BABCOCK UNIVERSITY
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COLLEGE OF POSTGRADUATE STUDIES
2022/2023 PhD Thesis Abstract

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RT: Information Communication Technology Infrastructure Availability, Use, Professional Competence and Reference Service Provision by Library Personnel in Federal Universities in North-Central, Nigeria

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AB: Reference service provision is one of the ways by which libraries bridge the gap between users' information needs and the information resources available in the library. Despite the significant role reference services play in meeting users' information needs, studies have revealed inadequate reference service provision in most academic libraries in North-Central, Nigeria. Previous studies have looked at the application of Information Communication Technology (ICT) infrastructure in reference services, use of ICT and awareness of reference services. Also, past studies have been conducted in places apart from North-Central, Nigeria. Therefore, this study examined the influence of ICT infrastructure availability, use, professional competence on reference service provision of library personnel in federal universities in North-Central, Nigeria.

The study employed survey research design. The population of the study was 360 library personnel who were involved in reference service provision in the Federal University libraries in North-Central, Nigeria. The study employed total enumeration. A structured and validated questionnaire was used to obtain data. The Cronbach's alpha reliability coefficients for the constructs ranged from 0.81 to 0.97. A response rate of 85% was achieved. Descriptive and inferential (simple and multiple regression) statistics were used for data analysis at 0.05 level of significance.

The findings revealed that ICT infrastructure availability, use and professional competence had significant influence on reference service provision of library personnel in the Federal Universities in North-Central, Nigeria ($Adj.R^2$ = 0.74, $F(3, 302)$ = 101.32, $p < 0.05$). ICT infrastructure availability ($Adj.R^2$ = 0.55, $F(1, 304)$ = 205.71, $p < 0.05$), use ($Adj.R^2$ = 0.45, $F(1, 304)$ = 201.53, $p < 0.05$) and professional competence ($Adj.R^2$ = 0.45, $F(1, 304)$ = 40.41, $p < 0.05$), had significant influence on reference service provision by library personnel.

The study concluded that ICT infrastructure availability, use and professional competence enhanced reference service provision. Library management should continuously provide adequate ICT infrastructure and create awareness of various reference services available for information needs of library personnel. The library management should train the personnel in digital reference service to keep up with new trend in library services.

Keywords: Federal university libraries, ICT infrastructure availability, ICT use, Library personnel, Professional competence, Reference service provision

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