

Perceived Impact of Capacity Building on the Use of Social Media and Online Publishing for Effective Innovative Services Delivery in Federal University Libraries in Southeast Nigeria.

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Abstract

This work examined the perceived impact of capacity building on the use of social media and online publishing for effective innovative service delivery in Federal University libraries in Southeast Nigeria. The study was guided by two (2) research questions and two (2) hypotheses in selected university libraries in South-East Nigeria. The design of this study was a descriptive survey design. The entire population of 139 librarians was used as the sample because the population was manageable. Likert modified four rating scale was used as instrument for data collection and the instrument was validated by three experts. The reliability of the instrument was carried out using the Cronbach alpha method and a reliability coefficient of 0.88 was obtained. In analyzing the data obtained from fieldwork, mean and standard deviation were used to answer research questions, while t-test statistics was used to test one (1) and ANOVA to test hypothesis two (2) at 0.05 level of significance. The findings revealed a significant impact of capacity building on the librarians' use of social media and online publication in innovative service delivery of library services. It was concluded that capacity building in academic libraries is very critical especially when considering the imperativeness of effective innovative service delivery in the present dispensation. The paper therefore recommended that Librarians should regularly be involved in various capacity-building programmes such as conferences, workshop, coaching, and mentoring to ensure continuous innovations in library services delivery.

Keywords: Capacity Building, Librarians, Social Media, Online Publishing, Innovative Library Services.

Introduction

As Information and communication technology (ICTs) is driving pace in information fields, it is pertinent that librarians continue to build their capacities in order to keep abreast of the ICT innovation trends such as social media, online cataloguing, application library software, PowerPoint and online publishing for effective in services delivery. These innovations and more have hitherto characterized efficient measures and output in University Libraries, especially as they concern access and sourcing of information among the prime users. On this, Ruloff and Petko (2022) opined that with the advancement in technology, librarians are expected to turn into ICT users to meet their professional needs and to enhance users' access to the University library delivery services. In a world driven by technological advancement, there is a need for information professionals to equip themselves with skills needed to meet the demands of the technological age. This is even more crucial for academic librarians in developing countries like Nigeria, where many library schools teach traditional library curricula, and information science and technology are still at the budding stage (Zufferey, 2023).

University libraries are charged with the responsibility of selecting, acquiring, organizing, preserving, and disseminating information resources to the university community (Anunobi, 2020). A university library is an academic library with the responsibility to improve teaching, learning, and research (Nwofor, Chikaodi and Nwaede, 2023). To harness the potential of ICTs, especially in social media and online publication, in the delivery of library services in university libraries, librarians are required to continuously improve their experience, skills, and knowledge. This makes capacity building imperative to sustain innovation trends.

Capacity building is critical in ICT-driven library systems. According to Odiachi and Okuonghae (2016), staff in the departments of a typical university library, such as the technical services acquisition, cataloguing and bindery, readers services (reference and circulation), research and bibliographic services unit and administrative units, all require capacity building to be effective in the innovative, ICT-driven, ever-changing terrain of university libraries. The capacity building also referred to as 'training and development', 'manpower development', 'human resource development', 'staff development', and 'personnel development' can be conceived as any conscious and deliberate effort, endeavour, facility and opportunity provided to the employees of an organization, establishment and outfit irrespective of their status to improve their skills, attitude, behaviour, experience, ideas, knowledge, education and information acquisition with the view to enhance their performance and productivity for ensuring optimal success in achieving the overall objectives, goals, mission and aspirations of both the employer and the employee (Imam, Muhammad, Abba & Ijiekhuamhen (2020).

Academic libraries are storehouses in universities where information stocks are properly and systematically selected, acquired, organized, synthesized, and disseminated. In academic libraries, users have diverse requests with the aim of being satisfied. Users come to the library to read,

consult reference sources, and ask for directories, loan materials and so on. No librarian can satisfy all these needs without being adequately trained and certified. Training helps to update librarians to be able to meet the users' needs adequately. The slogan “No capacity building, no service” can therefore be interpreted as academic librarians in university libraries need to be ICT proficient via training and re-training for the purpose of supporting the institution’s objectives- teaching, learning, research and effective innovative service delivery.

Hence, Kim, Yong-Mi and Abbas (2020) stated that social media is an Internet-based applications that build on the ideological and technological foundations of Web 2.0. It allows users to interact freely, share and discuss information using a multimedia mix of personal words, pictures, video and audio. Social media aids in selective dissemination of information (SDI) in the University Library, since most libraries are on Facebook displaying their contents, creating WhatsApp groups for disseminating information to new and old users, sending emails to notify users of their request responses, advertising the need for library e-services on various media platforms and enabling group professional discussions and publication.

The speed and reach of these media and the comfort of access to academic publications, compounded by the volume of information available at a click of a button, unquestionably fascinate every person who has been connected to online publication. Online publication is indispensable to academic librarians (Brown, 2016). Information accessed through these avenues contributes to capacity building at such levels as self-help skills, social skills, work-related skills, and general problem-solving through the provision of solutions to simple and/or very serious questions. Online publication becomes necessary and paramount to academic librarians and capacity building will improve them in this respect of effective innovative service delivery (Ogunniyi, Akerele & Afolabi, 2021).

As innovative trends advance, university libraries use ICTs such as e-mail, computers (PCs), telnet, internet facilities (www, website, ISP, modem, etc.), social media networks and trafficking, multimedia, telecommunication network line, blogging, palm chat/note, and software packages in discharging their basic functions, such as cataloguing, classifications, indexing, abstracting, current awareness services (CAS), acquisition processes, accessioning, circulation, and user education is taking the lead and therefore gradually making traditional protocols and older technology less relevant, or undergoing transformations.

Experience and gender are important in ICTs innovative service delivery but secondary to capacity building. Experience shapes attitudes and adaptability to technology. Gender may influence access and participation but is less decisive when equal opportunities exist. The key determinant of innovative service delivery is ongoing training and digital competence development, which enables all librarians regardless of gender or experience to effectively use social media and online publishing tools (Zufferey, 2023).

However, there is yet to be ascertained a coherent agreement on the extent to which capacity building programs impact academic librarians on ICT use for effective innovative service delivery. Also, there are no empirical findings to agree on the topic of discussion; hence, this study investigated the perceived impact of capacity building and use of social media and online publishing for effective service delivery in Federal University Libraries in South-East Nigeria.

Statement of the Problem

In recent times, ICT continues to evolve, heading towards the application of more sophisticated and flexible information technology that reshapes sourcing and access to information services in university libraries; the changes inevitably make ICTs obligatory to library service delivery and thus, gradually making traditional protocols and older technology less relevant, or undergoing transformations. The trends require that librarians be consistent with professional development, skills enhancement and associated with the art of social media and online publishing innovations. In practice, there are notably unused computer systems in the libraries, which could be attributed to inactivity in ICT utilization. However, it has been demonstrated that librarians are participating in capacity-building programs such as conferences, workshops, on-the-job training, continuing education, and mentorship, but the level to which the outcomes of the training influence their ICT proficiency in areas of the use of social media and online publishing is not empirically evidenced. This is so because there is yet to be a university in Nigeria that can be assumed complete ICT complaint, a situation that will makes the students as the prime user to have increased or complete access to library resources without visiting the library, also use the resources generated from the e-library portals to solve their academic problems without dwelling solely on Google. These issues and more are the reasons, or the gap in knowledge that this study on capacity building and the use of social media and online publishing innovation of academic librarians for effective library services delivery in university libraries in Southeast Nigeria intends to fill. It is against this background that this research work investigated the perceived impact of capacity building on the use of social media and online publishing for effective innovative services delivery in federal university libraries in Southeast Nigeria.

Purpose of the Study

This study intends to determine the perceived impact of capacity building on the use of social media and online publishing for effective innovative service delivery in Federal university libraries in Southeast Nigeria. Specifically, the study aimed to:

- 1) Determine the extent of mean difference in the impact of capacity building on librarians' use of social media for effective innovative service delivery in Federal University libraries in Southeast Nigeria.

- 2) Determine the extent of mean difference in the impact of capacity building on librarians' use of online publishing for effective innovative service delivery in Federal University libraries in South-East Nigeria.
- 3) Determine the significant mean difference in the impact of capacity building on librarians' use of social media for effective innovative service delivery based on gender in Federal University libraries in Southeast Nigeria
- 4) Determine the significant mean difference in the impact of capacity building on librarians' use of social media for effective innovative service delivery based on years of experience in Federal University libraries in Southeast Nigeria

Significance of the Study

The findings of the study will be beneficial to the following: Librarians, administrators, university management, curriculum planners and researchers. The findings of this study will provide librarians with the core knowledge on the uses of ICTs in library services delivery and the need to improve their capacity building in order to reposition them for best practice to deal with the new paradigm in library service delivery. The findings of this work will also serve as a reference point for decision-making on issues concerning staff capacity development, the need for equipping and repositioning libraries towards achieving the demands of today's information services. The university management will benefit from the findings of the study, which will enable them to make policies that will encourage the establishment of mentoring relationships in the university libraries. Researchers will benefit from the findings of this research work as it serves as a reference base for subsequent researchers

Scope of the Study

This study is restricted to the perceived impact of capacity building and librarians' use of social media and online publishing for innovative service delivery in Federal universities' libraries in South-East Nigeria. The geographical scope is all Federal Universities in South-East Nigeria. The content scope is delimited to capacity building and the use of social media and online publishing for effective innovative service delivery.

Research Questions

The following research questions were posed to guide the study.

1. What is the extent of significant mean difference in the impact of capacity building on librarians' use of social media for effective innovative service delivery in Federal Universities in Southeast Nigeria?
2. What is the extent of significant mean difference in the impact of capacity building on librarians' use of online publishing for effective innovative service delivery in Federal University Libraries in Southeast Nigeria?

Research Hypotheses

The following research hypotheses were structured to guide the study.

H0₁: There is no significant mean difference in the impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender in Federal University libraries in Southeast Nigeria

H0₂: There is no significant mean difference in the impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on years of experience in Federal University libraries in Southeast Nigeria.

Literature Review

With advancements in ICTs in information-providing spaces such as libraries, librarians are also harnessing different generic media like social media to meet their professional needs. Gordon and Chadwick (2017) define social media as a group of Internet-based applications that build on the ideological and technological foundations of Web 2.0. Such applications allow users to interact freely, share and discuss information using a multimedia mix of personal words, pictures, video and audio. Kim, Yong-Mi and Abbas (2020) affirm that social media appear in many forms including blogs and microblogs, forums and message boards, social networks, wikis, virtual worlds, social bookmarking and video sharing. Gordon and Chadwick (2017) went further to classify social media into six broad categories: blogs (e.g. Twitter), collaborative projects (e.g. Wikipedia), social networking sites (e.g. Facebook), content communities (e.g. YouTube), virtual social worlds (e.g. Second Life), and virtual game worlds (e.g. World of Warcraft).

Social media applications offer boundless opportunities for users to learn while also contributing to the knowledge of others. Kim, Yong-Mi and Abbas (2020) opine that social media encourage people to create new knowledge and share it across their online communities. People are, therefore, exposed to an ever greater variety of viewpoints and ways of looking at the world. Blackwell, Sheridan, Zufferey (2023) acknowledge that social media can be used to capture tacit knowledge, which can aid the rapid resolution of problems, by providing employees with a mechanism to quickly and efficiently access the expertise of many users. According to Karisiddappa (2014), librarians would gain advice and expertise on issues that arise in their professional work as a result of their interactions on social media. These communications are facilitated in academia through journals and research publications. Librarians most often publish to get promoted and to communicate findings of their research.

According to Pan and Hovde (2020), in education, distance and online learning, online publication and exchange of information have blossomed so much that many seem to think that all education is now possible through the internet; people including academics, share research experiences, ideas, and professional information through these avenues, whether the open access ones or specially created internet community media that require registration and passwords to access.

Librarians are required to publish a good number of research works that ought to be electronically visible; it is critical for them to possess skills for online publication. At first, they have to be aware of various online publications and publishers, payment patterns, uploading documents, publishing format modes- PDF, WPS, DOCX, etc, and YouTube for video publishing. This knowledge may elude librarians if they have not participated in capacity building. Across the world, the advent of online publication has completely revolutionized the printing process from manuscript development to online publications through printing, marketing and distribution (Osuagwu, Onuodu and Ugwu, 2018).

The adoption of online publishing skills by librarians in Nigeria is an innovation for effective service delivery, as the use of electronically published works are more beneficial. In terms of readiness, end-users and online publishers are more proactive in developing electronic products. The role of academic librarians is increasingly assumed by academic and research libraries, usually inspired by campus-based demands for digital publishing platforms to support e-journals, conference proceedings, technical reports, and database-driven websites. Although online publishing is compatible with librarians' traditional strengths, there are additional skill sets that librarians must master in order to provide robust online publishing services to their academic communities. To help library publishing services mature into a consistent field of practice, practitioners in this growing publishing subfield increasingly cite their need for specialized training and capacity building opportunities (Anyoagu cited in Insaideoo, 2021). LPC participants have also noted the relative lack of continuing education opportunities targeted toward those who are engaging in online publishing, whether in a library, university press, or commercial publishing environment.

This diffusion of innovative practice in libraries has reshaped and is still reshaping the entire library environment management and administration, collections and services, and users' service provisions and utilization. Sigh and Pinki (2014) observed that we are in Web 4.0, an era that is more advanced in library and information services, more advanced in electronic access to information, and to succeed, librarians need to be competent in generic communication, interpersonal, managerial, and research skills. Essentially, they have to be knowledgeable in their use.

Furthermore, experience both in years of service and exposure to technology, plays a major role in how librarians adopt social media and online publishing tools. Early career librarians often demonstrate higher confidence and adaptability with platforms such as blogs, institutional repositories, and social media channels, largely due to greater familiarity with digital environments (Carr, 2019). In contrast, more experienced librarians may possess stronger domain knowledge and user-service expertise but sometimes face barriers such as limited digital literacy training or resistance to change.

Capacity-building initiatives therefore need to be differentiated: For less experienced staff, focus on strategic communication, information ethics, and content creation. For more experienced staff: emphasize hands-on digital skills, platform navigation, and confidence-building in online engagement. Blending these strengths through mentorship and peer-learning models can significantly enhance innovative service delivery (Hakansson-Lindqvist 2019).

Also, the dynamics of gender in technology adoption can influence access to opportunities, confidence levels, and participation in digital initiatives. In some contexts, male librarians may have had more exposure to ICT training or leadership roles, while female librarians may face structural or cultural barriers, including limited access to professional development or time constraints due to societal roles. However, this gap is increasingly narrowing, especially where institutional policies promote inclusion. Importantly, studies often show that when given equal access to training and resources, female librarians are equally effective and sometimes more engaged in using social media for community outreach, user education, and advocacy (Ruloff & Petko 2022).

Hence, experience and gender are critical factors shaping how librarians engage with social media and online publishing for innovative service delivery. While experience influences skill levels and adaptability, gender can affect access and confidence (Nwaigwe, 2015). Effective capacity building bridges these gaps by promoting inclusive, targeted, and continuous professional development, ultimately enabling librarians to leverage digital tools for more responsive, innovative, and user-centered services.

This study is anchored on the stage theory of organizational change by Kurt Lewin (1951), which covers the use of social media and online publishing, which is evolving with developments within the innovative system for institutional development as a general term that is related and applicable in university libraries' situations.

Methods

The design of the study is a descriptive survey design. The entire population of 139 Liberians was used as the sample size because it was manageable. A structured rating scale was used as an instrument for data collection and the instrument was validated and a reliability study was carried out using the Cronbach alpha method. A reliability coefficient of 0.88 was obtained. In analyzing the data obtained from field work mean and standard deviation were used to answer the research questions, while the t-test was used to test hypothesis one (1) and ANOVA to test hypothesis two (2). Data obtained were analyzed and presented in tables in line with the research questions and hypotheses that guided the study.

Results and Discussion

Table 1: Gender of the respondents

S/NO:	Group	n	Score	Percentage
Gender				
1.	Male	139	42	30.2%
2.	Female	139	97	69.8%
3.	Total		139	100

The female respondents (academic librarians) which has the percentage value of 69.8% and their male counterparts have 30%. These implied that the majority of the respondents were female librarians, which represents more women in the educational sector. They are in a better position to provide optimistic answers to the questions raised in the questionnaire.

Table 2: Working Experience of the respondents

S/NO:	Group	n	Score	Percentage
Working Experience				
1.	1 – 10 yrs.	139	42	30.2
2.	11 – 20 yrs.	139	51	36.7
3.	21 – 30 yrs.	139	30	21.6
4.	31yrs and above	139	16	11.5
Total			139	100%

Table 2: showed that the respondents (academic librarians) working experience between 1-10years constitute 42 (30.2%) librarians while those between 11 – 20years working experience are 51 (36.7%). Others are for those between the age of 21-30 has 30 (21.6%) and for 31years and above 16 (11.5%) respectively. Those with 11- 20 years of working experience have the highest percentage. Those within the working experience bracket of 31years and above, at 11.5%, are the lowest in number. The implication of this is majority of the respondents have working experiences of 1 - 20years which is the stable active working experience and are in a better position to provide optimistic answers to the questions raised in the questionnaire.

Research Question 1: What is the extent of significant mean difference in the impact of capacity building on librarians' use of social media for effective innovative service delivery in federal universities in Southeast Nigeria?

Table 3: Extent of impact of capacity building on librarians' use of social media for effective innovative service delivery

S/No;	Questions	N	$\sum X$	$\bar{X}$	SD	Remark
1	Capacity building has helped me to interact and engage with library users on Facebook	139	455	3.27	1.809	Accepted
2	Participating in capacity building made me active in discussing library matters with library communities' WhatsApp groups.	139	397	2.86	1.689	Accepted
3	Attendance at capacity building has enabled me to generate information for professionals through LinkedIn.	139	423	3.04	1.744	Accepted
4	The knowledge obtained from capacity building helped me to identify fake and false information from alerts/post on social media and to notify library users.	139	410	2.95	1.717	Accepted
5	The knowledge acquired in capacity building has helped me to disseminate information about databases available to library users through social media platforms.	139	460	3.31	1.819	Accepted
6	Participating in capacity building has improved my knowledge of other social media platforms such as Delicious, Facebook and Instagram to disseminate new information services and information resources.	139	456	3.28	1.811	Accepted
Grand mean				18.7		
Mean of item means				3.11	1.763	Accepted

Sample Size (n), Summation ($\sum X$), Mean ($\bar{X}$), Standard Deviation (S), and Remarks

Table 3: shows the mean scores and standard deviations used in answering research question one revealed the perceived impact of capacity building on librarians' use of social media for effective innovative service delivery in federal university libraries in the Southeast. Based on the item criterion decision mean, the results point out that items 1, 3, 5 and 6, with **3.27, 3.04, 3.31 and 3.28**, respectively, have the highest mean values. Meanwhile, no item was below **2.50**. All the items with mean values above **2.50** were accepted as part of the perceived impact of capacity building on librarians' use of social media for effective innovative service delivery. The distribution of standard deviations is seen to be small, indicating that the scores in the distribution

are consistent. Therefore, the mean of item 3.11 revealed a high extent of perceived impact of capacity building on librarians' use of social media for effective innovative service delivery in federal university libraries in the Southeast.

Research Question 2: What is the extent of significant mean difference in the impact of capacity building on librarians' use of online publishing for effective innovative service delivery in Federal University Libraries in Southeast Nigeria?

Table 4: Extent of impact of capacity building on librarians' use of online publishing for effective innovative service delivery

S/No;	Questions	N	ΣX	$\bar{X}$	SD	Remark
13	I appreciate editing articles with ICT tools because of the skills obtained through capacity building	139	400	2.88	1.696	Accepted
14	Capacity building makes me use ICTs effectively in identifying journal titles for publishing my creative output research	139	418	3.01	1.734	Accepted
15	Capacity building enables me to cite current works in writing my research papers	139	399	2.87	1.694	Accepted
16	ICT skills acquired through capacity building enable me to use finding tools like ChatGPT and AI to obtain information for open access	139	453	3.26	1.804	Accepted
17	Capacity building motivated me to adopt open access journals for my research works	139	461	3.32	1.820	Accepted
18	Capacity building has helped me connect with peers in my area of research interest for increased creative output.	139	441	3.17	1.781	Accepted
	Grand mean			18.5		
	Mean of item means			3.08		Accepted

Sample Size (n), Summation (ΣX), Mean ($\bar{X}$), Standard Deviation (S), and Remarks

Table 4: shows the mean scores and standard deviations used in answering research question two revealed the perceived impact of capacity building on librarians' use of online publishing for effective innovative service delivery in federal university libraries in the Southeast. Based on the

item criterion decision mean, the results point out that items 14, 16, 17 and 18, with **3.01, 3.26, 3.32 and 3.17**, respectively, have the highest mean values, while no item was below **2.50**. All the items with mean values above **2.50** were accepted as part of the perceived impact of capacity building on librarians' use of online publishing for effective innovative service delivery. The values of standard deviations are seen to be small, indicating that the scores in the distribution are homogeneous. Therefore, the mean of item means of 3.08 revealed a high extent of perceived impact of capacity building on librarians' use of online publishing for effective innovative service delivery in federal university libraries in the Southeast.

H0₁ Hypothesis 1. There is no significant mean difference between the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender in Federal University Libraries in Southeast Nigeria.

Table 5: t-test statistics on perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender.

N	$\bar{X}$	μ	S	S.E	df	T-cal	T-tab	Decision
139	18.623	30	4.315	0.564	137	2.35	1.96	No significant

Sample Size (n), Mean, Standard Deviation (S), Standard Error (S.E), degrees of freedom (df), one-sample t-test statistics and Decision

Table 5 shows the results of the t-test for hypothesis one to establish the significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender in Federal University Libraries in Southeast Nigeria based on gender. The outcome indicates that the t-calculated value of **2.35** is greater than the t-tabulated value of **1.96**. Hence, accepting the null hypothesis, and revealing, there is no significant difference. This implies that there is no significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender in Federal University Libraries in Southeast Nigeria.

H0₂ Hypothesis 2. There is no significant mean difference between the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on year of experience in Federal University Libraries in Southeast Nigeria.

Table 6: Summary of ANOVA on the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on year of experience in Federal University Libraries in Southeast Nigeria.

Sources of variation	Sum of squares	df	Mean squared	F	P-value
Between means	76.9102	2	45.605	4.876	.071
Within means	342,276	139	10.342		
Total	276,393.802	137			

Table 4.8 shows the result of ANOVA for hypothesis two to establish the significant difference between the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on year of experience in Federal University Libraries in Southeast Nigeria. The F-value (4.88) with a p-value of 0.71 confirms no statistically significant relationship. Since the p-value is more than 0.05, the null hypothesis (H_{01}) is accepted. Hence, accepting the null hypothesis, and revealing, there is no significant difference. This implies that there is no significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on year of experience in Federal University Libraries in Southeast Nigeria.

Discussion of Findings

Discussion of findings were discussed based on the results of the analyses in accordance with the research questions and hypotheses of the study. This research work investigated the perceived impact of capacity building on the use of social media and online publishing for effective innovative service delivery in Federal University libraries in Southeast Nigeria.

Research question one sought to find out the extent of perceived impact of capacity building on librarians' use of social media for effective service delivery in federal university libraries in the Southeast. The results in Table 2 showed a high extent of perceived impact of capacity building on librarians' use of social media for effective innovative service delivery in federal university libraries in the Southeast. Social media such as Delicious, Facebook and Instagram were used to disseminate new information services and information resources; WhatsApp groups and Facebook were used to fill the gaps in information dissemination for effective service delivery to users. This research work is in line with the study of Njeze and Iwu-James (2020), who conducted a study on Capacity Building Initiatives in ICT social media Techniques: A Case Study of Nigerian Universities. The study revealed that there were no professionals to manage the media section of the university library and as such, most institutions made do with para-professionals like binders, technicians and library officers, etc. Also, social media use and the use of online cataloguing. Analysis from the respondents shows that universities in Nigeria are not exposed to capacity building. Finally, regular training is vital for the development of all staff and for any university to stand out amongst others; there must be provision for regular social media use capacity building of both faculty and staff.

Research question two sought to find out the extent of perceived impact of capacity building on librarians' use of online publishing for effective innovative service delivery in federal university libraries in the Southeast. The results in Table 3 indicated a high extent of perceived impact of capacity building on librarians' use of online publishing for effective innovative service delivery in federal university libraries in the Southeast. The study found that capacity building helped to use tools like ChatGPT and AI to obtain information for open access, use ICTs effectively in identifying journal titles for publishing, helped librarians have open access journal information and increase their online publications. These findings are in line with the study of Annune, Terna and Annune (2020), who carried out a study on the Influence of ICT use and Capacity Building on Librarians' Service Delivery in University Libraries, in Benue State, Nigeria. This study examined the influence of ICT capacity building on effective service delivery by librarians in university libraries in Benue State. The findings agree that ICT capacity building influences library services such as serials and collection development services, and that ICT capacity building has high influence on librarians' skills in delivering services to users. Online publishing. Online cataloguing, social media and application software were ICT capacity building approaches adopted by librarians to ensure effective services to users. Challenges such as inadequate library skills, lack of participation in ICT capacity building programs etc. were identified and recommendations were made. The findings of the study showed that the use of ICTs such as PowerPoint, online publishing, the internet and digital tools improves librarians' capacity building in service delivery. It was recommended that librarians should be encouraged in online publishing.

Hypothesis one sought to find out the significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender in Federal University Libraries in Southeast Nigeria. The results revealed that there is no significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on gender in Federal University Libraries in Southeast Nigeria. This study is in line with the study by Annune, Terna and Annune (2020) carried out a study on the Influence of ICT use and Capacity Building on librarians' service delivery in University Libraries in Benue State, Nigeria. This study examined the influence of ICT capacity building for effective service delivery by librarians in university libraries in Benue State.

Hypothesis two sought to find out the significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on years of experience in Federal University Libraries in Southeast Nigeria. The results revealed that there is no significant difference in the perceived impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery based on years of experience in Federal University Libraries in Southeast Nigeria. This study is not in line with the study by Ruloff and Petko (2022) carried out a study on the use of social media

for Effective Library Service Delivery in University Libraries in Edo and Delta States Nigeria. This may be a result of the sample and design used for the study.

Conclusion and Recommendations

Capacity building in academic libraries is very crucial, especially when considering the importance of effective innovative service delivery rendered by Academic Librarians for the general satisfaction of the intellectual quest of ICTs. Based on the results of the study, it was deduced that there is a high impact of capacity building on librarians' use of social media and online publishing for effective innovative service delivery in federal university libraries in the Southeast. Hence, the hypotheses revealed that there is no significant difference in the impacts of capacity building among years of working experience on ICT use for effective innovative service delivery in the study area.

The following recommendations were made based on the findings of the study;

1. Librarians should be trained and retrained for the benefit of delivering well-rounded, effective innovative service delivery in university libraries.
2. Resources should be provided for both the junior and senior Library staff in academic libraries to sustain the network of policy in the universities.
3. Capacity building in academic libraries is very essential and crucial, especially when considering the importance of effective service delivery to users in academic libraries and should be motivated or encouraged by Management and Government.

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