Full Length Research

Computer Literacy Skills and Job Performance by Librarians in State Universities, Delta State, Nigeria

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This study examined the Computer Literacy Skills and Job performance by librarians in State Universities, Delta State, Nigeria. The study was guided by three research questions. A correlation research design which adopted the simple and multiple linear methods was adopted. The population consisted of 145 librarians in four university libraries in the state. A rating scale titled: computer literacy skills and librarians job performance rating scale was used as data collection instrument. Research questions one to three were analyzed using coefficient of determination (r^2) and Pearson (r) The findings reviewed that: there is a high positive and significant relationship between computer literacy skills and job performance of librarians in the state; and there is a very high and significant relationship among basic computing skills, digital technology skills. The researcher recommends among others that: there is need for regular computer training of librarians especially those whose level of basic skills in computer operation is still low, Librarians should be encouraged by the university management to upgrade their digital technology skills.

KEYWORDS: Computer Literacy, Skills. Job performance, Librarians, University and Libraries

INTRODUCTION

Computer has been found to be one of the greatest inventions of mankind which has changed the landscape of human and organization activities around the world from which libraries are not exempted. In collaboration to that, Dhanavandan, Esmail, Mohammed and Nagarajan (2012) observed that computer technology has drastically changed every facet of human endeavours including libraries, in such a way that many libraries are now deeply engaged in digitization of almost all of their resources in order to provide fast, interactive, and dynamic information services to users. A reflection of this is that information can therefore be disseminated speedily around the globe due to advancement in the channel of communication. Library resources are being converted from print to digital and web resources, which are being used extensively and subsequently resulted in tremendous growth of information dissemination and service delivery in the library. The use of computer and its facilities in performing library functions makes service delivery to the users faster and more efficient.

The basic library functions are books selection and acquisition, cataloguing and classification, reference service, current awareness just to mention a few are now being carried out with the use of ICT. Saka and Haruna (2013) categorized library jobs into cataloguing and classification of materials, provision of reference services, charging and discharging materials to users, among others were being carried out manually by librarians are now by automated. Currently, computer is being used to accomplish a large volume of what can be done manually. Other functions in the

library include: reprographic services, binding services, indexing services, abstracting services, internet services, current awareness services, user education, information retrieval services etc. With the advent and use of Information and Communication Technology (ICT), the job performance are getting more cumbersome and changing every day. The complexities of these library activities or routines vary with the size, needs and objectives of the library, and the way they are carried out matters a lot. The computer has become a basic tool for generating and processing information in libraries. Nwachukwu (2014) contended that using computer to make information accessible and consumable engages diverse skill needed by information professionals, especially librarians. The author further stated that computer skills for librarians will mean the use of computer for giving service quickly and inexpensively. Computers have enhanced efficiency and librarians must acquire relevant computer skills and competencies to make their profession and roles relevant in this information-driven age.

   The computer technology holds the assurance of increased performance. However, this promise may not be realized due to the limited abilities of those who make use of computers. In fact, effective use of computers depends on individual's computer literacy and it has been widely recognized as a vital skill (Liao & Pope, 2008). Computer literacy is the knowledge and ability a person has to use computers efficiently. Computer literacy can also refer to the computer knowledge someone has with using computer programs and other software applications that are associated with computers. Another valuable component of computer literacy involves the knowledge of how computers work and are operated (Nwankwo, 2016). Drawing from the above definitions, one can say that computer literacy skill is the technical skills and level of proficiency in the general computer knowledge, documents and documentation, online searching (databases and search engines), and communications possessed by users.

   Throughout the history of the world, libraries have been known as important institutional repository center for human knowledge. The ability to use computer effectively and efficiently for various tasks has become a skill that is increasingly necessary as an essential part of one's education to access information in all formats. (Anandara, 2010). Skills such as bookkeeping, clerical and administrative work, stock taking, and so forth now constitute the main subset of computerized practices that form the core "Information Technology skills" package, spreadsheet, word processors and databases (Todd, 2012). Librarians in university libraries are the major workforce having undergone rigorous training and acquired degree(s) from the universities in library and information science. They are the professionals and are mostly in leadership positions responsible to the University librarians. They assist for the day to day administration of the various departments and units under them. The increased adoption of technologies in libraries has a significant impact on the roles of the librarians. They need to be computer literate to enable them carry out their jobs effectively and efficiently in order to guarantee high level of job performance. When this happens, the goals and objectives of the university library management will be actualized.

Purpose of the Study

        Specifically, the objectives of the study were to:
1. establish the coefficient of relationship between basic computing skills and job performance of librarians in the state universities studied;
2. ascertain the coefficient of relationship between digital technology skills and job performance of librarians in the state universities studied; and

Research Questions

        The following research questions guided the study.

1. What is the coefficient of relationship between basic computing skills and job performance of librarians in the state universities studied?
2. What is the coefficient of relationship between digital technology skills and job performance of librarians in the state universities studied?

METHODS

   The design for this study is correlation research design which adopted the simple and multiple linear methods. The linear correlation design was adopted to determine the extent and direction of the relationships between the variables. The population of the study comprised is 145 librarians in the four state university libraries under study. The librarians are from Delta State University, Abraka, Delta State University of Science and Technology, Ozoro, Dennis Osadebay University, Asaba, and University of Delta, Agbor. The sample size of the study was 145 librarians. Census sampling

technique was adopted to cover the entire population as sample.

The small size of the population was why the researcher considered the use of census technique appropriate for the study. The research instrument used in the collection of data for this study was a four- point rating scale captioned: Computer Literacy Skills and Librarians Job Performance Rating Scale (CLSLJPRS). The researcher visited the institutions around the researcher's location and administered the instrument on the respondents with the help of research assistants, one each from the five universities. The research assistants were briefed on the courtesy, use of persuasive language while administering the instrument to the respondents to ensure compliance. Research questions 1-3 were answered using coefficient of determination (r^2) and Pearson (r).

Interpretation of Results

Research Question 1

RQ$_1$: What is the coefficient of relationship between basic computing skills and job performance of librarians in the state universities studied?

Table 1: Summaries of Pearson Product Moment Correlation Statistics used to analyze the relationship between basic computing skills (X) and job performance (Y) of librarians in state universities studied.

V	N	$\sum$	R	MR	DR	Remarks
X	145	2347				High
			0.659	High	Positive	Positive
Y	145	9298				Relationship

Size (n), Summation ($\sum$), Pearson r (r), Magnitude of Relationship (MR), Direction of Relationship (DR) and Remarks
Table 1 shows the summaries of Pearson r used to analyze the relationship between basic computing skills and job performance of librarians in the state universities studied. The result shows that an index of 0.659 was realized for the relationship between the two variables. This result indicates that there is a high positive relationship between basic computing skills and job performance of librarians in the state universities studied. This positive direction of relationship is an indication that an increase in one variable is associated with the some measure of increase in another variable and a decrease in one variable could also be associated with the some measure of decrease in another variable. Therefore, the answer to the research question is that there is a high positive relationship between basic computing skills and job performance of librarians in the state universities studied.

Research Question 2

RQ$_2$: What is the coefficient of relationship between digital technology skills and job performance of librarians in the state universities studied?

Table 2: Summaries of Pearson Product Moment Correlation Statistics used to analyze the relationship between digital technology skills (X) and job performance (Y) of librarians in the state universities studied.

V	n	$\sum$	R	MR	DR	Remarks
X	145	2373				High
			0.665	High	Positive	Positive
Y	145	9298				Relationship

Size (n), Summation ($\sum$), Pearson r (r), Magnitude of Relationship (MR), Direction of Relationship (DR) and Remarks
Table 2 shows the summaries of Pearson r used to analyze the relationship between digital technology skills and job performance of librarians in state universities studied. The result shows that an index of 0.665 was realized for the relationship between the two variables. This result indicates that there is a high positive relationship between digital technology skills and job performance of librarians in the state universities studied. This positive direction of relationship is an indication that an increase in one variable is associated with the some measure of increase in another variable and a decrease in one variable could also be associated with the some measure of decrease in another variable. Therefore, the answer to the research question is that there is a high positive relationship between digital technology skills and job performance of librarians in the state universities studied.

Discussion of Findings

The first objective of the study was to ascertain if any relationship existed between basic computing skills and job performance of librarians in the state universities studied. The result of data analysis in this direction indicates that there was a high positive and significant relationship between the two hypothesized variables, hence the rejection of the null hypothesis. This goes to explain that, for librarians to perform optimally in a library environment that is driven by technology, they must be familiar with the basic computer operations such as tuning the computer on, opening a folder, copying a film from one disk to another, saving a document, scanning as well as printing out a document from the computer.

This finding is a confirmation of the findings by Dhanayandan, Esmail, Mohammed and Nagacajan (2012) that library and information science professionals need to be trained with the basic computer skills to keep them up to date in order to enhance their performance in providing improved and dynamic information service to community of users.

The second objective of the study was to establish the relationship between digital technology skills and job performance of librarians in the state universities studied. The finding of this study has revealed that there is a significant coefficient of relations between digital technology skills and job performance of librarians, thus leading to the rejection of the non- significant hypothesis. The outcome of this study has indicated that the digital literacy level of majority of librarians working in state university libraries in the zone is high hence their effective job performance in the provision of electronic access to reference services, information resources within the libraries as well as the libraries' Online Public Access Catalogue(OPAC) .

This finding is in consonance with the statement by Buckinglam (20216) that librarians require a set of digital technology skills and knowledge that would enable them to effectively carry out information retrieval task in a technology dominated environment.

Conclusion and Recommendations

This study examined -Computer Literacy Skills and Job performance by librarians in State University Libraries in Delta State, Nigeria. The introduction treated exhaustively the variables of the study such as basic compacting digital technology, and electronic resource management. The study was guided by three research questions and three objectives. Based on the data analyzed, the following findings were made:

There is a high positive and significant relationship between basic computing skills and job performance of librarians in state universities in South East geo- political zone, Nigeria; there is a high positive and significant relationship between digital technology skills and job performance of librarians in state universities in South East geo- political zone, Nigeria; and there is a high positive and significant relationship between electronic resources management skills and job performance of librarians in state universities in South East geo- political zone, Nigeria. Based on the findings of the study, the following recommendations are made:

1. The result of the finding indicated that job performance is highly influenced by the librarians' level of basic computing skills. Therefore, there is need for regular computer training of librarians especially those whose level of basic skills in computer operation is still low.
2. Librarians should be encouraged by the university management to upgrade their digital technology skills since such have been linked to their effective job performance in the library.

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