

Full Length Research

Effects of Computer File Management Competence and Use on Information Service Delivery by Librarians in University Libraries in South-East Zone of Nigeria

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This study determined the effect of Computer File Management Competence and Use on Service Delivery by Librarians in University Libraries in South East Zone of Nigeria. The study was guided by two objectives, one research question and one null-hypothesis which was tested at 0.05 level of significance. Survey research design was adopted for the study. The target population was all the 189 Librarians working in government owned University Libraries in South East Zone of Nigeria. This includes nine (9) University Libraries as follows: the Anambra State University Uli (ASU), Abia State University Uturu (ABSU), Ebonyi State University Abakiliki (ESUA), Enugu State University of Science and Technology (ESUT) and Imo State University Owerri (IMSU). Others were Federal University of Technology Owerri (FUTO), Nnamdi Azikwe University Awka, University of Nigeria Nsukka (UNN) and Micheal Okpara University of Agriculture Umudike (MOUA). Since the population of the librarians in these Universities was manageable (189), there was no sampling. The research instrument adopted was questionnaire. Data collected were analyzed using: frequency counts, percentage, means, standard deviation, for research question and ANOVA. The following findings were made: the librarian's competence in File Management as well as its use has a significant effect on their service delivery. However, it was recommended among others that the University Library Managements in the South-East zone of Nigeria should continue to update the File Management competence of the librarians by exposing them to more lectures, Seminars and workshops that will lay more emphasis on File Management competence and how to apply this competence to library functions like cataloguing and classification, serials management, collection management, circulation management, referencing, indexing and abstracting in order to improve information services to library users. The study concludes that Librarian's competence in File Management has a significant effect on their service delivery.

Keywords: Librarians, Computer, File, Management, Competence, Service, Delivery, Nigeria

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BACKGROUND OF THE STUDY

The major components of file management skills are ability to: format a diskette or Flash, find a folder, open a file, copy a file or a folder, move a file or a folder, delete a file or a folder, retrieve deleted files/folders, change the name of a file/folder, create a new file or folder, move between files, select a printer and print files, view files waiting to be printed, share a folder with other people, compress a file, and create a short cut.

Computer File Management is very important, because if they are not stored in an ordered, methodical way, one may never be able to find them again. Secondly, files need to be backed up. Hard drives can become corrupted. It is also possible to delete important files by mistake - human errors occur frequently when a person is very tired - leading to the loss of some important assignments. If only there was another copy on another disk.

The librarian has to manage various files related to his library automation/computerization package as well as those of the internet and intranet-based services. Since e-books and electronic journals are subscribed by the library, a lot of downloads need to be organized for archival. This demands various technical competencies for managing various files. Generally, the file management competence could be described as being able to find files with little effort (Obaje, 2014). Usually, this means putting them in folders with names that indicate its content. Without proper management of files and folders, it will be difficult to store the information one might have gathered from the internet. This in turn will lead to confusion and repetition of work. Hence, it is absolutely necessary the file management competence is acquired by librarians. It is based on this scenario that this research on effect of librarian's File Management competence as well as its use on information service delivery by librarians working in university libraries in south-east zone of Nigeria was investigated.

OBJECTIVES OF THE STUDY

The objectives of the study were to determine the:

1. extent of information service delivery by librarians in university libraries in South-East zone of Nigeria;
2. effect of the librarians' File Management competence and use on information service delivery by the librarians in university libraries in South- East zone of Nigeria;

RESEARCH QUESTION

This study answered the following research question:

1. What is the extent of the librarians' use of ICT to enhance their information service delivery in South-East zone of Nigeria?

HYPOTHESES

The following null hypothesis was tested:

- H0₁: There is no significant effect of the librarians' File Management competence and use on information service delivery in university libraries in South-East zone of Nigeria.

REVIEW OF RELATED LITERATURE

According to Anunobi (2006), the data that we work with on computers are kept in a hierarchical file system in which directories have files and subdirectories beneath them. Although we use the computer operating system to keep our image data organized, how we name files and folders, how we arrange these nested folders, and how we handle the files in these folders are the fundamental aspects of file management. The operating system's organization of our data can be enhanced by the use of cataloging programs, which make organizing and finding image files easier than simply relying on the computer's directory structure. Another feature of catalog programs is that they can streamline backup procedures for better file protection.

Folders: Folders (directories) are storage units, in which one can create to store files, to make them easier to locate. The concept is similar to that of a filing cabinet. If files were placed in a filing cabinet in no particular order, then they would be difficult or even impossible to find. They are therefore placed in drawers, folders and subfolders. Equivalently, the disk can be broken up into a series of folders and subfolders. However, Oduwole (2005) pointed out that It is helpful to approach file management issues by separating the concept of Storage from the concept of Organization. Oduwole (2005) further pointed out that Storage describes how one handles the files.

Adeyoyi (2006) in his research titled "Digital divide or digital exclusion? The role of the libraries in bridging the digital divide", examined the file management competence of 150 librarians in Nigerian university libraries. He adopted survey research design. His instrument was questionnaires which were randomly distributed to the librarians. He adopted descriptive statistics (percentages and frequency counts). His findings revealed among others that only 21% of the librarians know how to use the computer to store

information in a file or a folder. He recommended that there is a need for the libraries to expose or sponsor the librarians to more workshops, seminar or conferences on computer use with more emphasis on computer file management.

Islam (2011) investigated the file management techniques of reference librarians in Kenya. He adopted survey research method. His instrument was questionnaire. The population of the study was 180 librarians working in university libraries in Kenya. He adopted random sampling technique in distributing his instrument. The data generated were analyzed with descriptive statistics (frequency counts and percentages). His findings revealed that about 50% of the librarians have little knowledge on how to manage files for efficient service delivery; however, he recommended that the university library should

organize in-house training for their librarians on the basic skills on library file management for effective information service delivery.

According to Obaje (2014), one should save files regularly. If for some reason the computer shuts down or hangs, while at the middle of work, one will lose everything since he/she last saved. One can save files on the USB or a DVD/CD-Writer. If one is in a pinch, he/she could save the file to the shared drive and then save it as an attachment and email it to one's self. Another idea is if one to copy and paste the file in his/her email body and then send it to one's self (This is handy if one's file is all text). To save a file, simply click on the File menu then click Save As, then one should put a name on the file, that has meaning for easier management. If one has already saved a file, he/she can go to the File menu and click on save.

The file management skills of librarians play a major role in the reference section of the library where downloading of hits are saved in files/folders which are usually named after the different patrons. This will definitely improve the information service delivery of the librarian which in turn improves the service delivery of the library.

Swanson (2008) conducted a research on the file management technique of librarians in Botswana. He adopted survey research design. His instrument was questionnaire, which was randomly distributed to 180 librarians. The data collected were analyzed with descriptive statistics (frequency counts and percentages). The findings of the research revealed that file management skills of librarians play a major role in most of the sections of the library particularly in circulation and reference services. This opinion supports the findings of Biddiscombe (2001), Sass (2001) and Sackett, Zedeck and Fogli (2000) who on separate occasions submitted that file management competence is very important in the application of computer to library services for effective information service delivery. Halman (2005), Jansen

(2000), and Monty (2000) on different accounts highlighted the need for all librarians in this computer era to be versatile in downloading files from the net and storing them in folders/files which can be retrieved when needed.

Oduwale (2005), reported that the computer file management is very important in every unit of the library where computer is applied. He further submitted that it is extremely difficult for one to use a computer without saving his or her work in a file/folder. The effect of file management competence of librarians has also been reported by the works of Cascio (2005), and Cathie (2002), they claimed that without proper management of files and folders, it will be difficult to store the information one might have gathered from the internet. This in turn will lead to confusion and repetition of work. Hence, it is absolutely necessary the file management competence is acquired by librarians. This view was supported by Cotta, (2009). According to Mellot (2003) computer file management is keeping the files on one's computer organized and up-to-date. Just as with paper files, the goal of computer file management is to ensure that one can find what he/she is looking for, even if one is looking for it years after its creation.

According to Okiki (2011) the search function is a wonderful thing but it will never match the ease of being able to go directly to a folder or file. He further pointed out that effective file management could reduce the time the librarians spend in locating files downloaded from the internet thereby, increasing the service delivery of the librarians.

RESEARCH METHOD

Survey research design was used and the entire population of 189 professional librarians in 9 Government (both State and Federal) university libraries that started operation before 2010 in South East zone of Nigeria was adopted. This includes: Anambra State University Uli (ASU), Abia State University Uturu (ABSU), Ebonyi State University Abakiliki, (ESUA), Enugu State University of Science and Technology (ESUT) and Imo State University Owerri (IMSU). Others are Federal University of Technology Owerri (FUTO), Nnamdi Azikiwe University Awka, Nnamdi Azikiwe Library University of Nigeria Nsukka (UNN) and Michael Okpara University of Agriculture Umudike (MOUA). In order to achieve the objectives of the study, a self-constructed questionnaire was used for the study. The questionnaire went through content validity check. Copies of the questionnaire were given to senior colleagues in the profession. The essence of this exercise was to ensure that the questions were clear, simple and appropriate for the study. On the basis of their suggestions and modifications, some of the items were modified to suit the objectives of the study. A final

draft of the questionnaire was then prepared and used for the study.

A pretest of the study was conducted using test and re-test method. Twenty (20) librarians from University of Jos were used to test the reliability of the questionnaire. The reliability coefficient of 0.69 was obtained, and the coefficient was considered high enough for reliability (Tiraieyari, et al, 2011). This enabled the researchers to ascertain whether or not the questions asked were able to generate the required data. The questionnaire was then distributed.

METHOD OF DATA ANALYSIS

Data collected were analyzed using Descriptive statistics of frequency counts and percentages for answering the research question, and Inferential Statistical analysis of Variance (ANOVA) for the hypotheses. The Statistical Package for Social Science (SPSS) on personal computer was used for the analysis. All statistical methods that were used for testing the stated hypotheses were based on 0.05 level of significance. Tables were also provided where necessary.

RESPONSE RATE

One hundred and eighty nine (189) copies of the questionnaire were administered to the respondents in all the nine (9) surveyed university libraries in South East Zone of Nigeria. Out of the 189 copies distributed, 168 (88.9%) were filled, returned and found usable. This gave a response rate of 88.9%.

DATA ANALYSIS

Research Question 1: What is the extent of the librarian's use of ICT to enhance their Service Delivery in South East zone of Nigeria?

Table 1 shows the Librarians' Extent of Use of ICT to enhance their Service Delivery in the university libraries in South-East zone of Nigeria. To answer the research question, the overall weighted average was 3.69 which indicated large extent. Therefore, the librarians in the universities in South East zone of Nigeria can use ICT (computer) to enhance their service delivery to a large extent.

HYPOTHESES TESTING

The hypotheses formulated to assess the effect of E-mail Competence and Use on Service Delivery by Librarians in University Libraries in South-East Zone of Nigeria was

ANOVA - since the research was interested in testing 'effect' of one Dependent variable on an Independent variable.

H₀₁: There is no significant effect of the librarians' file management competence and use on service delivery by librarians in university libraries in South-East zone of Nigeria.

Table 2a shows that competence in file management as well as its use contributed -5.6% of the total variance in the service delivery of the librarians (Adjusted R² = -0.056). Thus the effect is shown to be significant ($F_{(2, 12)} = .006$; $p < 0.05$). Therefore, Hypothesis one is rejected. Thus there is a significant effect of the librarians' file management competence as well as its use on service delivery by librarians in university libraries in South-East zone of Nigeria.

Table 2b shows that the F calculated at 0.006 to 12 degree of freedom has a t value at -670 for file management use and 1.106 for file management competence. This implies that as $p < 0.05$ for both competence and use, there is a significant effect of the librarians' file management competence and use on service delivery by librarians in university libraries in South-East zone of Nigeria. Therefore, the Hypothesis is again rejected.

SUMMARY OF FINDINGS

Based on the analysis and presentation of data, the following are summary of findings:

1. The librarians in the Universities in South-East zone of Nigeria can use ICT to enhance their service delivery to a large extent.
2. There was a significant effect of the librarians' file management competence and use on service delivery by librarians in university libraries in South-East zone of Nigeria.

DISCUSSION

The research question sought to find out the extent of the librarian's use of ICT to enhance their service delivery in South-East zone of Nigeria. To answer the research question, the overall weighted mean average obtained from the analysis of Extent of service delivery of librarians in university libraries in South-East zone of Nigeria was 3.69 which indicated large extent. This implies that librarians in the universities libraries in South-East zone of Nigeria can use ICT to enhance their service delivery to a large extent. This finding could possibly be because, the influx of ICT facilities into the academic libraries in

Table 1: Librarian's Extent of Use of ICT for Enhanced Service Delivery

Librarian's Use of ICT	Weighted Average
Extent of Operating Computer	3.58
Extent of Use of Computer to perform File Management	3.38
Extent of Use of Browser	3.47
Extent of Use of Computer to Search the Internet	3.92
Extent of Use of E-mail Services	4.12
Weighted Average Mean	3.69

Source: From Field work

Table 2a: Summary of ANOVA Showing Effect of File management Competence, Use on Service Delivery ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1. Regression	38407,296 364918.437	2	19203.648	.006	.549 ^a
Residual	403325.733	12	30409.870		
Total		14			
R = 0.309; R² = 0.095; Adjusted R² = -056					

a. Predictors: (Constant), file management competence, file management use

b. Dependent Variable: service delivery

Table 2b: Summary of Analysis showing Effect of file management Competence and Use on Service Delivery Coefficients³

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	2091.207	2293.191		.912	.380
(Use) of File Management Competence on File Management	-2.728	4.071	-.205	-.670	.005
	.164	.148	.339	1.106	.029

a. Dependent Variable: Service Delivery

Nigeria in the 90s and early 2000s have made librarians to embark on self- development on the use of ICT particularly computer skills. Nevertheless, most academic libraries in Nigeria have developed in-house training of librarians on the basic use of ICT facilities, particularly computers. This could possibly explain why most of the librarians appeared ICT literate. This finding corroborates the works of Okiy (2010) and Oduwole (2005) who on separate occasions stated that large percentage of librarians in the South-East zone of Nigeria are computer literate. They however, lamented the fast deterioration of ICT facilities in most libraries in South-East zone of Nigeria.

The result of the hypothesis tested, revealed that file management competence and use had a significant effect on service delivery of the librarians. This implies that librarians' file management competence and use had a significant positive effect on their service delivery. The positive relationship implies that increase in a librarians'

competence in file management and use of this competence, could bring about increase in the service delivery. This observation supported the works of previous researchers like Steffi-mabry (2003), and Swanson (2008) who submitted that most librarians in their research works know how to use file management competence to enhance their service delivery, particularly in rendering circulation and reference services. This opinion also supported the findings of Oduwole (2005), who in his study on ICT skill and job performance of librarians, discovered that most of the librarians affirmed that they know how to create a file and save documents in a file. This finding is not surprising when one considers the importance of file management in this computer era. Hence, Biddiscombe (2001), Sass (2001) and Sackett et al (2000), on separate occasions stated that librarians' file management skill is very important in the application of computer to library services. Halman (2005), Jansen (2000), and Monty (2000) on different accounts

highlighted the need for all librarians in this computer era to be versatile in downloading files from the net and storing them in folders/files which can be retrieved when needed.

CONCLUSION

Results obtained from the analysis, showed that the null hypothesis was rejected, thus indicating that the librarians' File management competences as well as its use, has a significant positive effect on the service delivery of librarians in university libraries in South-East Zone of Nigeria. Thus, this has revealed that the librarians in the university libraries in South East Zone of Nigeria are ICT competent and also know how to apply their competences to library operations to enhance their service delivery.

RECOMMENDATIONS

It is recommended that the library managements in the universities in South East zone of Nigeria should continue to update the ICT competence of the librarians by exposing them to more seminars, workshops and conferences that will lay emphasis on current trends in the use of ICT. This will update their knowledge, and they will continue to be relevant in this ICT era. The faulty or bad ICT facilities in the libraries should be repaired and put to use for effective service delivery.

The library managements in universities in south east zone of Nigeria should expose the librarians to more practical lectures, seminars and workshops, and more emphases should be on computer file management and how to apply these techniques to library functions like cataloguing and classification, serials management, collection management, budgeting, circulation management, referencing, indexing and abstracting in order to improve information services to library users.

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