

Influence of Information Sources on Operational Skills Acquisition among University Library Staff of Nasarawa State University, Keffi

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Abstract

This research focuses on the Influence of Information Sources on Operational Skills Acquisition among University Library Staff of Nasarawa State. Data from the staff was obtained from the administration of the questionnaire. The aim was to determine the types of information needed for operational skills acquisition among the staff of the Library at Nasarawa State University, Keffi. To achieve these objectives, a statement of the problem purpose of the study, research questions, and review of the relevant literature on information on operational skills acquisition must be made. The survey research method was employed to conduct the study; the instrument for data collection was questionnaire, 65 staff were used as a sample for the study. Based on the finding of the study, it can be concluded that information acquired from various sources influenced operational skills acquisition among the staff of the Library in NSUK. This is because the staff of the Library in NSUK needed information for skills development in library work.

Keywords: *Information Sources, Operational Skills, aquisition, University Library, Staff*

Introduction

Automation has also changed the way people perceive libraries. As a result, the roles of libraries and librarians themselves have been re-evaluated their role as reflected in many works of literature. They emphasize providing good library service as more important to the users than the mere physical library building. This perspective, as stated in Simmonds and Andaleeb" s (2001) article entitled "Usage of Academic Libraries". The role of service quality, resources, and user characteristics" according to Allan (2003), is evident in several recent studies on user satisfaction with library services with academic libraries services. The authors stressed that access to information provided by libraries is seen as more important than the materials physically available in a library. Quality service is a competitive necessity for businesses and service organizations. Assessing service quality is therefore the first step in retaining customers in today's competitive environment (Adeyemi &Aderonke, 2010).

When library customers are faced with a variety of alternative channels of information delivery, many of which are more convenient and can compete on cost, libraries need to re-

examine the range and quality of services they provide and develop systems for consultation and cooperation with their customer's needs and customer expectations to the highest degree. Moran (2017) noted that users' use of the Library and their satisfaction with library services depend on the availability of suitable learning materials, accommodation and competent staff in the Library. On further comment, Abagai argued that the main objective of any library is to support the parent institution; such an objective is achieved through systematic acquisition and organisation of all forms of recorded information in all fields pertinent to the goals of the institution and by making such information available to the members of the institution. Simmonds and Andaleeb (2001) posited that by providing quality services and user satisfaction, academic and research libraries could distinguish their services through friendly, helpful and knowledgeable advice and the best technological resources available. He also stated that the effectiveness of libraries has often been measured by the volume of library materials available to clients, the amount of use of services and resources, and the apparent or quantified satisfaction of clients. Song (2009) writes about designing library services based on user needs. He notes that user needs to change continuously and also recognises the need to reach out to users with new services. Nnadozie (2006) evaluates the services and collection of the Federal Medical Centre Library, Owerri, Nigeria. His findings reveal that the librarians were not proactive and that no personalised information service was in place. The author concludes that the basic tools and facilities for delivering qualitative library services are either available in inadequate quantities or completely non-existent; this, according to him, explains why most of the patrons are not satisfied with the Library (Ani et al., 2005). (Bangerth 2016) found that service quality and customer satisfaction were highly related. User expectations have increased due to the rapid development of advanced information technology, the increasing generation of new knowledge and information availability from both printed and online media. User satisfaction and optimisation of resources have become important areas for libraries to maintain awareness of. Many libraries, especially university libraries, focus on evaluating the users' needs and their satisfaction with their services.

Problem Statement

The Library is one of the providers of information resources and services to meet the user's information needs. Libraries nowadays face challenges, particularly with the advent of new information networking and technology. The aim of the Library to harness its users is virtually declining. Libraries are very important for information, communication and transformation. They help inculcate a reading culture for an upward progression of people's lives. They reduce ignorance. Thus they are empowering literacy, knowledge and skill acquisition. Skills Acquisition among University library Staff of Nasarawa State, hence, the reason for this study. The materials maintained in libraries contain information which people require daily for survival, for without information, there can be no knowledge, and knowledge empowers living for existence. Human beings require information to broaden their knowledge, investigate past events to find solutions to problems, keep abreast of current happenings and enjoy the thoughts and works of others. Information brings about the preservation of civilisation, and it is important for upholding legacy. However, literature is scarce concerning the Influence of "Information Sources on Operational.

Objectives of the Study

1. To find out the types of information needed for operational skills among the NSUK library staff
2. To find out the sources of acquiring Information for operational Skills Acquisition among Staff in NSUK library
3. To determine the Procedures through which information acquired from various sources facilitate operational skills acquisition among University library staff of Nasarawa state.

Literature Review

During the last century, the main role of the librarians was to preserve the holdings of the Library and make them available to their users. In the present era advancement of ICT has influenced and controlled every field of society, and libraries and library professionals are also not exceptional. Various conventional tools are available in libraries and information centres for providing access to the holding of libraries (Dulle et al., 2001). By using these available tools, libraries have been striving to provide quick access to existing library resources and information centres. However, conventional tools have widened the gap between what is available and what is being communicated (Gate et al., 1983). With the help of new technologies, quick receiving of information and its distribution to the users with the quality of research has become easier. Now the digital techniques and processes of digital information management must be re-oriented to enable an information seeker to access resources more quickly, accurately, conveniently and comprehensively.

Digital Information Era The advancement in communication & information technologies has resulted in the emergence of a global village, and accordingly, libraries are now also changing to what may be called virtual or digital libraries. It has significantly affected the nature of the delivery of library resources and services Gardner et al. (1999). The traditional concepts of Library, bibliographic description and dissemination of information are to be fine-tuned to the new digital environment by the Library and information professionals. So the LIS professionals working in the digital environment face many challenges. LIS professionals are deluged with advice on using this media to acquire and organise various learning resources and satisfy their users' complex and ever-increasing information needs. Digital media is helping libraries to increase their efficiency and effectiveness by disseminating information to all dimensions.

According to Allan (1999), Skills development is an ability or proficiency in execution or performance, which is required for a library professional to plan and execute an action designed to achieve the goals or accomplish a particular job at Library. A skilled library professional can perform any task in the Library successfully. He can face challenges in the library profession because of social, economic, educational and technological changes. The successful implication to cope with the ever-changing Library and information science profession, the library professional must be skilled. To make the Library free of geographical boundaries, the Library is required to be a web-based digital library. In order to change a library into a modernised library, Library professionals should be more acquainted with technological skills and, so skills should be enhanced their working professional (Bingsi & Hu, 2006). The library professional must have the skills of working knowledge of computers and other information technological tools. Library services depend on the quality and fastest services to their users. Skills in computer operation,

applications of ICTs, creation of databases, using bar code technology in the Library, updating designing for creating web pages etc., are very much required for creating and maintaining digital Libraries Ani et al. (2005).

- a. Timely updating of the syllabus and a well-equipped computer laboratory facility to cope with the frequently changed technological environment is highly necessary.
- b. Short-term courses for skills enhancement of library workers should be arranged by different professional associations & universities.
- c. Different winter school & summer school courses, seminars, workshops, and conferences should be organised by different professional organisations, and the opportunity should be made for the professionals participating in such seminars, workshops, conferences etc.
- d. The professionals should be encouraged to develop their skills by participating in advanced studies and research programmes.

The enhancement of skills of library professionals through online learning or e-training may be an attractive and fruitful way for the skills development of library staff. In the web-based library environment, library employees can learn new development in the digital area and various skills by taking advantage of online training even by staying at their working place. On the other hand, in a web-based environment, the skilled manpower may become virtual slackers, who generally use to surf the net, write an e-mail or indulge in other internet-related activities during their duty hours are not related to their jobs (Ariyoshi, 2007).

Sources of Information

There are different sources of information; these include primary. Secondary and tertiary Primary sources-These are original materials which have not been filtered through interpretation, condensation, or, often, even evaluation by a second party; for example, journal articles, monographs, reports, patents, theses, diaries, letters, photographs, poems Budd (1998). While as according to TEXAS A&M University Libraries (2010), a primary source is an original work created by a person who was directly involved in the subject of the work. Primary sources give you first-hand information. Your instructors will usually want you to use primary sources for your assignments.

A secondary source is an information about primary or original information, which usually has been modified, selected, or rearranged for a specific purpose or audience Avison and Guy (2003). Discerning the difference between primary and secondary sources is not always easy. Examples include biographies, histories, monographs, review articles, textbooks, and any index or bibliography used to locate primary sources.

The Tertiary sources consist of information, which is a distillation and collection of primary and secondary sources. Twice removed from the original, they include encyclopedias, fact books and almanacks, guides and handbooks. Some secondary sources such as indexing and abstracting tools can also be considered tertiary sources (Prytherch 1987). Halder et al. (2017) also state that information finds its way into different types of sources: (1) primary sources such as periodicals, research reports, conference proceedings, and theses; (2) secondary sources such as periodicals, reviews of progress, reference books, and textbooks; and (3) tertiary sources such as yearbooks

and directories, bibliographies, guides to the literature, and guides to organisations. There are some sources of information in the Library, such as the Internet, Social Networking applications. The Internet has become a big library for all kinds of information. Some information sources are available online free of charge, while others are fee-based Allen and Peter (1967). Examples include online books, databases, journals and reference resources. Some are free on the Internet, while others are based on subscription or purchase.

In recent years social networking applications popularly known as Web 2.0 are now being used as a means of communication, especially in sharing and disseminating information. Libraries are also using this media to reach out to their clients. Common Web 2.0 applications that have become sources of information include (Haines et al., 2010). Facebook, Blogs, Twitter, MySpace, YouTube, RS. These are authoritative works that provide specific answers or information. As you go through school, you must use reference sources to find information about topics, locate facts, and answer questions. There are many reference sources, including atlases, dictionaries, encyclopedias, thesauri, directories, almanacs, manuals, biographies, and handbooks. Each type is available in print, on CD-ROMs or the Internet. Reference information sources can be general or subject-specific. For example, The Encyclopedia Britannica is general during The Encyclopedia of Stem-Cell Research.

Newspaper articles are short and written in non-technical language. They provide a first-hand account of an event, and so are primary sources. Newspapers come in different forms and are designed for the general public and our business. Newspaper articles are usually short and written in an easy-to-understand language by staff reporters and reviewed by staff within the organisation. Newspapers are also good sources for secondary information. However, not all information in newspapers is reliable. Newspapers are published daily, weekly or monthly. Examples of newspapers include The Guardian and Nigerian Tribune etc. Stone et al., (1980).

Abstracts and indexes cite papers dealing with specific topics in a field of knowledge. Indexes provide the essential bibliographic information needed to identify an article or other publications and usually include information about the author of the work, the source journal or other publication, volume, issue, and pagination Schofield et al., (2000). Abstracting tools include the same key elements but also a summary of the work usually written by the author or sometimes generated by the reviewer where an author did not submit one. Most indexing and abstracting services allow access to their content through subject and author indexes. However, each tool differs in how data is presented and access is organised.

These are systematically organised collections of information covering different subjects or specialising in one subject or topic Bloom et al., (2010). They may be arranged in a table of contents, alphabetically, in numerical order, in an index or subject categories. A database is made up of records. Each item in the database has one record. Records consist of smaller units of information called fields. Common bibliographic database fields are author, publication title, article title, subject or keywords, publication date, volume, issue and the page number. A digital database is a computer program that organises, describes, and indexes information. It permits the user to search for specific types of information depending on the selected search parameters.

Internet Portals, Digital Archives and Institutional Repositories

Health Internetwork Access to Research Initiative (HINARI) <http://www.who.int/hinari>

African Journals Online (AJOL) <http://ajol.info>

PubMed Central (PMC): <http://www.ncbi.nlm.nih.gov/pmc/>

Bioline International (BI): Through this site, you can search through free and open-access medical journals at <http://www.bioline.org.br/is>

Biomed Central: Open Access (OA) journal publisher that allows readers free access to published full-text journal articles while authors pay fees to get published. <http://www.biomedcentral.com/browse/journals/>

Scientific Online Library (SciELO): An AO publisher that gives access to full-text articles. <http://www.scielo.org.ar/scielo.php?lng=en>

Directory of Open Access Journals (DOAJ): Gives you free access to online journals related to your subject area. You can access the site at <http://www.doaj.org/doaj?func=findJournals>

Google Scholar: While regular Google can be a helpful tool, sometimes you need scholarly results, and that is what this tool does, paring down results to the most reliable and academic sources. Google Scholar is accessible at <http://scholar.google.com/schhp?hl=en&tab=ws>

The libraries are facing new challenges, competitors, demands, expectations and a variety of information services from users. They are now to be more acquainted with handling new technologies related to the collection, processing and dissemination of information. For working in the borderless digital library environment, besides gaining professional knowledge in Library and information science (LIS), library professionals should have knowledge of information technology and its application in library operations and services, both at theoretical and practical levels.

Skill is an ability or proficiency in execution or performance, which is required for a person to plan and execute an action designed to achieve some goals or accomplish a particular task.

Technological skills are those skills which are required to handle information technology and its other related fields, such as computer operation, etc.

Computer Skill: The librarian in the cyber world must have the skill of using a computer and other information technology tools properly. Because the quality of the library services depends on the quality of the librarian's performance.

Traditional/Basic Skill: Traditional skill includes those basic skills which are necessary for running and operating a traditional general library. Skill in classification and cataloguing of documents, method of indexing and abstracting etc.

Managerial Skill: As the librarians are the manager of a library and information centre, they should have some basic managerial skills for managing the different sections like Finance, Human Resources etc

Communication Skill. The Library and Information professionals mediate between the information users/ seekers and the information resources or providers. In the borderless digital library environment,

Preservation Skill: In a traditional Library in a digital library environment, also the librarian should have the preservation skill for the E-Resources. In the borderless E-Library, all the documents are in digital form, but they are not fully secured. However, from the literature review in this study, none of them focused on "Information Source on Operational Skills Acquisition among University library Staff of Nasarawa State". Hence the reason for this study.

Methodology

The survey research method was adopted for this study because it is a method that emphasises objective measures and the statistical, numerical analysis of data collected through polls, questionnaires and surveys. Sambo (2008) explained that a survey research method is a type of research in which information is obtained from a sample of respondents to answer research questions concerning the states of a given problem. A questionnaire was designed and used to collect data for this study. The population for the study comprised all twelve (12) academic staff and fifty-three (53) non-academic staff. The questionnaire was administered to all the staff stated above. Frequency and percentage were used to analyse the data descriptively.

A total of Sixty five (65) copies of the questionnaire were distributed to the staff of Nasarawa State University Library. Sixty (60) Copies of the questionnaire were returned and found worthy of the analysis. This represents a total rate of 60 %.

Analysis And Discussion of Findings

Table 1: Types of Information needed for Operational Skills Acquisition among University Library Staff of Nasarawa State.

S/N	Types of Information needed for Operational skills acquisition Among Staff of Library in Nasarawa State University, Keffi.	Frequency	Percentage
1	Information about Cataloguing	60	100
2	Information about Classification	60	100
3	Information about the Compilation of the Bibliography	55	91.6
4	Information about Indexing	55	91.6
5	Information about Information sources and resource borrowing process	50	83.3
6	Information about the use of Information and Communication Technology (ICT) Facilities	58	96.6
7	Information about Marketing of Information Resources	40	66.6
8	Information about ethics of the Library work	35	58.3

9	Information about Minutes taking	30	50.0
10	Information about Human Resource Management	40	66.6
11	Information about Library Security	30	50.0

Source: Field Survey 2021

Table 1 presents the types of Information for Operational skills acquisition among University library staff of Nasarawa state. From the table, it was discovered that Information about Cataloguing and Classification is the information that has the highest Frequency and Percentage of 60 (100%), information about the use of Information and Communication Technology (ICT) Facilities has 58 (96.6%) Followed by Information about Compilation of Bibliography and Indexing 55 (91.6%). Information about Library Security and Information about Minutes taking have a frequency and percentage of 30 (50%). Where information about ethics of library work has a frequency and percentage of 35 (58.3%), also Information about Marketing Information Sources and Resources and Information about Human Resource Management has a frequency and percentage of 40(66.6%).

Table 2: Sources of Acquiring Information for Operational Skills Acquisition among University Library Staff of Nasarawa State

	So Sources for Acquiring Information for Operational Skills Acquisition Among Staff of Library in Nasarawa State University, Keffi.	Frequency	Percentage
1	Conferences	55	91.3
2	Seminar	55	91.3
3	Workshop	58	96.6
4	Mentorship from colleague	45	75.0
5	Personal Information Seeking	48	80.0
6	Social Interaction	40	66.6
7	Social Media	40	66.6

Source: Field Survey 2021

Table 2 Presents the Sources of acquiring information for operational skill acquisition among the staff of the Library at Nasarawa State University, Keffi. From the table, it was discovered that the information staff acquired from the workshop as a source has the highest frequency and percentage of 58 (96.6%), followed by seminars and Conferences with a percentage and frequency of 55 (91.3%). Personal information seeking with frequency and percentage of 48 (80%), and mentorship from a colleague has a frequency and percentage of 45 (75%). Lastly, social interaction and social media with a frequency and percentage of 40(66.6%).

Table 3: Procedures through which Information Acquired from various Sources Facilitate Operational Skills Acquisition among University Library Staff of Nasarawa State.

	Procedures from various sources facilitate operational skills acquisition among University library staff of Nasarawa state.	frequency	Percentage
1	Information acquired from Conference assists the staff strength base on their skill acquisition and update	50	83.3%
2	Information acquired from seminars helps in evaluating the new methods suitable and applicable to Library	58	96.6%
3	Information acquired from the workshop facilitates effective operational skills in Library work	58	96.6%
4	Information acquired from mentorship from colleagues, which helps in skills development	50	83.3%
5	Information acquired from Personal seeking Facilitate Specialisation in the area	40	66.6%
6	Information acquired from social interaction helps in communication skills	40	66.6%
7	Information acquired from social media assists in the enhancement of skills in an online environment	55	91.6%

Source: Field Survey 2021

Table 3 Presents the procedures through which information acquired from various sources facilitate operational skills acquisition among University library staff of Nasarawa state. From the table, it was discovered that information acquired from workshops and seminars with a frequency and percentage of 58 (96.6%) highly influenced and facilitated the operational skills acquisition, followed by the information acquired from social media with a frequency and percentage of 55 (91.6%) and information acquired from conferences and mentorship from a colleague with the frequency and percentage of 50 (83,3%). From the table, it was also discovered that information acquired from personal seeking and the one acquired from social interaction with a frequency and percentage of 40 (66.6%). The Findings here shows that staff in a library used workshop and seminars as their sources of acquiring information for operational skills and also for updating their skills in library work.

Summary of Findings

1. Information about Cataloguing and Classification is the most frequent information needed for operational skills acquisition among the staff of the Library at Nasrawa State University,keffi.
2. Workshop, seminars and conferences were the most frequent sources of acquiring information for operational skill acquisition among University library staff of Nasarawa state.
3. The procedure through which information acquired from various sources highly facilitated and influenced operational skills acquisition among University library staff of Nasarawa state was the information acquired from workshops and seminars.

4. Information about cataloguing and classification are the types of information with the highest frequency and percentage.
5. Workshop is the highest source of information for operational skills acquisition among University library staff of Nasarawa State.
6. the information acquired from workshops and seminars facilitated and influenced the operational skills acquisition among the staff of the Library in NSUK and has the highest frequency and percentage.

Conclusion

From the study's findings, information acquired from various sources influenced operational skills acquisition among the University library staff of Nasarawa state. This is because the staff of the Library in NSUK needed information for skills development in library work, such as Cataloguing, Classification, Used of ICT facilities etc. The information will be acquired through many sources including Conferences, Seminars, Workshops, Personal contacts, Social Interaction Social media e.t.c

Recommendations

Based on the findings of this research, the following recommendations are provided:

- 1 Information about Minutes taking and Information about Library Security is the information with the lowest frequency and percentage and is also important and needed for operational skills acquisition among the staff of the Library in NSUK.
2. Social Interaction and Social Media are the sources of acquiring information with the lowest frequency also is important for operational skills acquisition among the staff of the Library. It will assist the staff strength base on their skill acquisition and update.
- 3 Information acquired from Personal seeking and information acquired from social interaction has the lowest frequency. Both are important and can influence the operational skills acquisition among staff library in NSUK; as such, the staff should prioritise them.

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