

An assessment of computer literacy skill among library staff of Federal College of Education Zaria, Nigeria

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ABSTRACT:

This study was set to assess computer literacy skill among library staff of FCE Zaria. The library staff seems not to be computer literate, do not have computers on their tables and it appear no any training initiative for the staff in the area of computer literacy program. The study therefore aims to find out the available computer(s) in the college library, the extent to which the available computer(s) are accessible by the library staff, the level of computer skills possessed by the library staff and also, to find out how computer skills if possessed by the library staff help their activities. A descriptive survey research method was adopted for the study using questionnaire and observation as instrumentation. Ninety one (91) questionnaires were distributed and seventy seven (77) were returned with a response rate of 84.6%. Data collected were analyzed using tabulation of the frequency and percentages of response. Results reveal that, the library owns desktop computer with 72.7% response, while laptops and I pads were not found. Observation shows that, the available desktop computers in the library are often accessible in the administrative and internet unit. Another result shows that the library staff at best, know how to use the internet with 54.8% and weak in computer operation (19%), word processing (9.5%), spreadsheet (11.9%) and database (4.8%). But somehow recognize the importance of computer to their activities as to saving time (51.9%), speeds work (54.5%), save space (51.9%) and low literate to it importance in organization of work (37.6%) and to research and development (38.9%). The study concluded on the note that computer literacy skill has no great impact among the library staff of Federal College of Education Zaria, Nigeria.

Keywords: computer skills, computer usage

المستخلص :

أجريت هذه الدراسة لتقييم مهارات الحاسوب لدى العاملين بمكتبة كلية التربية الاتحادية في زاريا. ويبدو على العاملين بالمكتبة عدم المعرفة بالحاسوب، وأنه ليس لديهم حواسيب على مكاتبهم، كما أنه لا تبدو هناك مبادرة لتدريب العاملين في إطار برنامج لتعليم الحاسوب. ومن هنا فإن الدراسة تهدف لمعرفة أجهزة الحاسوب المتوفرة بمكتبة الكلية، ومعرفة إلى أي مدى أجهزة الحاسوب المتوفرة في متناول يد العاملين بالمكتبة، ومعرفة مستوى مهارات الحاسوب التي يتمتع بها العاملون بالمكتبة وأيضاً معرفة ما إذا كانت لديهم مهارات الحاسوب بالفعل تساعدهم في أعمالهم. انتهجت الدراسة منهج المسح الوصفي باستخدام الاستبانة والملاحظة كأداتين للبحث. تم توزيع إحدى وتسعين (91) استبانة استرجعت منها سبع وسبعون (77) بمعدل استجابة 84.6%. تم تحليل البيانات التي جمعت باستخدام جداول التكرارات والنسب للاستجابات. تكشف النتائج أن المكتبة تملك حواسيب مكتبية بنسبة استجابة 72.7%، بينما لم يكن هناك حواسيب شخصية (لابتوب) أو نقالة (إيباد)، وتظهر الملاحظة أن الحواسيب المكتبية

المتوفرة في المكتبة كثيراً ما تكون متاحة في الوحدة الإدارية وقسم الانترنت. وتظهر نتيجة أخرى أن العاملين بالمكتبة في أفضل الأحوال يعرفون كيف يستخدم الانترنت بنسبة 54.8% وضعيفين في تشغيل الحاسوب بنسبة (19%)، وفي عمليات كتابة النص بنسبة (9.5%)، وفي عمليات الجداول بنسبة (11.9%)، وقاعدة البيانات بنسبة (4.8%). بشكل أو آخر يقر المستجيبون من العاملين بالمكتبة بأهمية استخدام الحاسوب في نشاطاتهم فهو يوفر الوقت بنسبة (51.9%)، يسرع العمل بنسبة (54.5%)، يوفر الحيز بنسبة (51.9%)، يقلص الجهل بأهمية الحاسوب في تنظيم العمل بنسبة (37.6%)، ويسهم في البحث والتطوير بنسبة (38.9%). لكن المعرفة بالحاسوب لم تحدث تأثيراً ذا شأن بعد لدى العاملين بالمكتبة. بالرغم من ذلك فمؤشرات الدراسة ذات الصلة بمحو الأمية الحاسوبية بمكتبة الكلية يمكن أن تغير في ناحية الضعف فيها. وانتهت الدراسة على أن مهارة الحاسوب ليس لها تأثير كبير على عمال المكتبة في كلية التربية الفدرالية ، زاريا ، نيجيريا.

كلمات مفتاحية: مهارات الحاسوب، استعمال الحاسوب

INTRODUCTION :

Computer is affecting is our lives in many ways and this call for the need to emphasis computer literacy in the field of librarianship. Computer literacy in relation to the library is the skills and ability of the library staff to use computers and technology efficiently in the execution of library operations. The importance and usage of computer has been emphasized by Rehand (1995), that computers are an indispensable tool in today's work place. However, as organizations become ever more dependent on technology, the value of a librarian should be measured in terms of technological competency. According to United State National Research Council 1999: 9; Council of Australian University Librarians 2001: 2), basic computer literacy is the learning of specific hardware and software applications – and that is a prerequisite for engaging with the new 'digital', 'silicon' or other 'electronic literacies'. Computer is the most ever tool invented. It is a machine that accepts information (in the form of digitized data) and manipulates it for some result based on a program or sequence of instructions on

how the data is to be processed. In addition, it can store, retrieve, organize, sort and analyze information and to much greater degree of accuracy that could ever be achieved manually, that is by the human efforts alone. The knowledge of computer among library staff has a huge impact at different levels of executing library work.

Problem statement

Offices and places of works are seen equipped with computers, moving in the direction of information technology of the 21st century. Similarly, the training and retraining of library staffs in the area of computer in developed worlds had ensured smooth transformation from their traditional roles to meet with new roles of the digital age. The ability to access, manipulate and use information is the basic requirement for survival and development in the emerging information age in which information is growing by leaps and bounds. However, the capacity and capability to access and apply information must find bearing in information technology in the global village (Aduwa Ogiegbaen and Iyamu, 2005).

However, the college library of FCE Zaria operates basically on the traditional library routines known of a library since decades. Perhaps the library staff seems not to be computer literate and do not have computers on their tables. Consequently, the college library appear not to have any training initiative for it staff in the area of computer literacy program, hence the staff can be count outdated.

Review of relevant previous researches

A valuable component of computer literacy is knowledge of how computers work and operate. To have basic computer skills is a significant asset to the library staff. Computer literacy entails the ability to operate a computer and to understand the language used in working with a specific system or systems. According to Otokunefor (2005), "computer literacy refers to the level of computer knowledge of an individual and the degree to which such knowledge can be used in problem solving". Computer literacy is also seen as the ability to achieve desired outcome through a computer. The tasks comprising computer literacy, according to Saadi (2002) vary in different environments. In the library environment, the computer plays a vital role to the staff in their library services. Malone et.al (2006) commenting on the factors impacting number of computers for a library report that, a librarian in their survey said 'we need a full time technical support position to assist the library with all computer needs, ... this includes staff computers'. This implies that the availability of computers in libraries for staffs needs cannot be limited especially in the 21st century were librarians are faced with ever

increasing technological challenges. Similarly, Odongo (2011) in an effort to establish the extent of computerization among academic libraries in University of Nairobi reports that, 'respondents were asked to indicate the level of computerization in their libraries, about 77% of the respondents indicated that their libraries are computerized compared to 17% and 7% who indicated that their libraries are fully computerized and planning to computerize respectively'. The number of roles a computer has in a library depends solemnly on it availability and accessibility. In other words, until the computers are in sufficient number their level of accessibility determines what functions of the library activities is achieved. To talk about computer usage, Ngozi (2003) in a book discuss library routines in the image of computer application to include, computerized acquisition routines, computerized cataloguing routines, computerized serial routines and computerized circulation routines. However, Padmamma (2012) in a study found that 82.5% of library staffs have computer skills and 77% of the colleges he studied provide internet services, while 23% of the colleges are not providing. He recommended that to improve the standard of work of the college libraries in terms of computerization, they need to have computer technology and update their knowledge regarding IT technology. Similarly, Safahieh and Asemi (2008) in another study assessed the computer literacy skill of librarians in Isfahan University of Iran. The results indicated that majority of the librarians have acquired their computer skill. While indicating the benefits of computer use in day to day work / tasks by librarians,

Safahieh & Asemi (2008) also added that, computer has enabled majority (82.9%) of respondents to perform their official tasks easier and faster. Computer facilitates librarians routine work processes. It does not only allow them to work with increasing flexibility in less time, it also helps them to do their tasks more effectively (Jerabeka et al 2001).

Approach

The research is on the approach of quantitative research method to solve the problem.

Objectives

1. To find out the available computer(s) in the college library
2. To find out the extent to which the available computer(s) are accessible by the library staff
3. To find out the level of computer skills possessed by the library staff
4. Also, to find out how computer skills if possessed by the library staff help their activities

Significance of the study

1. Helping library staffs to know the importance of computer literacy for effective library service
2. Enlightening librarians to the technological trends brought by the introduction of computer as it affects the library

Methods

The study was to assess computer literacy know-how among library staff of FCE Zaria and has the institution's college library staff as population of the study. A descriptive survey research method was adopted for the study. The choice for the method enables the researcher to obtain information concerning the current status of phenomenon to describe "what exist" with respect to variables or conditions in the college library under study.

Population of the study

The population of the study embraces all the library staff of the college library and stood at Ninety one (91), excluding patrons. The breakdown of the population is presented as follows:

Library Staffs	Population
Senior Staff	57
Junior staff	34
Total	91

Sample for the study

The population of the study was not large, so the researcher used 100% of the population of the study. Thus, the sample of the study stood at Ninety one (91) and hence, no sampling technique was adopted. Bernard (2012) also supported this by asserting that if a population of a study is less than two hundred (200) the entire population should be used for the study.

Instrument for data collection

A questionnaire as an instrument was designed to measure the opinion of respondent in relation to the research objectives raised in chapter one. The questionnaire was divided into two parts A, and B. The A part contains about the respondents and part B contains the questionnaire items. The questionnaires were distributed to the respondents personally by the researchers and the actual data collection of this study was done for a period of one week i.e. 10th March – 17th March 2016.

Validity of the instruments

The validity of questionnaire items was obtained by given it to experts in the field which they scrutinized and modified in terms of relevance, clarity and merit.

Reliability of instrumentation

Reliability of the instrument was obtained by administering the sample

questionnaire to library staff of Ameer College of Advance Studies Zaria, Nigeria. The pilot study involved ten (10) subjects and a reliability coefficient of 0.74 was obtained using Rank Order Correlation Coefficient (ROCC).

Results and Discussion

Table 1.1 Summary of staff classification

Staff	Frequency	No. Percentage
Senior staff	47	61
Junior staff	30	39
Total	77	100

The above data indicated a summary of the library staff by their classification.

Table 1.2 Availability of computer(s) in college library FCE Zaria

Type of computers	Desktop	Laptop	I pad	Others
Frequency	56	0	0	0
Percentage	72.7%	0%	0%	0%

In order to find out the availability of computer in the library, data collected indicated that, desktop computer available in the college library with 72.7% response of 77 subjects, whereas, 21 respondents representing 27.3% did not responded. While Laptop and I pad were not available. Similarly, Odongo (2011) in an effort to establish the extent of computerization in University of Nairobi libraries, 77% of the respondents indicated their libraries been computerized and 17% and 7% indicated

Table 1.3 Extent of accessibility of available computer(s) by the library staffs of FCE Zaria

Types of computers	Often	Occasionally	Not at all	Undecided	Total
Desktop	20	27	25	5	77
Laptops	0	0	0	0	0
I pads	0	0	0	0	0
Others	0	0	0	0	0
Frequency	20	27	25	5	77
Percentage	25.9%	35.1%	32.5%	6.5%	100%

Data collected was analyzed using tabulation of the frequency and percentages of response. Ninety one (91) questionnaires were distributed and seventy seven (77) were returned with a response rate of 84.6%.

Senior staffs had 61% whereas the junior staff had 39%.

their libraries fully computerized and planning to computerize. However, in Malone et.al (2006), a librarian in their survey said shows the need of a full time technical support position to assist the library with all computer needs and this included staff computers among others. Therefore, desktop computers should be made sufficiently available for the library staffs if I pads and Laptops will take a far step due to financial constraints or cost effect.

In an effort to establish the extent of accessibility of the available computers in the library, library staff indicated their accessibility to desktop computer with 25.9% response of often access, then 35.1% occasionally and 32.5% response of no access. While laptops and I pads were even unavailable. The researcher however, observed that, the 'often' and 'occasionally' accessible desktop computers are found in the administrative and internet units of the library; those in the administrative unit are used by clerical staff and those

accessible in the internet unit included the server computer used by staff to control other computer networks for users within the unit. On an important note for the library, Ngozi (2003) confer essential computer application in library activities to include, computerized acquisition routines, computerized cataloguing routines, computerized serial routines and computerized circulation routines. Hence, the need for more computers in all sections of the library for staffs accessibility.

Table 1.4.1 Library staff with computer skills in FCE Zaria

skill	Frequency	Percentage
Possess Computer skill	42	54.5%
No computer skill	35	45.5%
Total	77	100%

Table 1.4.2 Computer skills possessed by the library staff of FCE Zaria

Computer Skills	Frequency	Percentage
Computer operation	8	19%
Word processing	4	9.5%
Spreadsheet	5	11.9%
Database	2	4.8%
Internet	23	54.8%
Total	42	100

To examine the level of computer skills possessed by the library staff, responses indicated 54.5% literacy skill in computer against 45.5% not computer skilled. At best, their literacy in internet had 54.8% and weak in computer operation (19%), word processing (9.5%), spreadsheet (11.9%) and database (4.8%). Similarly, Padmamma (2012) found that 82.5% of library staffs have computer skills and 77% of the colleges he studied provide internet

services, while 23% of the colleges are not providing. He recommended that to improve the standard of work of the college libraries in terms of computerization, they need to have computer technology and update their knowledge regarding IT technology. The college library under study therefore, should provide a training program that will educate it staff in areas of computer skills.

Table 1.5 How computer skills affects the activities of the library staffs

Importance of computer skills to library staffs	Frequency	Percentage
Save time	40	51.9%
Save space	40	51.9%
Speed work	42	54.5%

Organization of work	29	37.6%
Research and Development	30	38.9%

In assessing how computer skills possessed by the library staff affect their activities, responses was gained of the importance of computer to their activities as to saving time (51.9%), saving space (51.9%), speeds work (54.5%), and somehow less literate to it importance in organization of work (37.6%) and to research and development (38.9%). However, computer facilitates librarians routine work processes. It does not only allow them to work with increasing flexibility in less time, it also helps them to do their tasks more effectively (Jerabeka et al 2001). Safahieh & Asemi (2008) on indicating the benefits of computer use in day to day work by librarians revealed that, computer has enabled majority (82.9%) of respondents to perform their official tasks easier and faster.

Conclusion

The study was carried out in Federal College of Education Zaria. It adopted a descriptive survey design and data collected from library staff in the institution's college library. From the findings of the study it is clear that only desktop computer (72.7% response) available in the college library while I pad and Laptop were not found. And the available computers were found accessible so occasionally at 35.1% response in the administrative and internet units of the library, often by clerical staff and as server computer used to control other computer networks. On another note, 54.5% of 77 library staff indicated their literacy skill in computer against 45.5%, and their literacy skill is seen in internet with 54.8%, weak in computer operation

(19%), word processing (9.5%), spreadsheet (11.9%) and database (4.8%). However, the library staffs recognize the importance of the computer to their activities as to saving time (51.9%), saving space (51.9%), speeds work (54.5%), and somehow less literate to it significance in organization of work (37.6%) and to research and development (38.9%). With relevance to the aforementioned, computer literacy skill has no great impact among the library staff of the institution college library.

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