

INFORMATION TECHNOLOGY SKILLS AND USERS' SATISFACTION WITH LIBRARY SERVICES IN AKWA IBOM STATE ELECTRONIC LIBRARY

LUQMAN AYANLOLA ATANDA

Federal University, Otuoke, Bayelsa State, Nigeria

ABSTRACT

This study investigated Information technology skills and users' satisfaction with library services in Akwa Ibom State Electronic Library. Three research questions, three hypotheses were formulated as a guide to the study. Descriptive survey research design was used in carrying out the study. The population of the study was 647 registered library users. A sample size of 129 respondents was selected from the population of 647 registered library users, using an Accidental Sampling technique. A research designed questionnaire titled "Information Technology Skills and User Satisfaction with Library Services Questionnaire (ITSUSLSQ)" was used for data collection. Data collected were analysed using mean and standard deviation scores for answering research questions, while t-Test was used in testing the hypotheses. The findings of the study revealed that operating system skills, desktop support skills, and data storage skills have significant influence on users' satisfaction with library services. Based on the findings, the researcher recommended that the library management should try to upgrade and maintain their operating system used, and make it user friendly and easy to access for their users. The library authority should ensure that capable and qualified hand is employed as desktop support Technician/Engineer. Quality and effective data storage facilities should be properly put in place for the usage of their users.

KEYWORDS: Technology Skills, Operating System, Desktop Support, Data Storage, Library Management