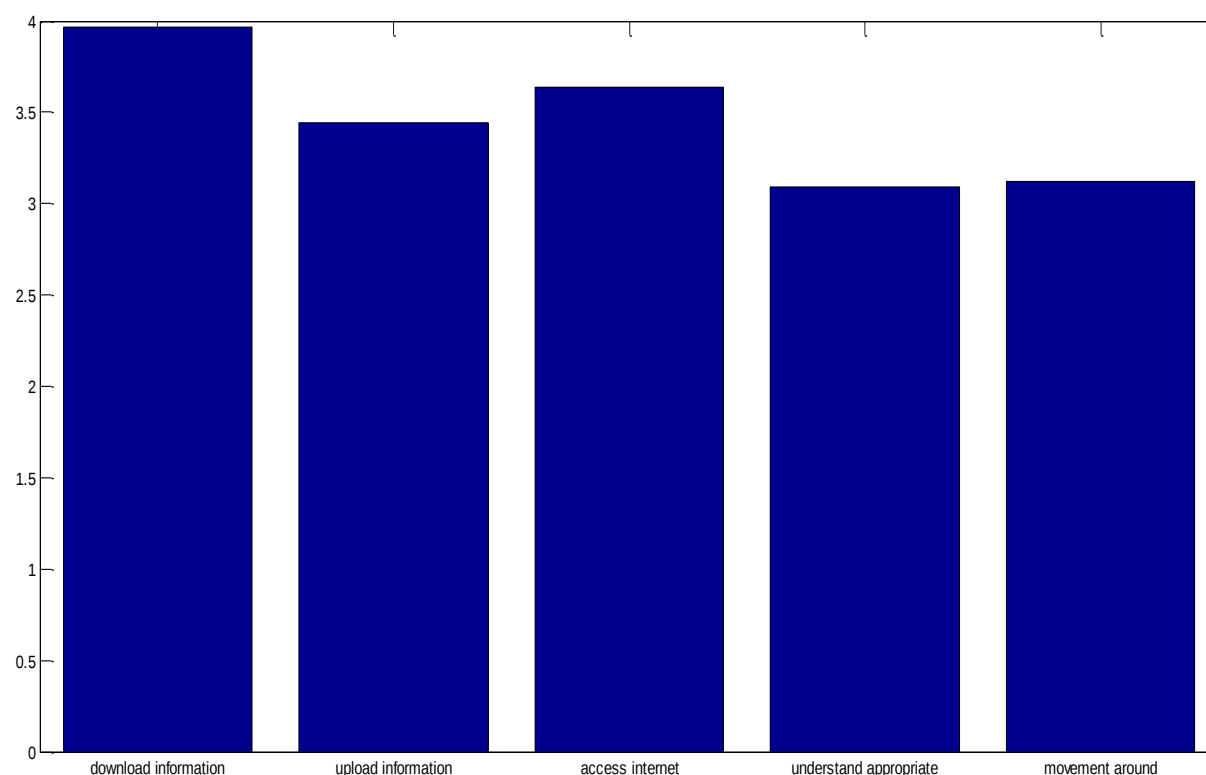
Research Question 2:

To what extent do librarians need Internet application competence for effective work performance?

Table 2:

Respondents mean ratings on extent librarians need Internet application competence for effective work performance

S/N	Extent librarians need Internet application competence for work performance	Mean	Remark
6	Ability to download information from the Internet	3.97	SA
7	Ability to upload information into the internet	3.44	A
8	Ability to access Internet application software	3.64	SA
9	Ability to identify /understand appropriate application	3.09	A
10	Ability to go through movement around the application	3.12	A
Grand Mean		3.45	



The data shown in Table 2 reveals that all five items listed to answer Research Question Two, were accepted by the respondents as the Internet application competences needs of the librarian profession. This implies that librarians in academic libraries in Anambra State studied unanimously accepted all the items listed as Internet application competencies needs of librarian

profession. The grand mean indicate that librarian need Internet application competence for effective work performance.

Research Question 3:

To what extent do librarians need web page design competencies for effective work performance?

Table 3:

Respondents mean ratings on the extent to which librarians need web design competencies for effective work performance

S/N	Web design competences needed by librarians	Mean	Remark
11	Ability to use shared devices in a network	3.37	A
12	Ability to type a HTML, code	3.01	A
13	Ability to stop a web page	3.35	A
14	Ability to assess software application	3.27	A
15	Ability to apply colour to a HTML element	3.44	A
16	Ability to publish a webpage on the Internet	3.27	A
17	Knowledge of how to create a hyperlink	3.39	A
18	Ability to format a table in HTML	3.15	A
19	Ability to refresh a webpage	4.02	SA
Grand Mean		3.36	

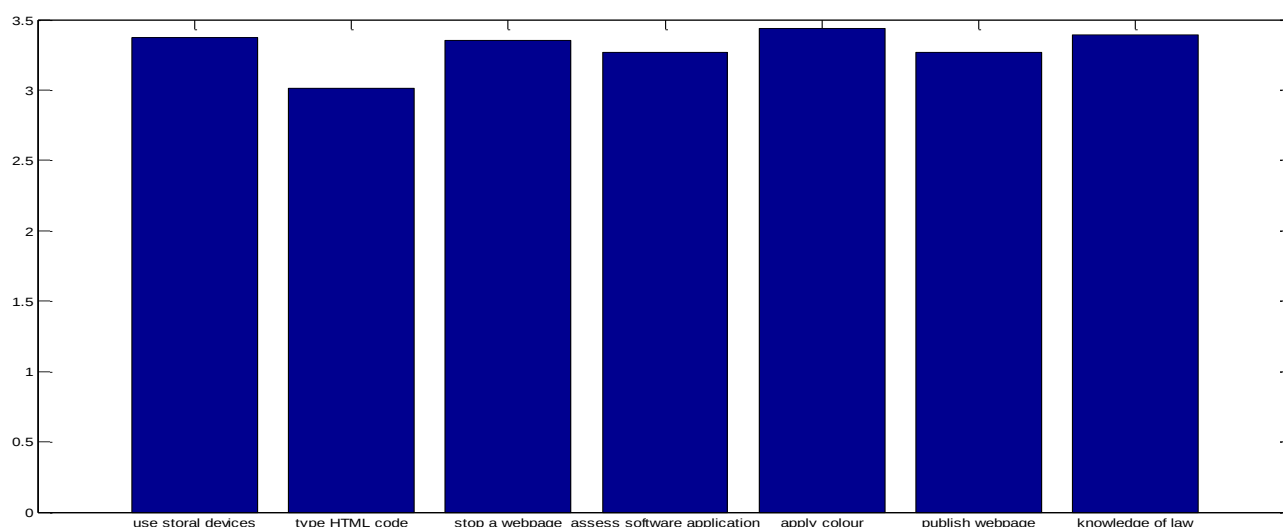


Table 3 show that item 11, 12, 13, 14, 15, 16, 17, and 18 were agreed to; while item 19 were strongly agreed to. Also, the grand mean of 3.36 was greater than the midpoint value of 2.50, indicating that webpage design competences are needed for effective work performance among librarians.

Discussion of the Findings

The findings of this study are discussed based on research questions as follows:

The findings of this study regarding electronic communication competence needs of professional librarian shows that the respondents agreed that the librarian profession needed the five identified electronic communication competence. The identified electronic communication needs include: ability to send mails to clientele, ability to check clientele mails, ability to identify unread messages, ability to receive mails from clientele, ability to apply techniques for saving new mails from clientele among others. The finding agrees with the position of Harjai (2019) who held that e-mail, instant messages, and websites are under types of electronic communication. In the same vein electronic communication currently ranges from email to social media to artificial intelligence. Furthermore, The findings are also in agreement with Oseji (nd) who stated that for the librarian profession to remain relevant in the 21st century, librarians must be adequately trained

to possess all professional competencies essential for effectively meet their patrons' information needs.

The finding of this study regarding Internet application competencies of professional librarian shows that the respondents agreed that the librarian profession needed the five identified Internet application competencies. The identified Internet application competencies include: ability to download information from the Internet, ability to upload information into the Internet, ability to access Internet application, ability to identify/understand appropriate application, and ability to go through movement around the application.

The findings of this study on Internet application competences agreed with the findings of Adeleke and Ogungbeni (2020) ,the studies found that ICT skills librarians possess include: the use of Internet; the use of e-mail; knowledge of hardware; the use of smartphone and other databases. The finding of this study is in agreement to the study of Manzo (2020) who found that academic librarians are skillful in using basic computer applications, electronic communication, and Internet search skills.

Findings revealed that ability to use shared devices in a network, ability to type a HTML code, ability to stop a webpage, ability to access software application, ability to apply colour to a HTML element, ability to publish a webpage on the Internet; knowledge of how to create a hyperlink, ability to format a table in HTML, and ability to refresh a webpage are the web design competencies needed by librarians. The findings agrees with the submission of Liman, Jain, Grand, and Mutsheew (2017) who averred that academic librarians in African countries acquire Internet skills and competences to update their knowledge and technological skills for effective library service provision.

Conclusion

The librarian is the pivot of any university library achievement. The issues in ensuring competence depends on the type of training and retraining at the organization were they are working. Preparation of librarians should be of priority to university management, School library, Nigerian Library Association (NLA), Librarian Registration Council of Nigeria (LRCN) and Government because these librarians transfer whatever knowledge and skills they acquired to a greater number

of individuals who find themselves in different facets of the global economy. Therefore, a great caution has to be taken in training these librarians.

Recommendations

The following recommendations are made in improving online training and retraining of librarians in Nigerian Universities for effective work performance:

1. Online training and retraining of librarians should be enhanced to provide for adequate online competences for the demands of librarians work and for effective work performance in academic libraries in universities.
2. Government should recognize the need for online training skills and their benefits to the progress of library organization. Consequently, adequate training and retraining should be provided for librarians.
3. The library school curriculum should be constantly revised and reviewed by experts in the field in collaboration with library managements and school library. This is necessary to enable LIS graduates fit properly and competently in the world of work
4. There should be an orientation programme organized by the university librarians for newly employed librarians where they will be taken through online competencies needed in library organization
5. Librarians should ensure that all the knowledge acquired through online training and retraining be deployed to library tasks for quality dissemination of information to users in this 21st century.

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