

ATTITUDES OF YOBE STATE UNIVERSITY STUDENTS TOWARDS COMPUTERIZED SERVICES AT THE JONATHAN LIBRARY

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Abstract: This study surveyed the attitude of the Yobe state University students towards computerized services at the Jonathan library. Descriptive survey research design was adopted for the study. Data was collected through questionnaire and observation. A sample of 200, with 158 used for analysis, was taken from the study population of 734 students using the university library. The study's findings revealed availability of CD-ROM, OPAC and Internet services in the library as well as favorable views from the respondents towards the computerized services in the library. There was however, the problem of disrupting power supply as major hindrances to the use of the computerized services. The study concluded that there is a positive attitude from the students of the university towards computerized services in the library. It therefore recommended that the keep up and responsibility of the library's generating set should be handle by the library staff and also that the library should increases the level of awareness of its users towards the computerized services in the library.

Keywords: Yobe state University, students towards computerized services, questionnaire and observation.

1. INTRODUCTION

A University library is considered to be an organized collection of published books, periodicals, audio visual materials, and the services of a staff that is able to provide and interpret materials as required to the information, research, and educational, recreational and cultural needs of its users. A library is entrusted with acquisition, organization, preservation, storage, retrieval and dissemination of information. Libraries are part of the information highway that connects people to the world of knowledge. They are created to conserve knowledge, preserve cultural heritage, provide information, and serve as centers and foundation of research and recreation. The advent of Information and Communication Technology (ICT) has however drastically changed the nature of traditional library services. Perhaps in any discussion of application of modern technology in the library, as revealed by Ukoh (1984), the first thing that comes to mind is the computer. The computer has made such a tremendous impact on the organization, management and dissemination of information that it readily commends itself to any library ready to accept it. When computers first made their impact on libraries especially with the automation of house-keeping routines, resource managers had expected financial savings as machine took over the work of humans. However, in higher education, the real result has been that automation has enabled institutions to cope with great increases in demand without increases in staffing and how they are able to provide a much wider range of services, to improve the quality of work performed by students, simultaneously saving them time when searching for information. Computers in libraries have proved useful in assisting the information processing aspects of traditional library operations like acquisitions, registration of readers, circulation functions and keeping track of reading and research interests of users. Thus, repetitive and routine data processing tasks, which characterized most library operations, are effectively and efficiently handled by computers.

The computerization/automation of university library services brings with it many benefits, meant to improve the quality of services that the library renders to its users. Some of the benefits of automation include: enhanced productivity, increased output, more productive tasks in documentation and information processing, network enhancement and perfect control of records management and retrieval. The computerization of university library, therefore, leads to a change in the way the library offers services to its clientele. Change is a natural phenomenon in growth and development. Human beings are known to respond differently to changing situations thus, reflecting in their attitudes towards the object of change. Fear of change is similarly a natural human reaction. Every human being develops control over familiar situations, and in most cases, feels comfortable with the familiar rather than the unfamiliar. Attitudes are enduring patterns of belief, believed to be predictive of behavior, reflecting people's biases, inclinations or tendencies that influence their response to situations, activities, people or program goals. Students varied in their information needs and their seeking attitudes. They constitute a part of society who is fortunate to have access at little or no cost to themselves a variety of computerized services in their institutions' libraries. This is made possible because universities use considerable proportions of their budget to provide this technologies for their students to assist in the teaching, learning and research processes. One of the major barriers in implementing new innovations in libraries is not only technical but also attitudinal, as positive attitude towards technology contributes to the better performance in a technologically advanced environment. On the other hand, slight is known about university students attitudes towards computerized services in their institutions' libraries and without a better understanding, it ruins easier said than done for these libraries to effectively make available these services to their patrons.

2. BRIEF ON JONATHAN LIBRARY

Jonathan library was established in 2006 at the inception of the University, and used to be known as the Yobe state university Library until 2013 when it was renamed Jonathan library in honor of the than president of Nigeria, Dr. Goodluck Ebele Jonathan. The library is the largest in state, housing over 14,000 volumes of books and about 3,000 periodical titles (current and non- current). The library was established to serve the interests of the university community.

AUTOMATION IN NIGERIAN UNIVERSITY LIBRARIES:

Awareness of the need for automation in Nigerian University libraries date back to the early 1970s'. The Yobe state university issued its first edition of the computer produced catalogues of serials in the library in 2013. In its introduction, the catalogue identified the benefits of computerization as including accuracy, speed and consistency, noting the production of the catalogue with the aid of the computer as a solution to the problem of previously expensive, time-consuming and irregular editions or supplements. The dissatisfaction with the manual circulation system came from the various university library, lead to serious application of information technology to library processes in Nigerian university libraries in the early 1990s. Alabi(1987), stated that "Individual efforts in this direction such as those by universities in Lagos, Ibadan and Zaria in the mid 1970s and 80s failed largely because of lack of technical know-how on software development and maintenance of hardware". Nevertheless, according to Idowo and Mabawonku(1999), since the early 90s till date, more successful implementation efforts have been recorded. The greatest forward motion to library automation in Nigerian university libraries so far has come from the World Bank. In 1991, most of the federal university libraries were supplied with books and journals under the NUC/World Bank credit facility agreement. One of the conditions in the agreement was that the libraries would automate their services. NUC promised to offer one micro-computer and a 4-LAN version of TINLIB (The Information Navigator) software to each university library.

STATEMENT OF THE PROBLEM:

The use of computerized system cuts across all professions in any society. Awareness of the need for automation in Nigerian university libraries has become very popular. In the library, a computerized cataloguing system enables the use of centrally produced bibliographic records. Other such services offered to users in libraries include e-mails, on-line database/ electronic journals access, CD-ROM technology and OPAC. The role of the information provider is to understand the needs of the users and their attitudes towards seeking their needs. Only then can users optimize the benefits that such services tend to offer. However, not much is known about the attitudes of undergraduate students of the Yobe state university towards computerized services in the institution's library. It therefore becomes imperative to take a closer look at those attitudes, which have an effect on how students make use of the computerized services and will in turn affect the overall success of the library's computerization program.

STUDY JUSTIFICATION:

Previous research studies have discussed the awareness of the need for automation in Nigerian university libraries as well as the various computerized services and also the problems associated with it in Nigeria. However, none has discussed the attitude of users to automation and computerized services in Nigerian University libraries which justifies the need for this research study.

OBJECTIVES OF THE STUDY:

The objectives of the study are to:

1. Discover out the computerized services offered by the Jonathan library, Yobe state university to undergraduate students;
2. Establish the skills required by users to make use of the services;
3. Discover out what skills the users possess to benefit from the services;
4. Study the students' attitude towards computerized library services;
5. Discover out the terms of provision of the services to the library users; and
6. Discover out the hindrances to the use of the computerized services in the library and how such could be restricted;

RESEARCH QUESTIONS:

The study has the following research questions:

1. What computerized services do the Jonathan University library offers its university students?
2. What are the computers skills services require in terms of the library users?
3. What are the skills possess by the library users to benefit themselves of these services?
4. What is the attitude of the students towards these computerized services?
5. What are the setting required for the provision of these services?
6. What are the steps to the use in such services in the library and how could such steps be removed?

SIGNIFICANCE OF THE STUDY:

This aims at contributing to the limited information on the attitude of students towards computerized library services. This study becomes very relevant because the attitude of the students could affect the success or failure of the computerization program depending, to a large extent, on their disposition. Since not much has been done in this area, the study therefore attempts to fill a gap created by this dearth of literature.

3. LITERATURE REVIEW

The Concept Attitude:

Attitudes are enduring systems of positive or negative evaluations, emotional feeling and tendencies with respect to social objects. Attitude can be described as settled behavior or manner of acting, as representation of feeling or opinion. It refers to certain predisposition to act or react in a positive or negative way towards certain situations and ideas. Reactions can be pre-conceived notions, ideas, fears, convictions etc. Behavioral scientists have given high importance to the study of human beings and his surroundings in the context of attitude. From a physiological view, Anastasi (1992) defines an attitude as "a tendency to react favorably or unfavorably towards a designated class of stimuli such as a national or ethnic group, a custom or an institution". He further explained that in objective terms, the concept of attitude may connote response consistency with regard to certain categories of stimuli. In actual practice, the term was frequently associated with social stimuli and with emotionally toned responses. Although a great variety of definitions of attitude can be found in the psychological literature, the most frequently occurring features are the positive or negative (affective) tone and the postural characteristics, that is, always predisposes its holder to one posture or the other. As often hidden but nonetheless fundamental sources of our social behavior, attitudes have been accorded a great deal of attention by psychologists. Social philosophers, scientists, educationists and even action-oriented pragmatists have used the concept of attitude to offer a theoretical explanation for socially significant behaviors. Closely related to attitude are beliefs and opinions, with all the

three involving some aspects of an individuals' cognitive organization of his/her world. However, they vary mainly along two dimensions via: the degree to which they are explicitly expressed; and the amount of affective tone they contain. Like attitudes, beliefs tend to be indirectly expressed in behaviors, usually verbal behavior. They may be more specifically directed towards particular problem as they are often neutral in affective tone than attitudes even though they involve acceptance of proposition. Opinions, on the other hand, are verbally expressed beliefs or attitudes. Opinions are by definition explicit. They are more likely than beliefs to have strong affective tone. Adoption of some positions on a given issue normally leads to an opinion. Opinion is sometimes differentiated from attitude, but the proposed distinctions are neither consistent nor logically defensible. More often, the two terms are used interchangeably.

ATTITUDES TOWARDS LIBRARY COMPUTERIZATION SYSTEM:

The success of efforts at computerization in the library depends not only on how well the system works, but also on how well it is received by its intended users, which is reflected in users' attitude towards it and predictive of their behavior. Positive attitude contributes to its success, while negative attitude only detracts from the merits of the system because it translates into its low use or non-use. Some studies have however shown generally positive attitude towards computerization in the library. Allen (1989) analyzed some studies undertaken to analyze patron's response to using bibliographic databases on CD-ROM in academic libraries and found that patrons prefer CD-ROM to comparable printed reference tools. Lombardo and Condic (2000) set out to determine user acceptance of the On-line Public Access Catalogue (OPAC) and found that users overwhelmingly preferred the OPAC and found it easy to use. Similarly, Isman (2004) states that students in Eastern Mediterranean University have very positive attitude towards Internet use; just as Allen (1997) found that the students surveyed were receptive towards electronic information resources while the internet was their most used of these resources available to them. Even Idowu (1997) found that the Nigerian university librarians have a positive disposition towards the computerized systems.

Meanwhile, the proliferation of universities has added to the problems of the universities and their libraries so much that now their future seems uncertain. Then the problems of ICT's in Nigerian university libraries as related to library development. Ever since the problem of literature explosion became obvious in the 1970s, the developed world has devised various systems to facilitate the flow of information within and across the countries, and developing countries are invited to take advantage of these devices. However, this invitation is not readily accepted by the developing nations like Nigeria because of some mitigating factors. These include human factors, fear, and the level of development-cum infrastructure of the nation and so on. The case of application of modern technology in the library should start with the acceptance of the new technology as vital to the effective performance of the functions of the library (Ogunsola, 2004). Tamuno and Ojedokun (1987) observed that the implementation of IT is still very problematic in Nigerian academic libraries, explaining further that the old traditions of library collection handling, the insufficient knowledge of library staff on usage of modern information technologies and the poor financial situation are some of the problems creating obstacle in the introduction of new information technologies in Nigerian academic libraries. Ehikhamenor (1990) explains that automation efforts in Nigerian university libraries have been persistently frustrated by lack of man power, funds and computing facilities, as well as poor maintenance of equipment and destructive interruption of electric power. He went further to state that only a few libraries have a clear automation goal that seems realistic presently. Similarly, in a study on the IT facilities in research/university libraries carried out by Idowu and Mabawonku (1999), the survey results showed that the most severe inhibitor to complete computerized systems in the libraries was inadequate funding by the government. Other inhibitors were low man power, irregular supply of electricity, poor maintenance culture, lack of basic infrastructure and lack of spare parts. The reason why funds may have been rated as the most severe inhibitor may not be unconnected with cost of equipment, software and systems support. They are quite expensive in Nigeria, supporting Ehikhamenor (1990) who identified economic factor as an inhibitor to successful information transfer and implementation.

4. RESEARCH METHODOLOGY

The research design used in carrying out this study is descriptive survey design. The total number of students in the Yobe state university during the 2014/2015 academic session stood at 1760. (Source: Planning Office, Yobe State University). Out of this number, available records of library users as at the time of this study indicated a total of that 734; representing the study population. A sample size of 200 (20%) of total population was selected for the study. The Purposive Sampling Technique was adopted for the study. Questionnaire was used to collect data collection complemented with observation while the descriptive statistics was used for the analysis of the data.

5. DATA PRESENTATION, ANALYSIS AND DISCUSSION

Characteristics of the Respondents:

Out of the 200 copies of the questionnaire distributed to the respondents, 158 (94%) were completed, returned and found useable for the purpose of this analysis. A higher number of male 107 (68.3%) as against 51 (31.7%) females, constitute the study's respondents. The prime age bracket of the respondents was, expectedly 19-25 (69.7%) and then 26-30 (17.9%) while 31-35 (8.0%) and 36-40 (4.4%).

Table 1: Distribution of Respondents by Faculty

Faculty	Frequency	Percentage
Arts	25	11.0
Science	38	14.9
Social and management science(SMS)	44	18.1
Education	41	21.3
Total	158	100.0

From the table above, the Faculty of Education had the highest number of respondents (21.3%) while Arts had the least (11.0%) and 10.6%) respectively. Computerized services that are available to respondents in the library are presented in Table 2 below:

Table 2: Computerized Services Available in the Library

Services	Respondents	Percentage
CD-ROM	48	94
OPAC	28	92
INTERNET	82	100.0
N=	158	

The table shows that respondents are largely aware of computerized services available in the library; as all of them indicated so for Internet services availability, followed by CD-ROM (94%) and OPAC (92%) respectively; which is a good development indeed. On their usage of computerized services, (92%) indicated for Internet; 55% for OPAC and 37.9% for CD-ROM. On required skills needed to enable them use the services, majority claimed that there was no such need as only 6% indicated to the contrary with respect only to OPAC searching skills. This is probably due to the fact that 94.7% of them claimed to possess computer literacy skills already. Both CDROM and OPAC services in the library are free as against Internet service, which attracts a fee of N100:00 per hour. Opinions on computerized services in the library were sought towards understanding their attitude in this regard, using the Likert type scale.

Table 3: Attitude of Respondents towards Computerized Services

Item description SA/A U D/SD Total

1. I like better conventional manual library services to computerized services.

SA/A	U	D/SD	Total	Percentage (%)
			48	30.37
			87	55.0
			23	14.55
			158	99.9

2. I am in support of all automation hard work put in place in my institution's library.

SA/A	U	D/SD	Total	Percentage (%)
			68	43.0
			55	34.81
			35	22.15
			158	99.9

3. I have a tendency to stay away from using the computerized services for I cannot operate it

SA/A	84	Percentage (%)
		53.16
U	30	18.98
D/SD	44	27.84
Total	158	99.9

4. I often visit library has as a result of the computerized services offered in the institution

SA/A	77	Percentage (%)
		48.73
U	63	39.87
D/SD	18	11.39
Total	158	99.9

5. I try to stay away from the use of computerized services in the library whenever I can

SA/A	20	Percentage (%)
		12.65
U	48	30.37
D/SD	90	56.96
Total	158	99.9

6. I be fond of the computerized services offered in my institution's library

SA/A	70	Percentage (%)
		44.30
U	68	43.0
D/SD	20	12.65
Total	158	99.9

7. Manual use of library has decreased as the result of computerized services

SA/A	70	Percentage (%)
		44.30
U	50	31.64
D/SD	38	24.0
Total	158	99.9

8. I am not familiar to computer system, so I stay away from the computerized library services to stay away from humiliation

SA/A	52	Percentage (%)
		32.91
U	15	9.49
D/SD	91	57.59
Total	158	99.9

9. Library automation allows library users to be innovative

SA/A	60	Percentage (%)
		37.97
U	50	31.64
D/SD	48	30.37
Total	158	99.9

10. Computerized library services existing in the library make my library usage more motivating.

SA/A	90	Percentage (%)
		56.96
U	39	24.68
D/SD	29	18.35
Total	158	99.9

11. Computerized library services boost effectiveness in the library.

SA/A	58	Percentage (%)
		36.70
U	53	33.54
D/SD	47	29.74
Total	158	99.9

12. The accessibility of computerized services in the library improves the quality of services render by the library.

SA/A	62	Percentage (%)
		39.24
U	59	37.34
D/SD	37	23.41
Total	158	99.9

13. The time I spent in the library is less in getting the information I need because of the computerized services.

SA/A	73	Percentage (%)
		46.20
U	47	29.74
D/SD	38	24.0
Total	158	99.9

14. The computer system is not running well most of the time, which makes it infuriating to use the system.

SA/A	65	Percentage (%)
		41.13
U	15	9.49
D/SD	78	
Total	158	99.9

KEY: SA/A Strongly Agree/Agree U Undecided D/SD Disagree/Strongly Disagree From Table above, it seems that respondents have positive attitudes towards computerized services in the library; especially that nearly all the positive statements is paying attention towards the positive responses by majority of respondents while the negative ones received are otherwise. These findings are in line with some previous findings by: Allen, (1989), Schiutz and Salomon (1990), Idowu (1997), Lombardo and Condie (2000) and Isman (2004), Issa, Bashorun, M'bashir and Adewusi(2011), who have found in their previous studies positive attitude towards computerization and electronic information resources in the libraries studied. The next two tables present findings on barriers to use of the computerized services in the library and suggested solution as to how they can be removed.

Table 4: Barriers to the Use of the Computerized Services

Barriers	Respondents	Percentage
Cost of services	0	0
The need to learn new skills	25	15.8
Inadequate facilities	27	17.0
Disruptive power supply	107	67.7
N=158		

Expectedly, inadequate facilities (17.0%) and disruptive power supply (67.7%) are the two most significant barriers to the use of the computerized services in the library. This is in line with the findings of previous studies by Issa el.et, Idowu and Mabawonku (1999), Ehikhamenor (1990), Ogbomo (2009) and Bamigboye & Ojo (2010).

Table 4.1: Suggested solutions to the Barriers of Usage

Suggested Solutions	Frequency	Percentage
Reduction in cost of services	0	0
Provision of back-up power supply	110	69.6%
Provision of adequate facilities	32	20.2%
Teaching users the needed skills to enable them use the computerized services	87	55.0%
Enlightenment campaigns on the benefits of the use of computers in the library	88	55.6%
Returning to manual system	12	7.5

On ways of overcoming the identified barriers, majority suggested that provision of back-up plan for power supply (69.6%), and enlightenment campaigns should be given to users (55.6%), as well as, teaching users the needed skills to use the system (55.0%); thereby suggesting that the current facilities available in the library are not sufficient to satisfy the demand for users (20.2%). Other suggestions include: returning to manual system as a solution with (7.5%), while reduction in cost has none.

6. CONCLUSION AND RECOMMENDATIONS

Based on the findings above, it is concluded there is adequate facilities available in the library, and disrupting of power supply in the library should be control, which constitute major barriers to its use, the students of the Yobe state university have a favorable disposition towards the computerized services offered by their library. Thus, the following recommendations are made to improved computerized services provision by Jonathan library:

1. Acquisition of a working generator set for the library is crucial to make up for the problem of power outage which has come to be a significant aspect. By this the interrupted power supply to the computerized services could be minimized.
2. Awareness campaign to users who are unacquainted of such services provision by the library should be kick-up, to educate them about the system.
3. Additional facilities should be acquired into the library, in other to make it sufficient to the users.

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