

STAFF COMPETENCIES FOR MANAGEMENT OF MEDIA RESOURCES AND EFFECTIVE SERVICE DELIVERY IN FEDERAL UNIVERSITY GASHUA LIBRARY YOBE STATE NIGERIA.

Yusuf Mohammed Alhaji

Federal University, Gashua. Yobe, State, Nigeria.

Adamu Yahaya

Kaduna Polytechnic, Kaduna State Nigeria.

Ibrahim Bukar

Federal Polytechnic Nasarawa, Nasarawa State Nigeria

Abstract

This study investigated the competencies of staff for management of media resources and effective services delivery in federal university library Gashua yobe state.in North East. Nigeria. The objectives of the study includes; To find out the level of staff competences required for management of media resources and effective services delivered, Two research questions were formulated in line with the specific objectives that guided the study. A descriptive survey research design was used for the study. The entire population of the study was 49 librarians from Federal University Gashua library, the questionnaire “title staff competencies required in management of media resources, and effective service delivery (SCRIMMRFESD). The responses of the librarian were used to answer the research questions. The instrument was structured on 4-point scale Management of media Resources” The instruments were face validated by three experts, two experts from department of Library and Information Science and one from Measurement and Evaluation Unit, Department of Science Education, Ahmadu Bello University Zaria. Data was collected with the help of two briefed research assistance, the instrument was administered and retrieved within two weeks. The returned rate of the administered questionnaire was 100%. Data collected was analyzed using percentages, means and standard deviation to answer research questions. The findings of this study revealed different types of services delivered in Federal University Gashua library. Staff competencies for management of media resources and effective service delivery. Finally, some recommendations were made which include: library staff should be expert on how to manage media resources because of the emerging technologies .through, training, workshop, seminar, sabbatical and others

Key: Staff Competencies, Management, Media Resources, Services Delivery, Effective Service Delivery.

Introduction

Staffing in the university library system is made up of the university librarian, followed by the deputy librarian. Their subordinates include all categories of librarians, system analyst, library officers, library assistants, attendants and technicians. These fall under the professionals, para-professionals and non-professionals all of whom should be qualified in terms of training and certification according to their levels. Training is a very important device in personnel management. This is supported by Adeniji, (2011) “training is an important programme that promotes the worker in an industrial set up. Considering the fact that information provision to every user is the mission of the university library, the need for training in this regard cannot be over emphasized. Just as Tella and Popoola, (2007) asserted that training is an essential strategy for motivating workers in the library as a service organization.

Management is understood in different ways by different people. The act of coordinating the element or factor of production toward the achievement of the purpose of an organization, it's the accomplishment of objective through the use of human labor, materials and machines. Many management expert have tried to define management but no definition of management has been universally economics regarded it as a factors of production sociologies see it as a class or group of person while practitioner of management treat it as process for our understanding, management may viewed as what a manager does in a form organization to achieve the objective. In the words management is the art of getting things done through people, this shows that the managers achieve organizational goals by enabling others to perform rather than performing the task themselves.

Media resources can be described as a library having collection of audio, video and multimedia resources. In the library initially these media resources were typically available on tapes, films, spools, etc. but with IT revolution, resources are available on digital media such as CD's, DVD's and video servers. Nwangwu, Obi and Ogwu (2010) identified media resources to include CDs, DVDs, videotapes and other prerecorded material. Media resources can be in print or in electronic version, and they are vital and delicate.

Effective services delivery in university library cannot be overemphasized since it is a serious issue in the library context that seeks to satisfy the information needs of the users. Gafar., (2015) asserted that effective services delivery is the process by users are provided with useful services that meets their needs successfully in search of information in the library. In addition to that. Jimoh, (2008) noted that effective service delivery can only be provided by qualified

personnel of the library. The librarians are those who can promote effective information services of any types in university libraries.

Objectives of the study

- 1 To find out the level of staff competencies for management of media resources and effective service delivery in Federal University Gashua Library
- 2 To determine the service delivered for effective service in Federal University Gashua Library

Literature Review

Staffing competencies are the combination of observable and measurable knowledge, skills abilities and personal attributes that contribute to enhanced employee performance and ultimately result in organizational success. The Studies have shown that staff training is the key to enhancing the university library services being provided by the workers. As Ajidahun, (2007) in managing media resources in university libraries, staff members need to possess a range of competencies to ensure efficient and effective operations. Staff should have a thorough understanding of various media formats such as print materials, audiovisual materials, electronic resources, and emerging technologies. This includes knowledge of media preservation, cataloging, and the ability to assess the quality and authenticity of media resources Afolabi, and Abidoeye (2014), postulated that Competence in collection development is crucial for staff members responsible for managing media resources. They should have the ability to identify and acquire relevant media materials that support the curriculum and research needs of the university community.

Which involves conducting needs assessments, staying updated on emerging trends, and collaborating with faculty to enhance the media collection. Ajidahun, (2007) Information literacy with the digital revolution, media literacy skills are essential for both staff and library users. Staff members should be adept at finding, evaluating, and utilizing media resources. They should be knowledgeable about copyright issues, fair use, licensing agreements, and intellectual property rights regarding media materials. Okebukola. (2014) Technology skills: Managing media resources in today's libraries requires proficiency in various technologies related to media production, storage, and access. Staff members should be well-versed in media management systems, library management systems, content management systems, digital asset management, and digital preservation tools Fyneman, Idiedo, and Ebhomeya, (2014). Additionally familiarity with multimedia editing software and equipment is advantageous. User assistance and support: Staff should possess strong communication and interpersonal skills to assist library users with accessing and

utilizing media resources effectively. This includes providing guidance on media-related research strategies, troubleshooting technical issues, and offering training sessions on media tools and platforms.

Management can be defined as the process of planning, organizing coordination of information resources in library for the researcher .According to Collaboration and networking, National Universities Commission (2012) Effective management of media resources often involves collaboration both within the library and with external stakeholders. Staff members should be skilled in building partnerships with faculty, external vendors, publishers, and other libraries to enhance access to media resources and explore opportunities for resource sharing. According to Emeghara,. (2014). Adaptability and continuous learning Keeping up with the evolving landscape of media resources requires staff members to be flexible, adaptable, and open to learning. They should be proactive in staying updated on the latest advancements in media technologies, industry trends, and changing user preferences. By possessing these competencies, staff members can ensure the smooth management of media resources in university libraries, ultimately enhancing the teaching, learning, and research experiences of the entire university community.

Management of media resource is the practice used by librarians to keep track of important information about electronic resources, especially internet based resources such as electronic Journals, databases, and electronic books. Aman, (2010) stressed that “as libraries build ever-larger collections of electronic resources, finding ways to manage them efficiently becomes a major challenge. The number of electronic journals, citation databases, and full-text aggregations held by most libraries has grown rapidly. He opined that managing these electronic resources involves providing the library's user with convenient ways to find and access them and providing library staff with the tools to keep track of them”.

According to Emojorho, (2012) management of media resources collection includes selection, organization, staffing, storage, evaluation and dissemination of relevant information for users. Similarly. Ugwu and Onyegiri (2012) stressed that it is a fact that these media resources do not fly into the library or find themselves in the library by accident, there should be coordinated effort to select, acquire, catalogue and maintain them; and this is what management of media resources in libraries is all about. Management in university libraries involves various aspects to ensure efficient and effective functioning of the library services. The primary goal is to meet the information needs of students, faculty, and researchers while maximizing the use of available resources. Here are some key elements of library

management in university settings: **Collection Development:** This involves the careful selection and acquisition of relevant books, journals, electronic resources, and other materials to support the academic curriculum and research needs of the university. Library managers must consider budget constraints, user demands, and emerging trends in academic disciplines when building and maintaining the collection. **Resources.**

Kazaure, (2014) **User Services:** Library managers strive to provide top-notch services to library users. This includes reference assistance, guidance on information retrieval, citation support, interlibrary loans, and access to digital resources. They also develop user-centric policies and maintain open communication channels to gather feedback and continuously improve services.

Alhassan and Macaulay (2015) **Collaborations and Partnerships:** Library managers actively engage with other departments, academic faculties, and research centers within the university to understand their specific information needs and align library services accordingly. Collaborations can include joint initiatives, resource sharing, and leveraging external partnerships for resource procurement. Agbetuyi, (2017). **Technological Integration:** Managing library technologies is crucial in the modern era. Library managers ensure the integration of library systems such as online catalogs, library management systems, digital repositories, and self-checkout systems. They stay updated with emerging technologies and determine their potential impact on library services and resource management, **Assessment and Evaluation:** Library managers conduct regular assessments to measure the effectiveness of library services, user satisfaction, and resource utilization.

Peter, (2018). They use data analytics to identify usage patterns, make data-driven decisions, and inform future collection development strategies **Effective management in university libraries** requires a comprehensive understanding of the academic environment, evolving information needs, and technological advancements. By addressing these key areas, library managers can create an environment that fosters research, learning, and academic success within the university community. Breeding. (2017). **University libraries** play a crucial role in providing effective services to their patrons, including students, faculty, and researchers. Here are some key services that contribute to the effectiveness of university libraries: **Access to Information and Resources:** University libraries ensure access to a wide range of resources, including books, journals, electronic databases, and multimedia materials. They follow systematic cataloging and classification systems for efficient retrieval of information, Iwehabura (2009). **Research and Reference Assistance:** Librarians with expertise in various subject

areas are available to assist users with research queries and provide guidance on finding relevant resources. They offer personalized reference services, helping users navigate through complex databases and refine their search strategies. Service delivery refers to the process of providing and fulfilling services to customers or client it encompasses all the activities involve in delivery a service include planning, designing, executing, and evaluating the services to meet the needs and expectation of the recipient According to Emery and Stone 2013). Interlibrary Loan Services: Libraries often collaborate with other institutions to offer interlibrary loan services. This allows users to request resources from partner libraries beyond their own collection, significantly expanding the range of materials accessible to them. And Instruction and Workshops: Libraries conduct information literacy sessions and workshops to enhance users' research and critical thinking skills. These sessions cover topics such as database searching, citation management, evaluating sources, and academic integrity. Digital Services and Online Resources: With the advancement of technology, university libraries.

According to Onwubiko, (2019) online platforms are remote access to resources. This includes online databases, e-books, e-journals, and digitized archival materials. Libraries also manage institutional repositories for hosting and preserving scholarly publications and research outputs. Specialized Collections and Archives: University libraries often maintain specialized collections and archives that focus on specific subjects, disciplines, or regional interests. These collections contain rare books, manuscripts, primary sources, and other unique materials, providing valuable resources for in-depth research.

Rocio, (2016). Opined that University libraries actively collaborate with faculty, researchers, and other departments within the institution to support teaching, learning, and research goals. They often tailor their collections, services, and programs to meet the evolving needs of their academic community. Continuous Improvement and Assessment: Effective university libraries strive for continuous improvement by regularly evaluating their services, collecting user feedback, and incorporating changes based on evolving user needs and preferences. This ensures that the library remains a relevant and responsive resource hub on campus. By providing comprehensive and well-rounded services, university libraries contribute significantly to the academic success, research productivity, and intellectual growth of their users.

Effective Service delivery Effective services delivery in university library cannot be overemphasized since it is a serious issue in the library context that seeks to satisfy the information needs of the users. In addition to that. Jimoh, (2008) noted that effective service delivery can only be provided by qualified

personnel of the library. The librarians are those who can promote effective information services of any types in university libraries. The information services like abstracting, indexing, reference services, cataloguing and classification in library can be provided effectively by librarians. The effectiveness of any libraries can only be seen from its service provision with qualified personnel. University library provide services that are to meet the user needs for university institutions achieve their aims and objectives of teaching, learning and research. The services provided in university libraries can only be effective when the library possess quality attributes. World Metrological Organization (2014) noted that availability and timely, dependable and reliable, usable, useful, credible, authentic, responsible, flexible, sustainable and expandable among others give effective service delivery.

Methodology

The study adopted descriptive survey design aims at studying a group of people or items by collecting data from a sample of the same group or items considered appropriate to be a represented of the entire population. This design was appropriate for the study because it sought information from respondents on the staff provision required in management of media resources for effective service delivery in University Library Gashua yobe state. The population of the study was 49 staff in the university library' There is no sampling because the population was manageable. The researcher develop two instrument for the study. The first instrument was "title to what extent of the staff competencies for management of media resources for effective service delivery in Federal University Library Gashua. (SCRIMMRFESD). Which contains 9 items statements. The responses of the librarian were used to answer the research questions. The instrument was structured on 4-point scale HD- Highly Delivered; D- Delivered; LD- Less Delivered; ND- Not Delivered. The research instrument was validated by two experts in department of library science and one from measurement and evaluation all from faculty of education Ahmadu Bello University Zaria. The researcher visited the library and administered the instrument personally to the librarian. The data collected were analyzed using statistical package for social science to calculate mean and standard deviation. Item statement with mean rating of 3.50 and above is HD. 3.49 D. 2.50 and above was LD. while ant item with a mean rating less than 2.50 was ND.

Result and Discussion

Research Question 1: What is the level of staff competencies for management of media resources and effective service delivery in Federal University Gashua Library Yobe State?

Table 1:

Mean and Standard Deviation of Respondents on the Staff competencies for management of Media Resources for Effective Service Delivery in Federal University Gashua Library.

S/N	Item Statements	SA	A	D	SD	N	Mean	STD	Decision
1.	Emphasis on Staff competencies in the ability to easily learn new technologies is required in management of media resources	26	20	18	6	49	3.34	0.67	Accepted
2.	Training is a very important device in personnel management and successful deliberation	-	17	35	18	49	3.30	0.72	Accepted
3.	Staff development and training including the acquisition of the skills in the use of information technology	29	15	24	2	49	3.01	0.76	Accepted
4.	Training focused on making the workers acquire basic computer skills	25	27	12	6	49	3.01	0.78	Accepted
5.	On-the-job training is one of the basic requirements of librarians to manage Media resources	24	20	22	4	49	3.91	0.80	Accepted
6.	Workshop	23	28	15	4	49	3.00	0.82	Accepted
7.	Seminar	29	22	15	4	49	3.09	0.87	Accepted
8.	Sabbaticals	24	27	17	2	49	3.04	0.89	Accepted
9.	Attachment	29	17	17	7	49	2.97	0.90	Accepted
	Grand Mean						3.18	0.80	

Key: SA: Strongly Agreed, A: Agree, Disagree, SD: Strongly Disagree

Table 1 revealed that, the mean ratings of the responses of the respondents on the nine (9) identified items on the staff competences for management of media resources for effective service delivery in federal university library Gashua Yobe State? Includes, Emphasis on Staff competencies in the ability to easily learn new technologies is required in management of media resources had mean score 3.34 and standard deviation 0.67. Training is a very important device in personnel

management and successful deliberation had mean score 3.30 and standard deviation 0.72. Staff development and training including the acquisition of the skills in the use of information technology had mean score 3.01 and standard deviation 0.76. Training focused on making the workers acquire basic computer skills had mean score 3.01 and standard deviation 0.78. On-the-job training is one of the basic requirements of librarians to manage Media resources had mean score 3.91 and standard deviation 0.80. Workshop had mean score 3.00 and standard deviation 0.82. Seminar had mean score 3.09 and standard deviation 0.87. Sabbaticals had mean score 3.04 and standard deviation 0.89. Attachment had mean score 2.97 and standard deviation 0.90.

Mean values ranging from 2.97 to 3.34 which are above the cut-off point of 2.50 on a 4 points rating scale. The above findings indicated that the respondents agreed that the procedures includes Emphasis on Staff competency in the ability to easily learn new technologies is required in management of media resources. Staff competencies required in the management of media resources in university libraries is substantial and multi-faceted. Competent staff play a pivotal role in ensuring that media resources are effectively acquired, organized, maintained, and disseminated to support the diverse needs of students and faculty. Staff competencies in digital media management, including knowledge of copyright and licensing regulations, digital archiving, and emerging technologies, are essential for navigating the complexities of electronic media resources. Staff can also contribute to the development of instructional programs and workshops focusing on media literacy and the effective utilization of media resources for teaching and research purposes.

Table 2: Mean and Standard Deviation of Respondent on Services Delivered in Federal University Gashua Library.

S/N	Item Statements	H	D	L	N	N	Me	S	R
		D		D	D		an	D	D
1.	Selective dissemination of information (SDI)	8	2	3	6	4	3.7	0.	1 st
			1	5		9	5	71	H
									D
2.	Book publishing	4	3	3	2	4	3.7	0.	2 ⁿ
			3	1		9	3	72	^d
									H
									D
3.	Reference services	1	2	3	4	4	3.6	0.	3 ^r
		2	0	4		9	5	84	^d
									H
									D

4.	Bibliographic services	8	3	2	2	4	3.6	0.	4 ^r
			1	9		9	4	72	^d
									H
									D
5.	Printing	8	2	3	7	4	3.6	0.	5 ^t
			1	4		9	0	83	^h
									H
									D
6.	Teleconferencing	4	2	3	5	4	3.3	0.	6 ^t
			9	2		9	0	95	^h
									D
7.	Interlibrary loan services	1	2	2	8	4	3.3	0.	7 ^t
		5	2	5		9	0	93	^h
									D
8.	Audio-visual services	5	2	3	8	4	3.3	3.	8 ^t
			3	3		9	0	74	^h
									D
9.	Mailing services	1	2	2	1	4	3.1	0.	9 ^t
		1	4	5	0	9	0	93	^h
									D
10.	Teaching and instructional services	7	2	2	7	4	3.0	0.	1
			7	9		9	7	81	0 ^t
									^h
									D
11.	Online chart service	9	2	3	1	4	2.5	0.	1
			0	1	0	9	8	89	1 ^t
									^h
									L
									D
12.	Online information instructional services	8	2	3	5	4	2.5	0.	1
			6	1		9	8	79	2 ^t
									^h
									L
									D
13.	Online reference services	1	2	2	9	4	2.5	0.	1
		2	1	8		9	7	93	3 ^t
									^h
									L
									D
14.	Online course research	6	3	2	6	4	2.5	0.	1
			0	8		9	7	78	4 ^t

									h
									L
									D
15. Facsimile service	1	2	3	4	7	2.5	0.	1	h
	2	4	0		0	5	84	5 ^t	h
									L
									D
16. Microform services	8	2	3	3	4	2.5	0.	1	h
		7	2		9	4	75	6 ^t	h
									L
									D
17. Online publishing	1	2	2	1	4	2.5	0.	1	h
	1	0	9	0	9	2	93	7 ^t	h
									L
									D
18. Short Message Services	9	2	3	5	4	2.4	0.	1	h
		5	1		9	9	81	8 ^t	h
									N
									D
19. Translation services	9	2	2	5	4	2.4	0.	1	h
		9	7		9	7	81	9 ^t	h
									N
									D
20. Access to electronic serials	1	2	3	9	4	2.4	0.	2	h
	0	1	0		9	6	90	0 ^t	h
									N
									D
21. C.D ROM database searching	6	2	3	6	4	2.4	0.	2	h
		4	4		9	..0	81	1 st	h
									N
									D
22. Subscription to databases and maintenance of the access		2	3		4	2.4	0.	2	h
	6	4	4	6	9	3	77	2 ^t	h
									N

								D
23. Instant messaging applications	1	1	2	1	4	2.3	0.	2
	0	7	7	6	9	0	98	3 ^r _d
								N
								D
Grand Mean						2.9	0.	
						1	83	

Keys: HD- Highly Delivered; D- Delivered; LD- Less Delivered; ND- Not Delivered

Table 2 indicated that Services that are highly delivered in Library includes, SDI services had mean score 3.75 and standard deviation 0.71. Book publishing had mean score 3.73 and standard deviation 0.72. Reference services had mean score 3.65 and standard deviation 0.84. Bibliography services had mean score 3.64 and standard deviation 0.72. Printing had mean score 3.60 and standard deviation 0.83. Those that are delivered includes Teleconferencing had mean score 3.60 and standard deviation 0.95. Interlibrary loan services had mean score 3.30 and standard deviation 0.93. Audio-visual services had mean score 3.30 and standard deviation 0.74. Mailing services had mean score 3.10 and standard deviation 0.93. Teaching and instructional services had mean score 3.07 and standard deviation 0.81.

And among others. that are less delivered includes Online chart service, online information instructional services, Online reference services, Online course research, Facsimile service, Microform services, Online publishing, . Furthermore those that are not delivered include Short Message Services, Translation services, Access to electronic serials, C.D ROM database searching, Subscription to databases and maintenance of the access, Instant messaging applications.

Also, the overall mean showed that selection dissemination of information is ranked highest, massaging application is ranked lowest as regards to services delivered in Library federal university gashua. The above findings indicated that the respondents agreed that services delivered in university libraries is significant in several ways. By providing access to a wide range of resources, including books, academic journals, digital databases, and multimedia materials, these services support and enhance the learning, teaching, and research activities of students, faculty, and researchers. Furthermore, the expertise of library staff in information literacy and research skills empowers users to effectively navigate and utilize these resources, leading to improved academic performance and scholarly output. Additionally, libraries often serve as collaborative and creative spaces, fostering a sense of academic community and providing opportunities for

interdisciplinary engagement and intellectual exploration. The provision of specialized services such as interlibrary loan, reference assistance, and access to archival materials further enriches the academic experience and contributes to the overall success and reputation of the university. The services delivered in university libraries have a profound and positive impact on the educational and scholarly endeavors of the institution's community.

Summary of the findings

Below are the summary of the finding of the study;

- 1 Two research question applied for the study. One was on level of staff competencies require for managing media resources. which are Good especially (On- the-job training is one of the basic requirements of librarians for managing Media resources)
- 2 The second question revealed different types of services delivered in Federal University Gashua Library. Such as. Reference services, bibliography services, book publishing Services, selective dissemination services, Audio visual services, and others

Conclusion

From the findings and discussion of the study, the following conclusion were made;

- 1 Staff competencies for management of information resources are very good
- 2 Also services are delivered effectively in Federal University Gashua Library

Recommendation

Based on the finding of this study, the researcher recommended that

- 1 staff should be engaged in regular practical so as to enable them acquire process skill
- 2 Government and nongovernment organization should assist in funding and equipment To ensure adequate provision of information resources and library services

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