

Perceived Influence of Internet Services and Mobile Technologies on Job Performance of University Library Staff in Benue State, Nigeria

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Abstract

The study investigated the perceived influence of the internet and mobile technology on the job performance of university library staff in Benue State, Nigeria. Two objectives guided the study, and two hypotheses were formulated and tested at a 0.05 level of significance. The study adopted a survey research design. The target population for the study comprises all the 241 library staff made up of professional librarians and non-professionals in the three university libraries in Benue State. The instrument for data collection was a self-developed structured questionnaire. Data collected was analyzed using Means and Standard Deviation and Chi-Square Statistic to test the null hypotheses. The findings of the study revealed a positive perceived influence of internet services and mobile technologies on the job performance of university library staff in Benue State. The study concluded that the implementation of internet services and mobile technologies in library operations in university libraries in Benue State has greatly enhanced the job performance of the library staff. The study recommends the sustainable acquisition and installation of the library own Internet Band Width to ensure that the library has absolute control over its activities to sustain their work output And The use of mobile technologies in university libraries should be maintained and subscribed to where there are none as it can enhance easy communication among staff. By doing so, work output among library staff will be maximized.

Keywords:Internet Services, Mobile Technologies, Job Performance, University Libraries.

Introduction

Libraries in developing countries like Nigeria since the beginning of the 21st century have started making efforts to metamorphose from being institutions driven by manual processes into modern ones where operations are in part or wholly dependent on Information and Communication Technology (ICT) applications. Sustained advances in Information and Communication Technology have significantly changed how information is acquired, processed, stored, retrieved, and communicated in university libraries in developing countries. It is observed that university libraries are increasingly embracing ICT, and it behooves the librarians and other library staff to acquire the

necessary skills, including technology literacy, that would enable them to function much more effectively in the provision of library services.

There are emerging technologies such as the Internet and Mobile technologies (Telephones) that are used in the automation of library processes. These technologies are emerging because the roles of libraries within and the services it offers to the community is changing rapidly with the rise of online services. Internet is described as a network of millions of computers linked together with telecommunication equipment for the purpose of sharing data, resources, and information. Sinha, (2009) defined the internet as a mechanism for information dissemination and a medium for collaboration and interaction between individuals and their computers without regard for geographical location. Mobile technology is the technology used for cellular communication. It uses a form of platform whereby many transmitters can send data simultaneously on a single channel. Azuibuike and Madu (2017) observed that today mobile phones are becoming an integral part of everyday life and are changing the way one connects and interacts with the world. The authors further identify smartphones, cell phones, iPods, MP3 players, and tablets as mobile devices used in academic libraries. In the same direction, Sheik, 2017 also identified mobile technology devices used in the libraries to include Personal Digital Assistant (PDA), Smart Phones, Mobile Phones, iPods, and MP3 players Tablet. Despite the prominent roles Internet services and mobile technologies play in the overall functioning of university libraries. An attempt is made to study how Internet services and mobile technologies such as the telephone influence the job performance of library staff in university libraries. It is against this backdrop that this study sought to know how these technologies influence the job performance of library staff in university libraries in Benue State, Nigeria.

Problem Statement

University libraries are established in universities in Nigeria to collate information-bearing materials, process and organize them in such a way as to grant fast and easy access. The librarians in these libraries are the engines saddled with the herculean task of rendering these high-quality and efficient information services. Due to the herculean task of the librarians in delivering services to users in the academic milieu, the university libraries have moved on from conventional methods of information provided to the modern method due to the advent of Information and Communication Technologies (ICTs) like the internet and mobile technologies (Telephones) which have dramatically enhanced information provision. Observations have shown that university libraries, especially in Benue state, have witnessed important changes due to the advent of the internet and mobile technology. It suffices to say that the integration of Internet services and mobile technologies in university libraries has not only observed remarkable changes in their daily operations and services but also identified a new and active role for librarians. Internet services and mobile technologies have gained importance in every library activity because of their speed, accuracy, storage, versatility, and diligence. Despite the indispensability of Internet services and mobile technologies

in university libraries for effective services provision and its pronounced role for librarians, its influence on job performance of librarians, particularly in Benue State, remains unknown as there are limited empirical backups from the researcher's observation and search in literature. Hence, this study sought to investigate the perceived influence of Internet services and mobile technologies on the job performance of university library staff in Benue State, Nigeria.

Objectives of the Study

1. To ascertain the perceived influence of Internet services on job performance of university library staff in Benue State, Nigeria.
2. To ascertain the perceived influence of Mobile Technologies on the job performance of university library staff in Benue State, Nigeria.

Statement of Hypotheses

The following null hypotheses were formulated for the study and tested at a 0.05 level of significance:

Ho 1. Internet services have no significant influence on the job performance of library staff in university libraries in Benue State, Nigeria.

Ho 2. Mobile technologies have no significant influence on job performance of library staff in university libraries in Benue State, Nigeria

Literature Review

Internet and mobile technologies are components of Information and Communication Technology (ICT) used by library staff to promote their services. According to Anjili & Ahmed (2015), the internet is applied to an electronic network that permits access to thousands of computer networks. The author further stressed that for the academic libraries in Nigeria to remain relevant in the 21st century, internet facilities must be provided and applied to all its operations and services. Sinha (2009) described the internet as a mechanism for information dissemination and a medium for collaboration and interaction between individuals and their computers without regard for geographical location. The internet, as a component of information and communication technology, provides a golden opportunity for the provision of value-added services by libraries. It is becoming a vital component in the overall services and operations of libraries and information centers. Uloaku (2017) attests that the Internet application and other network resources is changing the traditional library functions. In the same direction, Henderson in Anjili & Ahmed (2015) itemized the uses of the internet to include:

- i. Provision of speedy and easy access to information;
- ii. Provision of remote access to users;
- iii. Provision of access to unlimited information from different sources;
- iv. Provision of up-to-date information;

- v. Provision of information flexibility to be used by any individual according to their requirements;
- vi. Simplification of many difficult or time-consuming tasks to an extraordinary degree;
- vii. Helping people to understand things better by allowing them to make models and test theories.

Mobile Technologies are new communication tools, and these are transforming how people can search the information, receive the information and interact with the information daily (Hiremath, & Kenchakkanavar, 2015). According to Saxena and Yadav (2013), Mobile Technologies has made communication and information access in the library very convenient and timely to users from the comfort of their own homes and offices. In the same direction, Azuibuike & Madu (2017) observe that in this changing scenario, mobile technology will be of great help to academic libraries towards strengthening their relationship and providing enhanced user-oriented services to existing users as well as reach out to remote users who are considered unlikely to connect because of an absence of a medium. Sheik, (2017) attests that mobile Technologies help librarians to stay relevant in an increasingly mobile society. Sheik further exasperates that, with mobile technology, libraries provide alerts on the latest news, events, and notices via SMS and MMS to users wherever they might be; the users can get notified instantly with notice alerts such as alerts on bringing new books to the notice of users for the suggestion, intimation of arrival of indented documents by users, informing availability of reserved documents for collection, appraising about overdue books, outstanding fines, reminders to return library items, renew books, library circulars, e-journals subscribed, change in timings, information about important events and loan request. In the same vein, Neupane (2012) states that Libraries can better serve their users by embracing the growing capabilities of mobile technology; they can promote and expand their existing services by offering mobile access to their websites and online public access catalogs (OPAC); by supplying on-the-go mobile reference services; and by providing mobile access to e-books, journals, video, audiobooks, and multimedia content.

An empirical literature review was carried out by Karim, Darus, & Hussin, (2006) on mobile phone applications in academic library services: A student's feedback survey. Findings of the study revealed that the perceptions on the application of wireless hand services (mobile phones) in the context of library and information services were very positive. A high majority of the respondents indicated their willingness to become users of such services if offered.

Omosor (2014) investigate the effect of technology on librarians working in academic libraries in Nigeria with particular reference to Delta State. Findings of the study revealed that librarians in academic libraries in Nigeria appreciate the use of technology in the workplace. There is generally positive feedback that technologies

make their work easier, with increased speed of accomplishment and accuracy. Findings further reported that librarians believed that technology had added more responsibility to their jobs. Hence, there is great enthusiasm amongst librarians with technology as they look forward to learning new technologies.

Al-Qallar (2006)' study investigated the effects of information communication technology on librarians in academic and research institutes in Kuwait. Findings show that librarians are optimistic about technology, and it improves their job performance and is up to the challenges that technology brings.

Oyedipe and Popoola (2019) carried out a study on the influence of age, job status, ICT literacy skills, and ICT use on task performance of library personnel in public universities. The findings of the study revealed that age, job status, ICT skills possessed by library personnel, and ICT use had a relatively significant influence on task performances of the library staff working in the libraries. It is therefore recommended that library personnel must leverage their demographics positively to bring about a positive disposition to their jobs, while all categories of staff must ensure they possess the requisite ICT skills that will ginger ICT use for effective task performance.

Methodology

The study adopted a survey research design. The target population for this study comprises all the 241 library staff made up of professional librarians and non-professionals in the three university libraries in Benue State, which include: Benue State University Library, Makurdi; Francis Suleimanu Idachaba Library of the then Federal University of Agriculture Makurdi, now Joseph SaawuanTarkaa University, Makurdi and Chief Ason Bur Learning Resource Centre of the University of Mkar, Mkar. (Office of the University Librarians: BSU, UAM and UMM, 2019). The researchers made use of all the 241 library staff in the three universities. Hence, the entire Library Staff constitutes the respondents for the study. The instrument for data collection for this study was a structured questionnaire titled "Influence of Internet Services and Mobile Technologies on University Library Staff Questionnaire" (IISMTULSQ). Data collected was analyzed using descriptive statistics of Mean and Standard Deviation and a non-parametric statistic of Chi-square to test the hypotheses at a 0.05 level of significance.

Findings and Discussion

Table 1: Mean and Standard Deviation Analysis of the Perceived Influence of Internet Services on Job Performance of Library Staff in University Libraries in Benue State

S/N	Statement	Mean	Standard Deviation	Decision
1	Internet facilitates resource sharing by library	3.03	.93	Agree

staff, thus enhancing their work output.

2	Internet facilitates the role of the librarians for delivery of cataloguing services to library users	3.17	.94	Agree
3	Internet makes library management efficient thus facilitating the work output of the library staff	3.21	.89	Agree
4	Internet helps the library staff to easily provide patrons with available library resources, hence enhancing their work output	3.33	.91	Agree
5	Internet helps library staff to easily download current journal articles for the learning, thus enhancing their work output	3.41	.84	Agree
6	Internet helps the library staff to provide a wealth of new information resources for its patrons, thus enhancing their on-the-job performance	3.21	.87	Agree
7	Internet facilitates electronic communication between library staff and its patrons and enhances their job performance	3.22	.83	Agree
8	Internet helps librarians in teleconferencing by easily providing guidance to patrons, and this enhances the work output of the library staff	3.47	.99	Agree
9	Internet enables the library staff to reach both local and distant users much more easily, thus enhancing their work output	3.39	.96	Agree
10	Internet facilitates the role of the librarians for delivery of acquisition services, thus enhancing their work output	3.47	.90	Agree
11	Ready reference services are provided with greater speed with the aid of internet, and this enhances the work output of the library staff	2.97	.86	Agree
12	Internet increases technical processing efficiency over a manual system in the library, thus enhancing the work output of library staff	3.43	.88	Agree

Source: Field Work, 2019

Table 1 shows the mean responses of the respondents on the perceived influence of Internet services on job performance of library staff in academic libraries in Benue State with corresponding Standard Deviation values. From the table as presented, the respondents agreed to all the items 1-12 with Mean values ranging from 2.97 - 3.47, which are above the benchmark of 2.50. The table also revealed close standard deviation values ranging from .84 - .91, which showed the homogeneity of the respondents' responses. The table further revealed a cluster Mean of 3.28 and SD = .90, which is above the benchmark of 2.50. This means that the internet has a positive perceived influence on the job performance of library staff in university libraries in Benue State.

From these findings, the respondents agreed that the internet facilitates resource sharing by library staff, thus enhancing their work output; Internet facilitates the role of the librarians for delivery of cataloguing to library users; Internet makes library management efficient thus facilitating the work output of the library staff; Internet helps the library staff to easily provide patrons with available library resources, hence enhancing their work services output; Internet helps library staff to easily download current journal articles for the learning thus enhancing their work output; Internet helps the library staffs to provide a wealth of new material resources for its patrons thus enhancing them on-the-job performance; Internet facilitates electronic communication between library staff and its patrons and enhance their job performance, and internet helps librarians in teleconferencing by easily providing guidance to patrons, and this enhances the work output of the library staff.

Similarly, a related test of hypothesis revealed a significant influence of Internet services on the job performance of library staff in university libraries in Benue State. This finding corroborates with that of Asogwa, Ugwu, and Idoko (2015) that internet use in the Nigerian university library has greatly affected conventional services in the library. The finding also corroborates with that of Uloaku (2017), whose study to investigate the application of the internet for service delivery in some selected special libraries in Kaduna State reported that the internet improves the job performance of the library staff. From this finding, therefore, it can be inferred that the internet is very useful to university library staff in the delivery of library services as it enables them to have access to timely, accurate, and relevant information that cannot be obtained from library shelves. Thus goes with the expression of Lawal (2014) that ICT has brought Nigerian libraries into a larger pool of resources. The use of the internet and its resources being an integral part of ICT has added value to the services provided by Nigerian libraries. Internet is applied to the operation of libraries and information centers to ensure that information delivered is timely, accurate, precise, and relevant (Madu in Issa, Ayodele, Abubakar & Aliyu, 2011).

Table2. Mean and Standard Deviation Analysis of the Perceived Influence of Mobile Technologies on Job Performance of Library Staff in University Libraries in Benue State, Nigeria.

S/N	Statement	Mean	Standard Deviation	Decision
13	Mobile technology enhances timely information delivery to users, thus enhancing work output of library staff	3.42	.80	Agree
14	Mobile technology helps both novice and experienced librarians to stay relevant in an increasingly mobile society for better Service delivery, thus enhancing their work output	3.37	.89	Agree
15	Mobile technology enables library staff to instantly notify users on arrival on materials and hence enhance the work output of the library staff	3.38	.96	Agree
16	Mobile technology helps librarians to easily remind users to return borrowed library items thus enhancing their work output	3.25	.91	Agree
17	Mobile technology impacts library staff by supplying on-the-go mobile reference services to users, therefore, enhancing their job performance	3.21	.87	Agree
18	Mobile technology offers users the ability to tap library services virtually and not necessarily come to the library, thus enhancing the work output of the library staff	3.53	.87	Agree
19	Mobile technology facilitates librarians' access to digital resources, thus enhancing their job performance	2.96	.92	Agree
20	Mobile technology enables the library staff to offer preview and reservation services easily, thus enhancing their job performance.	3.29	.96	Agree
	Cluster Mean	3.30	.89	Agree

Source: Field Work, 2019

Table 2 shows the mean responses of the respondents on the perceived influence of Mobile Technologies on job performance of library staff in university libraries in Benue State with corresponding Standard Deviations values. From the table as presented, the respondents agreed to all the items 13-20 with Mean values ranging from 2.96 - 3.53, which are above the benchmark of 2.50. The table also revealed close standard deviation values ranging from .80 -.96, which showed the homogeneity of the respondents' responses. The table further revealed a cluster Mean of 3.30 and SD = .89, which is above the benchmark of 2.50. It means that Mobile Technologies have a positive perceived influence on job performance of library staff in university libraries in Benue State.

The findings on table 2 revealed that Mobile Technology influences the job performance of library staff positively in university libraries in Benue State. This is evident in that the respondents agreed to items such as Mobile technology enhance timely information delivery to users, thus enhancing work output of library staff; Mobile technology helps both novice and experienced librarians to stay relevant in an increasingly mobile society for better service delivery thus enhancing their work output; Mobile technology enables library staff to instantly notify users on the arrival of materials and hence enhance the work output of the library staff; Mobile technologies helps librarians to easily remind users to return borrowed library items thus enhancing their work output; Mobile technology impacts library staff by supplying on-the-go mobile reference services to users, therefore, enhancing their job performance and Mobile technologies offer users ability to tap library services virtually thus enhancing the work output of the library staff among others.

Similarly, a related test of hypothesis, as shown in table 4, revealed a significant influence of Mobile technologies on Job performance of library staff in academic libraries in Benue State. This finding corroborates with that of Karim, Darus, & Hussin, (2006), whose study on Mobile phone applications in academic library services revealed that the perceptions on the application of wireless handset services (mobile phones) in the context of library and information services were found to be very positive. The study also corroborated with that of Azuibuikwe & Madu (2017) that Mobile information services are highly relevant to academic libraries in Nigeria, especially the university libraries, for the purpose of teaching and research. In the same way, Hiremath & Kenchakkanavar, (2015) attested that in the past few decades, Mobile technologies had been more widely and rapidly accepted than any other technology.

Hypothesis 1: Internet services has no significant influence on job performance of library staff in university libraries in Benue State, Nigeria

Table 3: Chi-Square Test on the Influence of Internet services on Job Performance of Library Staff in University Libraries in Benue State.

	Df	χ^2_{cal}	Sig	Alpha Level	Remark
Pearson Chi-square	33	1411.323	.000	.05	Significant
Number of Valid Cases		241			

P<.05

Pearson Chi-Square .05 Significant Number of Valid 241 Cases 33 1411.323 241, .000 .05 Significant

Table 3 shows the Chi-square calculated value of 1411.323, degree of freedom df = 33, and a sig (P- value=0.00) less than the alpha value (a=.05). Since P .05, the result is significant. Therefore the null hypothesis is rejected. This implied that internet services significantly influence the job performance of library staff in university libraries in Benue State, Nigeria.

Hypothesis 2: Mobile Technologies has no significant influence on job performance of library staff in university libraries in Benue State, Nigeria

Table 4: Chi-Square Test on the Influence of Mobile Technologies on Job Performance of Library Staff in University Libraries in Benue State, Nigeria.

	Df	χ^2_{cal}	Sig	Alpha Level	Remark
Pearson Chi-square	21	1503.971	.000	.05	Significant
Number of Valid Cases		241			

P<.05

Table 4 shows the Chi-square calculated value of 1503.971, degree of freedom df = 21, and a sig (P-value = 0.00) less than the alpha value (p=.05). Since P; .05, the result is significant; therefore, the null hypothesis is rejected. This implied that Mobile Technologies significantly influence the job performance of library staff in university libraries in Benue State, Nigeria.

Summary of Findings

The following finding emanated from the study based on the objectives and the hypothesis tested.

1. Internet services facilitate resource sharing by library staff, thus enhancing their work output.
2. Mobile Technology influences the job performance of library staff positively in university libraries in Benue State.
3. Internet services significantly influence the job performance of library staff positively in university libraries in Benue State, Nigeria.
4. Mobile Technologies Mobile Technologies significantly influence the job performance of library staff positively in university libraries in Benue State, Nigeria.

Conclusion

Based on the findings of the study, the researcher concluded that internet services and mobile technologies in the operations of academic libraries in Benue State have greatly enhanced the job performance of library staff. This is as perceived by both professional and non-professional Library staff in the university libraries. Internet and mobile technology facilities are being used extensively to enhance library services delivery in academic libraries in Benue State.

Recommendation

Based on the finding of the study, the following recommendations were made:

1. The study recommends the sustainable acquisition and installation of the library's Internet Band Width to ensure that the library has absolute control over its activities to sustain its work output.
2. The use of mobile technologies in university libraries should be maintained and subscribed to where there are none as it can enhance easy communication among staff. By doing so, work output among library staff will be maximized.

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