

# THE INFORMATION TECHNOLOGIST

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ICT

# EDITORIAL

This is the fifth issue of our journal, The Information Technologists: An International Journal of Information and Communication Technology (ICT). On behalf of the editorial board members, I heartily congratulate our contributors and assure them that the sustainability and timely publication of our journal is guaranteed.

Once again it is our intention to ensure that the peer review procedures are greatly accelerated. This is to make it possible for manuscript to be disposed off within a time frame of not more than one month. The editorial board is fully equipped with material and human resources, and we are persuaded by the fact that when a journal comes out regularly, its sustenance is guaranteed. This invariably gives confidence to the subscribers and contributors to continue to associate with the journal.

In this issue of **THE INFORMATION TECHNOLOGIST**, articles on a variety of topics on Librarianship and Information Communication Technology (ICT) are presented.

Our lead article by Dr. E. Camble and Michael Alfred Obaje focused on the Use of CD-ROM Databases by Staff and Students in the University of Jos Library.

Dr. (Mrs.) Rosemar, Agbonlahor and Oluwatoyin N. Oyekan, in their article, assessed the State of Preparedness of Students at different stages of the ICAN qualifying examination in major tuition centre in Ibadan, Nigeria using ICT in professional practice.

The article by Dr. (Mrs.) Margaret Uyoyou Ugboma and Nelson Edewor focused on the Use of E-mail in providing Library and Information Services in Higher Institution Libraries in Delta State, Nigeria.

Dr. Michael Wole Olatokun and Monsurat Funmilola Folaranmi article investigated the Adoption and Use of ICT in Private and Public Secondary Schools in Kwara State, Nigeria.

Fidelis O. Chete, Oruoghor Ovuakpor and Frances C. Chete in their article investigated the Use of the Internet among Students of the

Faculty of Physical and Life Sciences, University of Benin, Benin City.

The article by Oseghale Osagie examined the Perception and Use of ICT resources in Kenneth Dike Library by Postgraduate Students of the University of Ibadan.

Godwin B. Afebende and Denis Ayana did a Survey of the Use of Electronic Resources (ERS) in Libraries. Specifically, their article focused on Students in two selected academic libraries in Cross River State, Nigeria.

Josiah I. Adeyomoye and Pauline Adeniran in their article, evaluated the Use of the Internet Facilities as an Information Source both for teaching and learning in the University.

Dr. Chizoba Nwora "Zee" Maducke in his article synthesized different theories on the Social, Cultural and Economic Impact of Globalizing Information Technology in developing countries from the African Perspective.

The Article by E. J. Garba and J. A. Garba examined the Challenges facing ICT-Driven distance Education and Proffered Solutions on how to curb these challenges to ensure effective and sustainable ICT-driven distance education in Nigeria.

Michael Alfred Obaje, Augustine Sani and Victoria Lawal in their article investigated Internet Access and Usage of the main Library by Staff and Students of the University of Jos.

From the Editor's Column, is a work which examined the radical redefinition of the nature and operation of the information profession accessioned by the advances made in Information Technology.

Finally, we sincerely congratulate our contributors once more and wish our numerous readers well.

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# THE INFORMATION TECHNOLOGIST: AN INTERNATIONAL JOURNAL OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

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# **INTERNET ACCESS AND USAGE BY STAFF AND STUDENTS: A CASE STUDY OF UNIVERSITY OF JOS MAIN LIBRARY, BAUCHI ROAD CAMPUS.**

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## **ABSTRACT**

*This study focused on Internet access and usage by staff and students in the University of Jos Main Library. It investigated monthly number of users that queued to access Internet monthly and the number of users who actually had access to use the Internet between January – December 2006. Other things investigated include users satisfaction of the use of Internet, gender percentages as well as percentages of staff and students that used the Internet during the period. The study also investigated the adequacy of Internet facilities as well as problems users encountered during Internet usage. Findings revealed that majority of*

*encountered during Internet usage. Findings revealed that majority of users that queued did not have access to use the Internet, and majority of those that had access were satisfied with the services. The number of Male users was more than that of female users and students used Internet in the lab more than staff. The study also revealed that Internet is mainly used in the lab for research and e-mail purposes, and Internet facilities available in the laboratory were grossly inadequate. Problems of Internet access and usage were identified, solutions proffered and recommendations were made.*

## **INTRODUCTION**

The Internet has been described as the “premier network of networks”, as “everyone’s computers connected” or, most graphically, as an “unmanaged web of computer plasma” (Bane & Internet is being used today by educators, librarians, hobbyist, and business people for a variety of purposes, from communicating with each other, to accessing valuable information and resources.

The rapid growth in the use of the Internet has revolutionized the flow of information in institutions of higher learning worldwide. The Internet has become an important component of the electronic services in the academic institutions and has permeated all aspect of life and thus broken down barriers of communication and information access worldwide.

The Internet is a global network; its usefulness to this information age cannot be easily quantified. Internet offers researchers the opportunity to conduct library research given the growth of electronic journals. The Internet, by making variety of information easily accessible, is providing libraries with powerful new tools to meet their patrons’ information needs beyond their traditional printed materials. With Internet, smallest library can reach beyond its walls to provide its patrons with resources available in other libraries.

As Neuman (2000, 462) points out, searching a vast quantity of information electronically has always been easier than manual search and Internet greatly expands the amount and variety of source materials.

Studies by Herman (1998) and Jada (1998) reported that most users of

the Internet do so for browsing the World Wide Web and e-mail. Ojo-Igbinoba (1997) advocated the situating of the Internet in every library so that the University staff and students may access it.

The popularity of computer and Internet in the present age is growing at a geometric rate. It is now very easy for computers to communicate with each other to share resources through a protocol (Lai, 1997).

University of Jos Main Library computer laboratory started in 2001 mainly to use computers for CD-ROM databases. The Internet services in the University of Jos library started along side with the use of CD-ROM databases in 2001. Internet access in the main library of University of Jos is free for students and staff and this may account for the daily long queue list, users are given a period of one hour to use the internet after which others take their turn. A charge of N10 is paid for each page printed from the Internet by users.

The computer laboratory has 12 computers for users, out of which two are dedicated for staff use. The lab has two permanent staff, one Corp member and a student on industrial attachment. The lab operates between 8.30am to 4.00pm daily, from Monday to Friday. The situation of light improved from the month of August 2006 when a generator

was dedicated to the library, since then library is enjoying 12 hours uninterrupted power supply to the laboratory daily.

## **ORIGIN OF INTERNET**

The Internet was not, of course, born full-blown in its present worldwide form of thousands of networks and connections. Internet had a humble – but exciting – beginning as one network called the ARPANET, the “mother of the internet” (LAQUERY, 1992). According to Laquery (1992), the ARPANET began as a U.S. government experiment in packet switched networking back in 1969.

Defense Advanced Research Projects Agency (DARPA), initially linked researchers with remote computer centers, allowing them to share hardware and software resources such as computer disk space, databases, and computers. Other experimental networks using packet radio and satellite were connected with APPANET by using an internet work technology sponsored by DARPA. The original ARPANET itself split into two networks in the early 1980s (Laquey, 1992), the ARPANET and MILNET (an unclassified military network), but connections made between the networks allowed communication to continue. At first this interconnection of experimental and production networks was called the DARPA internet, but later

the name was shortened to just “the Internet.”

### **Statement of the problem**

Internet access was provided in the main library lab in March 2001 (University of Jos Annual Report, 2002/2003). The provision of Internet services and using the Internet are different things altogether. Library management embarked on awareness and training of library staff to be able to accept and meet the new challenges that came with introduction of Internet immediately. In 2003 aggressive awareness and training workshops were organized for staff and students in all faculties to be able to use the Internet. Between 2004 and 2005 internet services were provided to users that registered with the computer center at a fee, only those that could afford enjoyed the services.

In 2006, access to Internet was made free to all users in the University of Jos. This has created pressure and long queue at the main Library lab where Internet services are made available to users. Therefore, it becomes necessary to investigate what number of users queued, what number actually had access, and what they use Internet for, their satisfaction on the use of Internet and problems encountered.

### **Objectives of the study**

The objectives of this study are:

- (i) To determine the total number of users that queued to access the Internet at the main library of University of Jos during the period under study
- (ii) To determine the actual numbers of users that actually had access to use the Internet.
- (iii) To determine whether users that had access were satisfied with the use of Internet.
- (iv) To ascertain the adequacy of Internet facilities in the lab.
- (v) To identify the problems users encountered during Internet usage.
- (vi) To identify the purpose(s) for Internet use by users in the lab.

### **METHODOLOGY**

A structured questionnaire was designed and administered to users in the Computer laboratory of the main library of University of Jos, main campus daily (Monday to Friday) between January – December 2006. A queue register was also available for users to register their names as they waited for their turns. NYSC member attached to the lab was assigned to monitor the register, distribute the questionnaire and also

record hours of light out and network down time or server down time for the period. Interview was also conducted with some users to find out the major problems affecting the use of Internet services.

Respondents were asked to provide information on gender, category (staff or

student), satisfaction with the level of use and purposes of Internet use. The data collected was analyzed using tables, frequency percentages were calculated and bar charts were also used for light out and network down.

## RESULTS AND DISCUSSION

**Table 1: Number of users on queue and the number that actually used the internet between January-December 2006.**

Month	No of users on Queue	No of Users that actually Used the Internet	Percentage of Actual User (%)
January	1,842	591	32
February	1,544	561	36
March	1,681	667	40
April	637	271	43
May	897	328	37
June	1,719	696	41
July	1,882	508	27
August	2,861	651	23
September	3,442	969	28
October	2,397	917	38
November	2,944	941	32
December	2,530	345	14
Total	24,376	7445	31

The table shows that, a total 24,376 users Queued between January –

December 2006 to access the internet in the computer laboratory of the main



library of University of Jos, out of which only 7,445 representing 31% had access and actually used the internet. The implication of this is that a total of (69)% left the library without having access to use the Internet.

generation and supply as the library was connected to a generator which made 12hours uninterrupted power supply possible. This increase resulted in the decrease in percentages of actual users as many users left disappointed without access to the Internet.

The table also shows an increase in the number of users on the queue from August 2006 due to stable power

**Table 2. Users satisfaction with the use of Internet in the Main library, University of Jos between January-December 2006**

			Responses to Users' Satisfaction with Internet Service			
Month	No of users on Queue	No of actually Used the Internet	Percentage of Responses		Percentage of No Responses	
			Yes	No		
January	1,842	591	552	93	39	7
February	1,544	561	526	94	35	6
March	1,681	667	613	92	54	8
April	637	271	248	92	23	8
May	897	328	280	85	48	15
June	1,719	696	633	91	63	9
July	1,882	508	417	82	91	18
August	2,861	651	568	87	83	13
September	3,442	969	790	82	179	18
October	2,397	917	833	91	84	9
November	2,944	941	864	92	77	8
December	2,530	345	309	90	36	10
Total	24,376	7445	6633	89	812	11

The table shows that a total of 6633 (89%) were satisfied with the internet usage while a total of 812 (11%) were not satisfied with the internet usage. This shows that for those who were lucky to have access got the necessary information and that may be the reason for daily long queue.

**Table 3: Percentages of male and female users**

<b>Month</b>	<b>No Of users on Queue</b>	<b>No of Users that actually Used the Internet</b>	<b>Male</b>	<b>Percentages of Male users</b>	<b>Female</b>	<b>Percent ages of Female users</b>
January	1,842	591	502	85	89	15
February	1,544	561	480	86	81	14
March	1,681	667	569	85	98	15
April	637	271	245	90	26	10
May	897	328	292	89	36	11
June	1,719	696	636	91	60	9
July	1,882	508	428	84	80	16
August	2,861	651	562	86	89	14
September	3,442	969	910	94	59	6
October	2,397	917	799	87	118	13
November	2,944	941	819	87	122	13
December	2,530	345	278	81	67	19
<b>Total</b>	<b>24,376</b>	<b>7445</b>	<b>6520</b>	<b>88</b>	<b>925</b>	<b>12</b>

The table shows that 6520 (88%) of users that accessed and used the Internet in the main library of University of Jos between January – December 2006 were male while 925 (12%) were female.

**Table 4: Percentages of staff and students**

Month	No of users on Queue	No of that actually Used the Internet	Staff	Percentage of Staff(%)	Students	Percentage of Students (%)
January	1,842	591	4	0.7	587	99.3
February	1,544	561	2	0.4	559	99.6
March	1,681	667	7	1.1	660	98.9
April	637	271	8	3.0	263	97.0
May	897	328	5	1.6	323	98.4
June	1,719	696	17	2.5	679	97.5
July	1,882	508	9	1.8	499	98.2
August	2,861	651	4	0.7	647	99.3
September	3,442	969	15	1.6	954	98.4
October	2,397	917	19	2.1	898	97.9
November	2,944	941	7	0.8	934	99.2
December	2,530	345	6	1.8	339	98.2
Total	24,376	7445	103	1.4	7342	98.6

The table shows that 7342 (98.6%) of the users were students while only 103 (1.4%) were staff. The reason for low number of staff in the lab may not be unconnected with the fact that some staff have computers connected to internet in their offices, some have wireless Laptop and only two computers are available for staff use in the laboratory, and staff may not want to queue for hours.

**Table 5: Purposes of Internet usage.**

Month	No of users on Queue	No of Users that actually Used the Internet	Purposes for using the Internet				
			e-mail	%	Research /browsing	%	Other Uses
January	1,842	591	50	8	541	92	-
February	1,544	561	71	13	490	87	-
March	1,681	667	42	6	625	94	-
April	637	271	36	13	235	87	-
May	897	328	65	20	263	80	-
June	1,719	696	12	2	684	98	-
July	1,882	508	102	20	406	80	--
August	2,861	651	137	21	514	79	-
September	3,442	969	189	20	780	80	-
October	2,397	917	201	22	716	78	-
November	2,944	941	162	17	779	83	-
December	2,530	345	35	10	310	90	-
Total	24,376	7445	1102	15	6343	85	-

The table clearly shows that, staff and students mainly use Internet, for research and e-mail. Majority 6343 (85%) used the Internet for research while few 1102(15%) used the Internet for e-mail. The reason for this is the fact that users are monitored in the lab, and are not allowed to use the internet for other use like chatting, watching pornography, playing music, games and social media.

**Major problems affecting the use of Internet in the lab**

From interview conducted with the users, the major problems from January to August 2006 were: long queue, electricity fluctuations in the laboratory, network down periods and inadequate workstations. As from September –December 2006 electricity was no longer an issue as a generator was provided to generate the needed power supply, but the long queue, inadequate facilities and network

fluctuations stood prominently as the major problems. Staff interviewed complained that their interests were not considered in the provision of computers in the Laboratory, as the two Computers provided for staff are grossly inadequate for meaningful use.

### **Recommendations**

Based on the findings of this study, the following were suggested:

1. Management of University of Jos library should request for more computers from the University administration in order to increase the number of workstations, this would reduce the long queue and increase the number of users that will have access daily in the laboratory.
2. Female should be enlightened on the usefulness of the Internet for research and important of using e-mail in academic environment.
3. The issue of frequently fluctuations of the network should be tackled by the Network administrators.
4. More workstations should be provided for staff in the computer laboratory in the University of Jos main library. One computer dedicated to all staff has prevented some from visiting the

laboratory for the Internet services.

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