

REPOSITIONING LIBRARY AND INFORMATION SERVICES: DIVERSITY, NEW TECHNOLOGIES AND CAPACITY BUILDING IN SOME SELECTED ACADEMIC LIBRARIES IN ANAMBRA STATE

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Abstract

The study objective is to find out how academic libraries in Anambra State can transform their services to meet modern demands. The study specifically, evaluate the adoption and application of new technologies in enhancing access to and delivery of Information resources; examine the challenges faced by academic librarians in the process of repositioning their services. The study is guided with three research questions; survey research design was used for the study. The study population comprised forty four (44) librarians that are working within the selected academic libraries in Anambra State. Data was analyzed using percentage. The findings of the study revealed how academic libraries transform their services in other to meet up to the modern demand. The study found out how academic library adopt and apply new technologies to enhance access to the delivery of information in libraries. It also found out challenges librarians faced in repositioning library services in academic libraries in Anambra State. The study recommends that the academic libraries should embrace new (digital) technologies to enable the librarians discharge high-quality services to their users (the institutional community at large).

Keywords: Academic library, Repositioning of library and Information services, new technology, Diversity & Capacity Building.

Introduction

Academic libraries are libraries established in the universities and other tertiary institutions that are charged with the responsibility of providing relevant information services. As noted by Nnadozie and Onah, (2016), University libraries, support the university community by delivering services to meet the teaching, research and learning needs of staff and students. Academic libraries are the hub to the management of information in tertiary institutions. University libraries supports the academic programmes of the university by providing relevant information so as to respond to the increasing information demand of the users which comprises the students and the staff of the university. Academic libraries selects, collects, organizes and maintains materials and electronic information as a human intellectual heritage, and provides outstanding access to this heritage. The core value of the academic libraries is to promote teaching, learning and research services. Adegbite-Badmus, T.A (2019) opined that academic libraries are so called because they are attached to institutions that are professionally concerned with education; these includes libraries in the universities, polytechnics and colleges of education with the core responsibility of serving the staff and students. According to Abdul (2020), University libraries are repositories of information and educational resources consciously acquired, preserved, and made available for the use of the university community. An academic libraries are libraries that is situated in educational institution just like in universities, polytechnics, collages of education, research institute with obligation of supporting the academic and research needs of students, faculty, and staff. . This libraries serves as crucial resource for academic pursuits within the institution.

Functions of academic libraries still revolve around supporting the teaching and learning via reference materials which provides student's information access. Academic libraries offers institutional sessions on information literacy; teaching how to find, evaluate and use information

effectively. It creates course reserves and support faculty with teaching materials. Academic libraries support research thorough journals, databases, and research publications that are relevant to institution's curriculum, they assist literature reviews, citation management, and research strategies. Academic libraries are involved in interlibrary loan services to obtain materials that are not available in –house. Academic libraries in another development organize resources using classification system. Academic libraries promotes information literacy and user education; on this, it teaches, students how to evaluate, and use information effectively, and also conduct workshops on academic integrity, plagiarism, referencing, and digital literacy. Academic libraries manages the digital repositories thesis, dissertations and faculty publications. They support access to e-books, online journals, and databases. They offer digital reference services and virtual help desks. Academic libraries encourages collaborative study areas; providing access to computers, printers, scanners, and internet. Academic libraries preserve institutional history through the curation of archives and special collections. They digitalized important documents and make them accessible online. One of the major role of academic libraries is preserving the institution's intellectual output and historical records. They create conducive learning environment for the users. Example of academic libraries includes: Paul University Library Awka, Chukwuemeka Odumegwu Ojukwu University Library, Igbariam, Dr. Alex Ekwueme Library, Prof Ben Nwabueze Library. They facilitate the students, staff and faculty research.

The role of academic libraries as physical space is being reassessed due to changes in scholarly communication and information technology. The repaid expansion of online content has seen a consequent reduction in the use of print resources in most academic libraries along which prompted a noticeable decrease in visits to the libraries (Igboechesi & etal, 2023).

Repositioning library and Information services involves redefining the role and image of libraries to respond to changing user needs, technological advancements, and societal changes. This includes reviewing traditional services and collections, aligning services and with emerging needs such as digital literacy and technology training, promoting community engagement and outreach, creating collaborative workspaces and innovation hubs, and providing access to diverse Information resources.(IFLA, 2024; UNESCO & IFLA, 2023). Renewing library spaces and facilitates to create welcoming, adaptable and user centred environment. (American Library Association, 2023). Academic libraries advocate for literacy, inclusivity, and social justice by promoting equitable access to information, supporting diverse communities and empowering individuals to participate fully in society (ALA, 2023).

Library & Information Services involves the work of librarians and information professionals whose their role is to assist users in locating, evaluating, and utilizing information effectively. It covers direct services such as assistance to the user in the use of library and its tools, assistance in searching and locating documents, ready reference. Library and information service career includes the diverse range of opportunities, from traditional librarian roles to specialized positions like academic librarianship, digital archiving, information architecture, information architect, metadata analyst, data administrator, information system manager/administrator, web archivist, taxonomist. (Bureau of Labor Statistics, 2024; CLIP, 2023).

Diversity in library and information services encompasses not only the collection of materials but also the representation of various cultures, languages, and perspectives. This approach ensures that all community members feel included and valued, fostering a sense of belonging. Diversity is the presence of differences within a given setting. It could be in academic communities and other social places. This can mean differences in race, ethnicity, age, gender,

identity, sexual orientation, age, and socioeconomic class. It can be referred to as differences in physical ability, veteran status (Heinz, 2024). Diversity is beneficial because it facilitates a greater ability to understand and provide service to diverse communities of patrons. Diversity in repositioning library services involves adapting collections, spaces and technologies to meet the varied cultural, physical and digital needs of all library patrons. It ensures that underrepresented groups, people with disabilities, and diverse populations have equitable access to authentic, relevant information (Ijeh & Okoh, 2024). The association of library and information science educator's sees diversity as the representation of a wide variety of backgrounds that includes racial, cultural, linguistic, gender, religious, international, socio-economic, sexual orientation, differently-abled, age and among others.

Diversity describes all the ways in which people are different, including age and generation, racial cultural and linguistic background, level of education and faith, as well as skills, knowledge, experience and perspectives. Australian library and information association & Australian public libraries, (2020) stated that as far as possible, the composition of the library workforce embraces and reflects the diverse profile of the community.

New technologies offer innovative tools and platforms that enhance access to information and services. From digital libraries to artificial intelligence, these technologies can streamline operations, improve user experiences, and expand outreach efforts, making resources more accessible. The paucity examined the effect of diversity, emerging technologies, and capacity building initiatives on the repositioning of library and information services.

Statement of the Problem

In evolving landscape of education and information dissemination, academic libraries face significant challenges in effectively serving diverse user populations while integrating new

technologies and enhancing staff capabilities. Apart from the critical role libraries struggle with limited resources, outdated infrastructure, and lack of strategic initiatives to address the diverse needs of their communities. The challenge includes increasing diversity of student populations, including varying cultural backgrounds, learning performances, and information needs. Librarians often lack the tailored services and resources necessary to engage these diverse groups effectively, which can lead to underutilization of library services and inequities in access to information.

On a second note, the rapid advancement of new technologies, including digital resources, artificial intelligence, and data analytics, presents both opportunities and challenges. Many libraries are ill-equipped/ trained to adopt and implement these technologies effectively, hindering their ability to enhance user experiences and streaming library operations.

Capacity building among librarians is crucial for successful repositioning. Many librarians lack the necessary skills and training to leverage new technologies or to engage diverse populations effectively. In the light of these issues, there is an urgent need for academic libraries to develop comprehensive strategies that promote diversity, embrace new technologies, and invest in capacity building.

Research Objective

The study analyzes repositioning library and Information Services in Academic libraries, the study specifically sought to

1. Find out how academic libraries in Anambra State can transform their services to meet modern demands.
2. Evaluate the adoption and application of new technologies in enhancing access to and delivery of Information resources.

3. Examine the challenges faced by academic librarians in the process of repositioning their services.

Literature Review

Library and Information Services undergoes transformations that are been influenced by diverse user's needs, technological advancements, and necessity for capacity building. Diversity in Library and Information Services refers to the inclusion of various user demographics and perspective within library services. IFLA (2021), opinion that libraries must prioritize user-centered services that address the needs of diverse population, including marginalized and underserved communities. According to research presented by Joseph and Kalinowski (2020) highlights the importance of developing inclusive collections that reflect the diverse cultural, linguistic, and social backgrounds of the academic community. Ecker, (2021). Emphasize that libraries should engage with their private communities to understand their unique needs for repositioning. The impacts of libraries evaluate the operations of technologies in library service delivering. The integration of digital tools and resources critically reshapes library services. In capacity building continuous professional development is important for librarian to stay current with emerging trends and technologies. Highlights of successful collaborations that have led to innovation programming and resource sharing. Adesina (2019) opined that repositioning of library and information services in response to sustainability and effectiveness brings users together from diverse cultural or digital backgrounds.

Methodology

The survey research design method was adopted for the study which sought information from respondents on repositioning library and information services: diversity, new technologies and

capacity building in some selected academic libraries in Anambra State. The population comprised of forty four (44) librarians within selected academic libraries in Anambra State. The selected academic libraries were Chukwuemeka Odumegwu Ojukwu Universty Igbaram (11), Paul University Awka (2), Peter University Achina/Onneh (4), University on the Niger Umunya (5), Federal Collage of Education Technical Umunze (18) Federal Polytechnic Oko (4). A self-structured questionnaire was created for data collection from the respondents. Data were analyzed using mean, simple percentages and frequency count. The benchmark for the study were > 2.50 .

Result and Discussions

The data collected through structured questionnaire were analyzed and interpreted as presented in the table below.

Table 3.1: Respondents by Institutions

INSTITUTION	FREQUENCY	PERCENTAGE
CHUKWUEMEKA ODUMEGWU OJUKWU UNIVERSITY IGBARIM	11	25%
FEDERAL POLYTECHNIC OKO	4	9.0%
FEDERAL COLLAGE OF EDUCATION TECHNICAL UMUNZE	18	41%
PAUL UNIVERSITY AWKA	2	5%
PETER UNIVERSITY ACHINA /ONNEH	4	9.0%
UNIVERSITY ON THE NIGER UMUNYA	5	11 %
TOTAL	44	100

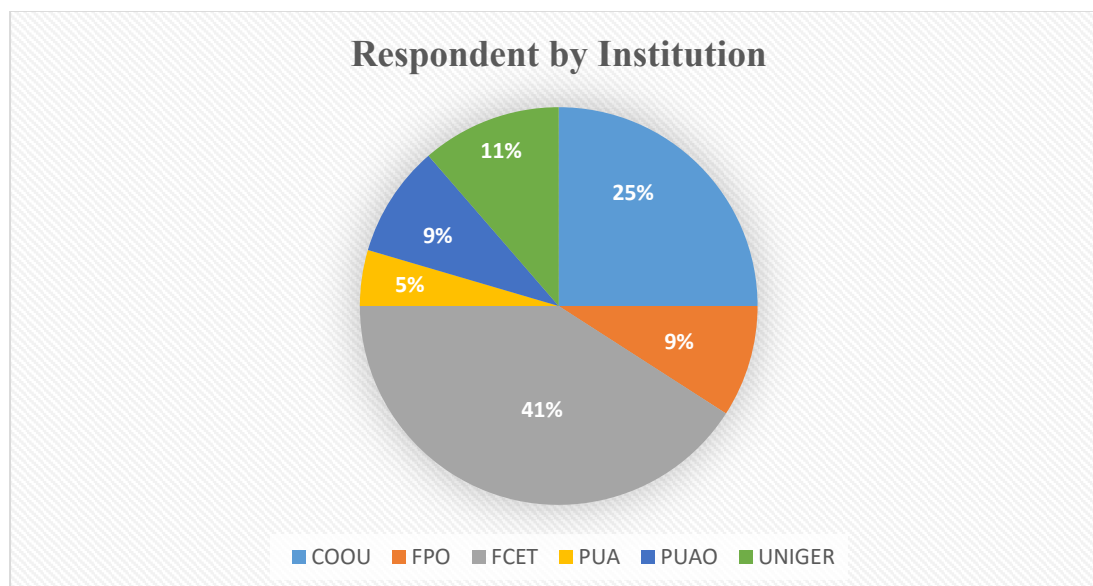


Figure 1: A pie chart showing the distribution of respondents by Institutions

Table 1: Revealed that out of 44(100%) respondents, 11(25%) were from Chukwuemeka Odumegwu University Igbarim, 4(9.0%) from Federal Polytechnic Oko 18(41%), Federal Collage of Education Technical Umunze, Paul University Awka 2(5%), Peter University Achina/Onneh 4(9.0%), and 5(11%) were from University on the Niger Umunya.

Table 2: Respondents' Percentage on how academic libraries transform their services in order to meet up to the modern Demand?

S/N	ITEM STATEMENT	HA(4)	A(3)	MA(2)	SA(1)	MEAN
1	Embracing Digital Technologies	25(57%)	10(23%)	5(11%)	4(9.0%)	3.2
2.	Expanding online Resources	30(68%)	6(14%)	5(11%)	3(7%)	3.4
3.	Fostering Collaboration and Innovation	40(91%)	2(5%)	1(2.2%)	1(2.2%)	3.8
4.	Investing in Staff and Resources for Professional Development	20(45.4%)	10(23%)	8(18.1%)	6(14%)	3.0
5.	Awareness Campaigns	15(34%)	20(45%)	10(23%)	5(9.0%)	3.2
6.	Information Literacy Programs	18(41%)	13(30%)	11(25%)	2(5%)	3.0
	OVERALL MEAN					3.3

Table 2: were structured on a 4-point scale that ranges from Highly Accepted (4 points), Accepted (3 points), Moderately Accepted (2 points), and Slightly Accepted (1 point), with the mid-point of (>2.5). The table reveals that all the respondents have above mid-point (> 2.5) of the mean scores suggesting that the respondents highly accepted that academic libraries transform their services in order to meet up to the modern Demand. The findings clearly shows that Fostering Collaboration and Innovation, Expanding online Resources, Embracing Digital Technologies amongst others is highly accepted. This study is in consonance with the view of Olalekan & Tunmibi (2026) who highlighted that academic libraries transform their services to meet up with the modern demand of using integrated library software, social media platforms, radio frequency Identification in the daily operations.

Table 3: The extent in which adoption and application of new technologies enhances access to the delivery of information in libraries.

S/N	ITEM STATEMENT	VHE	HE	VLE	LE	MEAN
1.	Librarian's interaction to service delivery.	35(80%)	3(7%)	2(6%)	4(9%)	3.5
2.	The technology ensures that your users receive high-quality services.	25(56.8%)	11(25%)	5(11.3%)	3(7%)	1.7
3.	It provides new ways for librarian's to interact with the library.	30(68.1%)	13(29.5%)	1(2.2%)	0(0%)	3.6
4.	Technologies enable libraries to transcend traditional boundaries	22(50%)	12(27.2 %)	9(20.4%)	1(2.2%)	3.2
5.	Expanded Access to Information Resources	21(47%)	13(29.5%)	5(11.3%)	5(11.3%)	3.1
6.	Streamlined Operations	27(61%)	10(22.7%)	5(11.3%)	5(11.3%)	3.4
7.	Increased Accessibility and Inclusivity	25(56.8%)	13(29.5%)	5(11.3%)	1(2.2%)	3.4
8.	E-learning platforms	18(40.9%)	10(22.7%)	9(20.4%)	7(15.9%)	2.8
9.	Personalized Learning	13(34%)	12(27.2%)	10(22.7%)	7(15.9%)	2.6
10	Online Forums and Discussion	40(90.9%)	4(90%)	0(0%)	0(0%)	3.9
	OVERALL MEAN					3.12

Table 3: These items were equally structured on a 4-point scale that ranges from Very High Extent-VHE (4 points), High Extent-HE (3 points), Very Low Extent-VLE (2 points) Low Extent-LE (1 point). From the results in table 3, item 10(40(90.9%)), item 3(22(50%)), item 1(35(80%)), item 6(27(27%)), item 7(25(56.8%)), item 4(22(50%)), and item 5(21(47%)) revealed above mid-point. This implied that Online Forums and Discussion, new ways for librarian's to interact with the library. Librarian's interaction to service delivery, Streamlined Operations, Increased Accessibility and Inclusivity, Technologies enable libraries to transcend traditional boundaries, and expanded Access to Information were perceived at a very high extent. On the other hand, item 8(18(40.9%)) and item 9(13(34%)) were just silently to the mid-point which also shows that E-learning platforms, and personalized learning were perceived at high extent. The findings shows positive effect in

adopting and applying new technologies that enhances access to the delivery of information in academic libraries.

Table 4: Librarians' challenges in repositioning services in academic libraries in Anambra State.

S/N	ITEM STATEMENT	SA(4)	A(3)	D(2)	SD(1)	MEAN
1.	Funding	28(63%)	10(22.7%)	3(6.8%)	3(6.8%)	3.4
2.	Lack of adequate ICT infrastructure & skills	18(40.9%)	10(22.7%)	10(22.7%)	6(13.6%)	2.9
3.	Need for updated library Policies and staffing training	22(50%)	11(25%)	7(15.9%)	4(9.0%)	2.0
4.	Policy and Planning	35(79.5%)	4(9.6%)	5(11.3%)	0(0%)	3.6
5.	Changing user needs	10(22.7%)	10(22.7%)	10(22.7%)	14(31.8%)	2.3
6.	New Technology	40(91%)	2(4.5%)	1(2.2%)	1(2.2%)	3.8
7.	Staffing	35(79.5%)	5(11.3%)	3(6.8%)	1(2.2%)	4.3
	OVERALL MEAN					3.18

These items were structured on a 4-point scale that ranges from Strongly Agreed-SA (4-point), Agreed-A (3-point), Disagreed-D (2-point) and Strongly Disagreed-SD (1-point). From the result in table 4, item 7(35(79.5%)), item 6(40(91%)), item 4(3.6(35(79.5%))), item 1(28(63%)) revealed above the mid-point of (>2.5). This implied that Staffing, New Technology, Policy and Planning and Funding are challenges faced by librarians in repositioning academic libraries services were strongly agreed. Likewise, item 2(18(40.9%)), item 10(22.7%)), item 22(50%)), were just saliently close to the mid-point which also shows that lack of adequate ICT infrastructure & skills, Changing

user needs and need for updated library policies and staffing training which shows that they are agreed. This summarize the challenges of librarians in repositioning services in academic libraries.

Conclusion

The study analyze the repositioning of library and Information Services in selected academic libraries in Anambra State. It addressed three (3) research questions. Descriptive survey design was used for the study. The population of the study was 44 librarians in some selected academic libraries in Anambra State.

Findings of the study.

The findings of the study reveal how academic libraries transform their services in order to meet up to the modern demand of using automated systems, 3D printers and laser cutters etc in the library. The study found out how academic library adopt and apply new technologies such as automation systems (integrated library systems ILS), cloud services, self-checkout, automated sorting systems), cloud-based discovery platforms, Patron-facing digital tools (e-book apps & maker spaces, to enhance access to the delivery of information in libraries. New technologies, staffing, policy and planning, funding are the major challenges faced by academic librarian in the process of repositioning library services.

Recommendation

The researcher recommends that the academic libraries should embrace (new) digital technologies to enable the librarians discharge high-quality services to their users. Academic librarians should have their expansion in online resources/collections for easy access, retrieval and use. Library

management should form/ plan a policies that will less the burden in repositioning of services in academic libraries. Libraries should secure sure access to funding and staffing for effective functioning and service delivery. Academic libraries should develop comprehensive strategies that promote diversity, embrace new technologies, and invest in capacity building.

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QUESTIONNAIRE

APPENDIX 1

REPOSITIONING LIBRARY AND INFORMATION SERVICES: DIVERSITY, NEW TECHNOLOGIES AND CAPACITY BUILDING IN SOME SELECTED ACADEMIC LIBRARIES IN ANAMBRA STATE.

Department of Library and Information science,
Paul University, Awka.
Anambra State.
July, 2025.

Dear Respondents,

This questionnaire aimed at gathering information on repositioning library and information services: diversity, new technologies and capacity building in some selected academic libraries in Anambra State.

Kindly respond to the items as honestly as you can. Your responses will be treated with strict confidentiality and used for academic purposes only.

Thanks for your anticipated cooperation and time as you contribute to my academic success.

Yours Faithfully,

Chidimma V. Igwilo

APPENDIX 11**REPOSITIONING LIBRARY AND INFORMATION SERVICES: DIVERSITY,
NEW TECHNOLOGIES AND CAPACITY BUILDING IN SOME SELECTED
ACADEMIC LIBRARIES/LIBRARIANS IN ANAMBRA STATE.****SECTION A****Background Information**

1. Name of institution
2. Ownership: Federal () State () Private ()
3. Department/ Unit in the library
4. Position/ Rank: Please indicate.....
5. Gender: Female () Male ()
6. Age.....

Cluster 1: how can academic libraries transform their services in other to meet up to the modern Demand?

7. What are the available ways academic libraries can restructure their services to meet the evolving demands of 21st – century scholars and students? HA (Highly Available), A (Available), MA (Moderately Available) SA (Slightly Available).

S/N	ITEM STATEMENT	HA	A	MA	SA
1	Embracing Digital Technologies				
2.	Expanding online Resources				
3.	Fostering Collaboration and Innovation				
4.	Investing in Staff and Resources for Professional Development				
5.	Awareness Campaigns				

6.	Information Literacy Programs				
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Cluster 2: The extent in which adoption and application of new technologies enhances access to the delivery of information in libraries.

8. To what extent does the adoption of new technologies improve information access and delivery in libraries?

S/N	ITEM STATEMENT	VHE	HE	LE	VLE
1	Librarian's interaction to service delivery				
2.	The technology ensure				
3.	It provides new ways for librarian's to interact with the library.				
4.	Technologies enable libraries to transcend traditional boundaries				
5.	Expanded access to information resources				
6.	Streamlined Operations				
7.	Increased accessibility and inclusivity				
8.	E-learning platforms				
9.	Personalized learning				
10.	Online Forums and discussion				

Cluster 3: Librarians' challenges in repositioning services in academic library in Anambra State.

9. Librarians' struggles in adaption and application of new technologies to enhance access to the delivery of information in libraries.

S/N	ITEM STATEMENT	SA	A	D	SD
1.	Funding				
2.	Lack of adequate ICT infrastructure and skills				
3.	Need for updated library Policies and staff training				
4.	Policy and Planning				
5.	Changing User Needs				

6.	Technology				
7.	Staffing				

THANK YOU VERY MUCH FOR PARTICIPATING AND HELPING TO
COMPLETE THIS QUESTIONNAIRE.