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2022/2023 PhD Thesis Abstract

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RT: Information and Communication Technology competence, Social Media use, Knowledge sharing and Service Delivery by Library Personnel in Public Libraries in South-South, Nigeria

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AB: Service delivery is critical to the realization of the mandate of public libraries. However, evidences from the literature indicate poor service delivery in public libraries in Nigeria. ICT competence, social media use and knowledge sharing are among factors that have been identified to improve service delivery in libraries. However extant studies have focused on other variables beside ICT competence, social media use, knowledge sharing in relation to service delivery in public libraries in South-South Nigeria. It is on this premise, that this study investigated the influence of ICT competence, social media and knowledge sharing on service delivery by library personnel in public libraries in South-South, Nigeria.

The study adopted survey research design. The population of the study comprised 319 library personnel in South-South, Nigeria. Census method was used to include all library personnel. A structured validated questionnaire was used to obtain data. Cronbach's alpha reliability coefficients for the variables ranged from 0.72 to 0.93. A return rate of 80.2% was achieved. Data were analysed using descriptive and inferential (simple linear and multiple regression).

Findings revealed that ICT competence, social media use and knowledge sharing had significant influence on service delivery by library personnel in public libraries in South-South, Nigeria ($Adj.R^2 = 0.61$, $F(3, 255) = 131.88$, $p < 0.05$). ICT competence ($R^2=0.55$, $t(252)= 5.67$, $p < 0.05$) and knowledge sharing ($R^2 = 0.52 = 0.36$, $t(252) = 5.82$, $p <$

0.05) had significant influence on service delivery in public libraries in South-South, while use of social media ($R^2 = 0.56$, $t(252) = 1.92$, $p > 0.05$) did not. Findings further showed that ICT competence ($R^2=0.55$, $t(252)= 5.67$, $p < 0.05$) had the highest contribution to the variation in service delivery in public libraries in South-South, Nigeria.

The study concluded that ICT competence, use of social media and knowledge sharing improved service delivery of library personnel in public libraries in South-South, Nigeria. The library management should invest in the training and retraining of librarians in the use of social media and knowledge sharing to improve effective service delivery in public libraries in South-South, Nigeria. Public library executives should ensure that training exercise is organized periodically to enlighten library personnel on emerging trends that will improve service delivery.

Keywords: ICT competency, Knowledge sharing, Library personnel, Public library, Service delivery, Social media

Word Count: 366

Abbreviations: RFN: Researcher's Full Name, RD: Researcher's Department, RS: Researcher's School, RE: Researcher's Email, RAE: Researcher's Alternate Email, RP: Researcher's Phone Contact, RT: Registered Title, MS: Main Supervisor, ME: Main Supervisor's E-mail Address, SP: Main Supervisor's Phone Contact, CS: Co-Supervisor, CE: Co-Supervisor's E-mail Address, CP: Co-Supervisor's Phone Contact, AB: Abstract

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