

PERCEPTIONS OF LIBRARIANS ON THE USE OF ICT FACILITIES AND SERVICES AS ALTERNATIVE STRATEGY FOR REVENUE GENERATION IN ACADEMIC LIBRARIES IN NIGERIA: A STUDY

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ABSTRACT

The purpose of the study was to investigate ICT facilities and services as sources of revenue generation in academic libraries in Nigeria using Michael Okpara University of Agriculture Library, Umudike and Abia State University Library, Uturu as cases in view. The research design used for the study, was a case study research design. The population of the study consisted of 60 librarians and Para-professional librarians in both libraries instrument used for data collection were questionnaire and a checklist. Data collected were analyzed using descriptive statistics of mean scores and standard deviation. Through observation checklist, finding of the study showed types of ICT facilities available and those that are not available in both libraries. The study revealed perceptions of librarian about ICT facilities and services as alternative strategy for revenue generation in academic libraries. The findings showed that lack of ICT maintenance and support in the ICT department frequent changes in technologies, inadequate staff with technical knowhow of ICT in the department among other as problems that militate against the use of ICT facilities and services as alternative funding of academic libraries should be prioritized by Nigeria government to enable academic libraries purchase required and adequate ICT facilities for their operations, that academic libraries should have policy that will distinctively established ICT department as point where ICT facilities will be utilize strategically as alternative sources of revenue generation, that academic libraries and their administrators should priorities the employment of personnel who are experts in computer hardware and software and computer engineers to enable the section render efficient and effective services with the use of ICT facilities to stimulate fund generation among others.

Keywords: Academic Libraries, ICT. Revenue.

Introduction

Libraries are the knowledge and information foundation of any nation. A library is primarily set up to acquire, organize, store and make accessible to users within the quickest possible time all forms of Information materials which they require (Nwalo. 2012) There are different kinds of libraries, these include academic libraries, public libraries, special libraries, school libraries and private libraries. Each of these libraries performs different kinds of function to the determined and information needs of users. Academic libraries in particular, are actually these

libraries that are established and maintained by institutions of higher learning such as universities, polytechnics, colleges of education, and schools of nursing, petroleum training institutes and schools of health technology. They are established to support teaching, learning, research and community services that goes on in their parent institutions. Alma 120141 which stated that the main purpose of an academic library is to support the objectives of a university, which are in the areas of learning teaching, research and service Academic library operations and services in the contemporary times is now being enhanced by the advent and advancement in Information and communication technologies ICT The essence, is to meet up with the information needs of its users and the community they are within.

However, funding has become major challenge limiting the ability of many academic libraries in achievement of their goals amidst ICT facilities because of their cost effectiveness. Funding is required to continually acquire sophisticated ICT facilities which are continuously advancing in the society. Find is also required to provide human and material resources needed in the utilization of ICT facilities in academic libraries. The need for academic libraries to generate part of then their needed funds through internal sources has been an issue of discourse for a long period of time as it has me obvious that the 10% budgetary allocation recommended by NUC to academic libraries sustenance no more sufficient in the face of information and communication technologies in its Operations and services. Taking into account of the aspects mentioned we believe that thinking out of the box in the search for alternative sources of revenue with ICT facilities in academic libraries will affect perceptions of academic librarians and this idea stand as a basis for our research, We considers in Important, relevant and necessary, to analyses types ICT facilities available in ICT departments of Micheal Okpara University of Agriculture library Umudike and Abia State University Library Uturu, whether their services could be explored me alternative sources of revenue. Thus, our research can contribute to internal revenue generate with available ICT facilities in academic libraries, its challenges and strategies in overcoming such challenges.

Background Information of MOUAU library

The University Library was established of the inception of the university in 1994, following the promulgation of Decree No. 48 of 1992. It provides to learning, research and extension services. The library aims at helping the university develop as a centre of academic excellence in the provision of agricultural literature and other reading materials for national development. To achieve the above objective, the university library co-ordinates all library services in university for the benefit of staff and students. The university library also co-operates with other libraries within and outside Nigeria in the provision of teaming and information management resources.

Background Information of ABSU

Abia State University Library way established in 1987 with the inception of the university. It was central university library with four departmental libraries. The first University Librarian was Mr. K.K. Onyeoku, who was in-charge for certain tenure. The library is presently headed by Prof. Udo Nwokocha as the University Librarian Abia State University e-library project was

initiated in the year 2003 by the Prof Ogwn Ogwa led administration. The present Vice Chancellor. Prof Uche Ikonne has not in any way relented in his effort in meeting the needs and aspirations of the e-services hungry ABSU library users. The nucleus if the ABSU Virtual Library was the Educational Fund (ETF). It facilitated the purchase of three Computers and some network accessories. Others include Chief Gregory the of Skill "G" Nigeria Lid who donated forty computers and internet connectivity. The university administration and Mr. Ben Nwojl of Alrichank Investment donated ten computers each, making a total of sixty three computers, respectively for a start. Abia State University virtual library was commissioned on 3rd July, 2007 by the Executive Secretary of the National Universities Commission, Prof Julius Okojie Furthermore, and the ABSU e-Library was upgraded in 2009 in two ways. First, an e-granary digital library software was bought and installed. Secondly, a v-sat of 512 mb/s dedicated to the library was donated by school access programme of the Federal Government The implication is that internet facilitates are now available 24 hours in the library except when the library want to effect some repair or when the library is officially closed

Objectives of the Study

The general objective of the study is to find out ICT sources of generating revenue in academic libraries in Nigeria with ICT department of the MOUAU Library and ABSU library as view specifically the study is set to:

1. identity the types of ICT facilities available in ICT department of MOUAU library and ABSU libraries
2. find our perceptions of librarian on, ICT services as alternative sources of revenue generation is MOUAU library ABS libraries.
3. Identify problems that militates against the of ICT facilities and services as alternative sources of revenue generation MULAU library and ABS libraries
4. Identify strategies that could be adopted in the improvement of these problems is both libraries.

Research Methodology

The research design used was a case study research design. The area of the study is Abia State. Nigeria The study population consisted of 60 librarians in both university libraries. A well-structured questionnaire was used as instrument for collection. Data collected were analyzed using descriptive statistics of mean scores and standard deviation

Literature Review

Academic library is a library that is established in tertiary institution to serve the teaching and research needs of students and staff According to Fabunmi (20121, academic libraries are operationally defined as organized collections of information resources (print and non-print) which Gum an integral part of tertiary institution. Akin 2010) defines it as one which is established in institutions of higher learning to support learning. teaching and research

activities of the university community Reitz (2014) added that an academic library is an integral part of a college, university or other institutions of postsecondary education, to meet the information and research needs its students, faculty and staff. The main purpose an academic library is to support the objectives of a university, which are in the areas of coming, research and service (Aina 2014). Information and Communication Technologies (ICTs), have come to enhance academic library operations.

According to Ezekwe, and Muokebe, (2012), Information Communication Technologies (ICTs) are range of technologies for gathering storing retrieving, processing, analyzing and transmitting information. Uchenda (2014) defines ICT as electronic means of capturing, processing, storing and disseminating of information. Information and Communication Technology (ICT) is the type of technology that links the computer to the global telecommunication network to make it possible to receive both pictorial information and other information services. Information communication Technologies (2015) comprise technology for broadcasting information such as Internet, radio, television: and technology for communicating information through voice and sound or Images, microphone, cameras, loudspeaker, telephone to cellular phones and other wide varieties of hardware such as PCs servers, mainframes and networked storage Desfumkin (2013) ICTs also include such facilities as computer system, internet, electronic mail (e-mail), mobile phone and CD-ROM. These facilities have caused revolutions in library operations such as collection development service cataloguing and classification, circulation services, reference services, indexing and abstracting services, serial services, IT services etc.

According to Uwaifo and Igun. (2015) libraries have undergone a significant change in the past two decades due to the application of ICT in automated cataloguing, circulation system, online information retrieval, electronic document delivery and CD-Rom databases. Academic library services now includes: Digital Information Services (DIS), Bulletin board services, Current Awareness Services (CAS) and Selective Dissemination of Information (SDU services, Chat services, Database Services Document Scanning Service, Electronic books (E-books). Electronic Document Delivery Services, Electronic Journals (E-journals), Electronic Mail (E-mail) services, Electronic resources services, Indexing and abstracting services, Institutional Repositories (IRs) services, Internet services. Library management software package, Library retrieval systems. Library website services, Networked electronic information resources services, NPTEL services, Online full text service. Online instruction, Online Public Access Catalogue TOPACE Online readers' advisory services. Open Source Software (OSS) services, print/photocopying services, Smart card for member Identification services: Storage technology services, Tele text services, Teleconferencing services, Video conferencing services, Videotext Services Voice mail services Electronic Document Delivery Services (EDDS) and many more. In general ICT in academic libraries was hitherto out of need to enhance traditional library operations and services. It also came to enhance services rendered for better achievement of their academic pursuits.

The application of Information and Communication Technologies (ICTs) in libraries have continued to widen the scope of librarianship: new roles conferred on librarians. Operations and services have become influenced by the advent of Information and communication

technology (KTs) minimizing the cost of receiving and using information making them indispensable tools in academic libraries: According to Hide and Adeniran (2016) the values of ICT to libraries and library users include better access to information, encouraging active library co-operation, encouraging resource sharing, efficient and effective delivery of service and access to online databases. ICT is currently and constantly penetrating libraries operations as well as presenting new opportunities that provide a well value-added information services to libraries and their clientele. These developments on the other hand, have come to impose more cost on libraries. Traditionally, libraries have been recognized as non-profit making organization and its services have long been supposed to be offered free of charge to its users. There is also this perception that library users will naturally come to the library to find solution to their information needs without any form of cost to it. But today, these general assumptions and perceptions are radically changing because the library is no more the only primary information service provider with efficient information services and also base on the fact that there exist other information service providers with sophisticated information and communication technologies which users of academic libraries tend to turn to while seeking information. In fact users are not many relying solely on library as the sole repository of knowledge any longer (Kant 2009). The current information environment highly competitive result of advancement in information technologies.

Unfortunately, these developments happening at a pace very difficult for most academic libraries and then administrators to cope with. This is because ICT facilities and services in academic libraries are highly capital intensive projects. So in applications of it. In academic libraries keep being needful, academic libraries keep seeing the need updating and upgrading more to sophisticated ICT Facilities for impressive and efficient services to their users. And this efficiency need to be maintained continuously to enable them be at the cutting edge in delivering 21st century library services. But this is proving very difficult amidst dwindling and allocated to them. As ICTs facilities and equipment keeps advancing, cost for their procurement and maintenance keep increasing putting academic libraries in a more financial corner. Most academic libraries in Nigeria finds it difficult in getting along with the installations and procurement of ICT facilities for quality service delivery?

Generally, Nigeria has been experiencing Hard-hitting period of economic difficulty since the mid-80s and academic libraries are not spared. As a matter of strategy, the National Universities Commission (NUC) decades ago recommended that at least five percent (5%) of the current university budget be allocated to the library. This was upgraded to ten percent (10%) in 1992 following pressures from the Academic Staff Union men of Universities (ASUU). The NUC gave its support and instructed that 10% of the university's budget should be given to its library is Library Development Fund (LDF), it was made a separate item on the budget and the library would know how much to spend at any given time. Unfortunately, this has not been enough. The so called Library Development Fund (LDF) has been stopped since 2001. The joy of libraries getting ten percent of the recurrent University budget has been short-lived (Olantokun and Adekanye, 2005) each university administration from different academic libraries has a different story to tell about funding as it relates to their libraries. Paucity of fund

that most often occurs in academic libraries builds more problems that most then land them into poor library service delivery.

Therefore, the above situation demands that academic library administrators look inwards and think out of the box in search of alternative ways of internally generating revenue to enable them maintain effective and efficient library services in the of advancement in ICTs Ubogu and Clay 2011. opined that all these situation demand that academic libraries be adequately funded to be able to carry out their functions Internal generated Fund (IGF) or Internal Generated Revenue (IGR) can therefore be seen as the money raised from within organization through the sales of goods and services for meeting the needs of the organization. (Oni, 2018) Chima (2015) pointed out that internally generated revenue is incent sourced internally, or locally within the limit of the law. The base of this in academic libraries is for in to strategically explore alternative avenues through which it can restructure its operation and services and we them is means of generating additional come required for meeting the Information needs of its users. Additionally, it is aimed in ensuring in survival and enhancement of it viability the face ICTs.

Discussion of findings

Research Question Types of ICT facilities available in ICT department of MOUAU library and ABSU library

Table 1. The following items are available (or not available) to the ICT department OF MOUAU library and ABSU

S/N	Item Statement	MOUAU	ABSU
1.	Desktops computer	√	√
2.	Laptops computer	√	√
3.	Servers	√	√
4.	Scanners	√	√
5.	Optical character reader	×	×
6.	Bar code renders	√	×
7.	Camera	√	√
8.	Microphone	√	√
9.	Printer	√	√
10.	Projector	√	√

Source: Researcher's field survey, 2019

Table 4.2 shows data from the researcher's observation checklist on the types of ICT facilities available in MOUALU and ABSU e-libraries. The table consists of ten (10) items covering the types of ICT facilities available in the university libraries of the two institutions being examined. The result presents that all ICT facilities under study are available except for optical character reader and bar code reader.

Table 2: Percentage and mean responses on perceptions of librarians on ICT services as alternative strategy for revenue generation in MOUAU library and ABSU E-library

S/N	Item Statement	MOUAU Library							ABSU Library						
		SA	A	D	SD	Mean	Std.	DE	SA	A	D	SD	Mean	Std.	DE
1.	Printing services in ICT department sources of revenue generation	6	3	7	8	2.29	1.197	R	8	3	5	0	3.19	0.0911	A
2.	Photocopying services as sources of ICT department	4	4	7	6	2.13	1.116	R	7	3	6	0	3.06	0.929	A
3.	Video coverage services as sources of revenue generation in ICT department	2	5	9	8	2.04	0.995	R	4	3	8	1	2.63	0.957	A
4.	Internet services as source of revenue generation in ICT department	7	8	5	4	2.75	1.073	A	5	4	5	2	2.75	1.065	A
5.	Publishing service as sources of revenue department	4	6	8	6	2.33	1.049	R	1	5	8	2	2.31	0.793	R
6.	Electronic publishing as sources of revenue generation in ICT department	4	7	7	6	2.38	1.056	R	3	4	6	2	2.69	0.990	A
7.	Laminating services as source of revenue generation in ICT department	2	8	8	6	2.25	0.944	R	4	5	5	2	2.69	1.014	A
8.	Information consultancy as source of revenue generation in ICT department by librarians	6	6	6	6	2.50	1.142	A	5	7	2	2	2.94	0.998	A
9.	Information brokerage as source of revenue generation in ICT department by librarians	0	1 1	9	3	2.35	0.714	R	1	1 1	2	2	2.69	0.793	A

10.	Lending of ICT facilities such as projectors, microphone etc, as source of revenue generation in ICT department by librarians	1	5	1 5	3	2.17	0.702	R	3	6	5	2	2.63	0.957	A
11.	Electronic cataloguing and classification services by ICT librarians	1	8	8	7	2.13	0.900	R	4	4	6	2	2.63	1.035	A
12.	Translation services as source of revenue generation in ICT department by librarians	3	5	7	9	2.08	1.060	R	4	7	4	1	2.88	0.885	A
13.	Bindery services as sources of revenue generation in ICT department of the library	4	6	1 0	4	2.42	0.974	R	4	7	3	2	2.81	0.981	A
14.	Electronic indexing and abstracting services as sources of revenue generation ICT department of the library	5	5	9	5	2.42	1.060	R	3	5	7	1	2.63	0.885	A
15	Web designing generation in ICT department of the library	5	6	8	5	2.46	1.060	R	5	3	6	2	2.69	1.078	A
	Grand Total	2.31				1.003			2.37				0.698		

Table 2-presents the percentage mean responses on perceptions of librarians in both libraries about ICT service as alternative sources of revenue generation in ICT department their libraries. There are fifteen (15) items statement in the table which presents the sources through which revege could be generated currently in the two libraries. Librarians min both libraries, accepted that the 15 item statement could be used as alternative sources of revenue generation in ICT department of their libraries.

Table 3: Percentages and mean responses on problems militating against ICT Facilities and services an alternative strategy for revenue generation in ICT departments of MOUAU Library and ABSU e-Library

S/N	Item Statement	MOUAU Library							ABSU Library						
		SA	A	D	SD	Mean	Std.	DE	SA	A	D	SD	Mean	Std.	DE
1.	Unavailability of ICT facilities	13	8	2	1	3.38	0.824	A	8	7	1	0	2.44	0.629	R
2.	Lack of ICT maintenance and support in the ICT department	12	10	2	0	3.33	0.868	A	7	4	4	1	3.06	0.998	A
3.	Frequent change in technology in ICT department	8	12	2	2	3.08	0.818	A	7	3	3	2	3.00	1.134	A
4.	Inadequate staff with technical knowhow in ICT department	13	10	1	0	3.50	0.590	A	6	3	6	1	2.88	1.025	A
5.	Poor power supply in the ICT department	8	10	2	4	2.92	1.060	A	5	5	6	0	2.94	0.854	A
6.	Inadequate internet connections/bandwidth	15	6	2	1	3.46	1.060	A	6	7	2	1	3.13	0.885	A
7.	Lack of ICT policy in the ICT in libraries	10	12	1	1	3.29	0.751	A	6	3	6	1	2.88	1.025	A
8.	Inadequate number of PCs in the ICT department	8	8	7	1	2.96	0.908	A	7	5	3	1	3.13	0.957	A

Table 3 above present's percentages and mean responses of librarians problems militating IT facilities and services as alternative some of revenue generation in ICT departments of MOUAU Library and ABSU e-Library in the two academic libraries under study. The table shows a total acceptance of all the eight (8) item statement-1.2.3, 430789 by the respondents as possible problems militating against revenue generation in ICT departments of their libraries. This was also depicted with a grand mean score of 121 Standard deviation of 0.869 by MOUAL by 3.28 and 874 for ABSU Library which is above the criterion mean of 2.5 set for this study. And one item statement indicated as Unavailability of ICT facilities is rejected by the respondents in ABSU possible factors militating against revenue generation. This disparity invariably may be due to tack of fund in the identified university library

Table 4: Percentages and mean responses on strategies that could be adopted in the use of ICT facilities services as alternative strategy for revenue generation ICT departments of MOUAU Library and ABSU e-library

S/N	Item Statement	MOUAU Library							ABSU Library						
		SA	A	D	SD	Mean	Std.	DE	SA	A	D	SD	Mean	Std.	DE
1.	Provision of ICT facilities such as photocopying machine, printers, camera, projectors, video machine and other multimedia sets to enable revenue generation	17	5	2	0	3.54	0.884	A	13	3	0	0	3.81	0.403	A
2.	Adequate maintenance of ICT facilities in both libraries	15	9	0	0	3.63	0.495	A	13	3	0	0	3.81	0.403	A
3.	Embracing and follow up of ICT trends in libraries and continual training of staff to enhance their ICT knowledge.	19	5	0	0	3.79	0.415	A	10	6	0	0	3.63	0.500	A
4.	Employment of adequate staff with expertise in ICT knowledge such as ICT Engineers, programmers	16	8	0	0	3.67	0.482	A	13	3	0	0	3.81	0.403	A
5.	Provision of adequate power supply and other alternative sources such as	16	8	0	0	3.67	0.482	A	10	5	1	0	3.54	0.629	A

	generating system and solar system etc.														
6.	Provision of adequate internet connectivity and bandwidth	20	3	1	0	3.79	0.509	A	12	3	1	0	3.69	0.602	A
7.	Enactment of ICT policies which will serve as a guide to revenue generation	18	5	1	0	3.67	0.702	A	12	4	0	0	3.75	0.447	A
8.	Provision of adequate number of PCs such as laptops and desktops.	17	7	0	0	3.71	0.464	A	10	5	1	0	3.65	0.629	A
9.		16	8	0	0	3.67	0.482	A	10	6	0	0	3.63	0.629	A
10.	Provision of adequate fund to enable ICT department perform commercial services such photocopying and fax mail services etc.	19	3	2	0	3.71	0.624	A	10	6	0	0	3.63	0.500	A
	Grand	3.31				0.457			3.68						

Table 4 presents strategies that could be adopted in overcoming problem in the use of ICT facilities services as alternative strategy for revenue generation in ICT departments of MOUAU Library and ABSU e-Libraries. It shows the acceptance of all the Ten (10) item statements by the respondents of strategies that could be used to solve these problems in the two libraries under view

Conclusion

Availability of ICT facilities in academic libraries have come to enhance its operation to favour users. This is also in the face of pour funding of academic libraries and economic hardship in Nigeria which has seriously affected academic library operations and services. Amidst these problems librarians still have the perception that ICT facilities and services could be magically used as alternative source of revenue generation in libraries MOUAU library and ABS libraries.

Recommendations

Based on the above findings, the following recommendations are hereby made:

- that adequate funding of academic should be prioritized by Nigeria government to enable academic libraries purchase required and adequate ICT facilities for their operations.
- that academic libraries should have a policy that will distinctively established ICT department as point where ICF facilities will be utilized strategically as alternative sources of revenue generation;
- that academic libraries and their administrator should prioritize the employment of personnel who are experts in ICT knowhow (computer software and hardware's computer engineers) to enable the section render efficient and effective services with ICT facilities stimulate fund generation in academic libraries.
- that there should be continuous training and retraining of staff development to ICT to enable academic libraries in Nigeria to satisfactorily serve their users
- that academic libraries should always ensure regular repairs and maintenance of faulty ICT facilities.
- that sub units be mapped out in every ICT department in academic libraries where fix based ICT services such as printing services, photocopying services, laminating services indexing and abstracting services, Information brokerage, information consultancy services, research services, binding services be constantly rendered to users at minimal fee based.

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