

The Role of the 21st Century Female Librarian for Service Delivery in Nigeria: Case Study of Academic Libraries in Rivers State, Nigeria

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Abstract

This paper seeks to investigate the role of the 21st century female librarian for service delivery in Nigeria, focusing on academic libraries in Rivers State. A survey method was used to obtain data from 31 respondents (out of a population of 49) drawn from academic libraries in Rivers State, namely; Rivers State University, University of Port Harcourt and the Ignatius Ajuru University of Education and Capt. Elechi Amadi Polytechnic. Data was collected with a structured questionnaire and analyzed with descriptive statistic. The study shows that the most common challenges hindering the expected role of female librarians include lack of financial support (poor funding of their libraries), unreliable electricity supply; inadequate computer and office tools; inadequate facilities, poorly equipped e-library, low maintenance culture and poor perception of female librarians. In addition, it shows evidence that the female librarian performs veritable role in the delivery of advisory service, library advocacy, community service; provides internet and SDI/CAS services. Hence, we recommend that the parent institutions of the libraries where these female librarians work should do everything possible to ensure female librarians have access to 21st century state-of-the-art skills and competences in modern technology through training and retraining arrangements. Integral to the effective performance of the female librarian is the need to maintain and overhaul infrastructural facilities. These and other efforts should support the efficiency and competitiveness of the female librarian in delivering a technologically based 21st century library service environment.

Keywords: Female Librarian, 21st Century, Library Service, Librarian, Academic Libraries

1.0 Introduction

The 21st century has witnessed a drastic and remarkable change in the field of librarianship, globally. This has brought transformation not only in resources of the libraries, but also in the methods of disseminating information. It has also impacted on the roles played by the library operators in order to serve the library patrons better for the overall achievement of the library goals. The female librarian is part of the human resources that make up the workforce of the academic community. This justifies the height of their relevance in the role of providing fundamental services, facilities and resources in all formats for teaching and research in the institutions. One of the marks of a 21st century institution is “excellence in research” (Odi-Owei, 2018). Excellence in research implies excellence in library service provision. The services of the 21st century academic library, thus, hinges on meeting the needs of the user just-in-time through electronic information handling and delivery. This informs the need for a well-established digital library. To achieve the digital goal of information packaging and dissemination as part of her core activities, it is imperative for the female librarian to best position herself as to be equipped with the right knowledge, skill and competence. These are necessary to create and facilitate the new knowledge and in handling the new role more intelligently by providing effective service delivery that will enhance electronic access to digital information sources. This is aimed at satisfying the patrons’ need which in turn leads to societal improvement and development.

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Over the years, female librarians have gained recognition in their tremendous roles and contributions to nation building through the provision of access to all forms of relevant information to patrons in today's knowledge society. They carry out other active roles in the area of creating enabling environment for global information networking via the internet, image making of the library, online user education amongst others. This has made them gain significant relevance in most libraries all over.

The emergence, advancement and application of Information and Communication Technology (ICT) have initiated a change in the pattern of seeking, accessing information and its use by today's patrons. This new dimension has placed a high demand on academic libraries and the female librarians who must measure up to expand on the nature of their services to accommodate the diverse and ever-changing information needs in the 21st century. Singh (2015) identified a number of useful services provided in academic libraries in the digital age to include; providing quality learning space, creating metadata, offering virtual reference services, teaching information literacy, choosing resources and managing resources licenses, collecting and digitizing archival materials and maintaining digital repositories. He further stated that academic libraries are no longer limited to printed services such as collection development, cataloguing and classification, circulation and reference services, Current Awareness Service (CAS), Selective Dissemination of Information (SDI), and bibliographic services.

In as much as female librarians play vital roles in ensuring that the society enjoys knowledge and information-based hybrid libraries through the various services offered, they are not left with some setbacks. These challenges range from the issue of inadequate funding from within and outside the library, inadequate sponsorship on the part of parent institutions and government in some professional trainings that will enable them acquire the needed and relevant skills or knowledge to strengthen their services, unwillingness of some female librarians in engaging themselves in personal development programmes, lack of time and inadequate provision of technological facilities and infrastructures amongst others. The limitations highlighted above and many more are deterrent to the role of the 21st female librarian in enhancing the digital services to library users in the ever-changing environment.

However, in order to overcome the identified inhibitors that have characterized the 21st century female librarian, the researchers seek to determine the possible ways these challenges could be mitigated and their negative impacts reduced to a barest minimum, hence this study.

The scope of this study covers all the professional female librarians in all the tertiary institutions' libraries in Port Harcourt, Rivers State, Nigeria.

1.1 Statement of the Problem

The changes brought about by technological advancement have totally altered and affected the mode of how female librarians carry out their professional library roles. New skills, techniques using the right technological facilities are required in order to achieve effective service delivery to the library users with changing information needs and disseminating same just-in-time to them. It has been observed that most female librarians are still struggling with these new skills in some institutional libraries in Nigeria and Rivers State in particular. The preparedness of the female librarian to embrace the change and the availability of the relevant technological gadgets or tools to fit into is a problem. The absence of these for the achievement of the 21st century demands creates worries. These varying factors pose great challenges to the effective handling of the 21st century information and service delivery to users by the female librarians. This is a need which this paper seeks to address, empirically.

1.2 Objectives of the Study

These include to:

- i. Ascertain the level of services available for the female librarian in delivering the 21st Century role in academic libraries studied in Rivers State
- ii. determine the competences/skills that are needed and acquired by the female Librarian for the 21st century role in academic libraries in Rivers State
- iii. Determine the roles played by the 21st century female librarian for effective service delivery in academic libraries in Rivers State
- iv. Identify the challenges faced by the 21st century female librarian in academic Libraries in Rivers State
- v. Suggest ways to address the challenges identified to enhance the 21st century role of the female librarian in academic libraries in Rivers State.

1.3 Scope of the Study

This study covers only professional female librarians in academic libraries of tertiary institutions within Port Harcourt, Rivers State, Nigeria.

2.0 Conceptual Clarifications

2.1 Who is a Female Librarian in the Digital Age?

A 21st century female librarian is one with the ability to apply technological skill to deliver effective and efficient electronic information resources and services capable of satisfying the information needs of both existing, intending and potential library users in the dynamic information society through various trainings in the field of librarianship. A woman librarian according to Udofia and Agboke cited in Omolola and Oyewumi (2017) is a female professional who has acquired competency in applying theory and technology to the creation, selection, organization and utilization of collection in all formats.

Before the onslaught of technology on the operations of the library, the female librarians appeared to be dominating the profession. The reason for the dominance could be the service-oriented nature of the profession; as such professions were better performed by women. The traditional mode of service saw the librarians sitting behind the Circulation and Reference Desks waiting for users to come in to consult the materials or ask the librarians for assistance when in difficulty. Hence, the origin of the position of “Library Assistants” in the library’s career structure. The advent of ICT in the library has enlarged the scope of the job, influenced, if not technically, altered the way the traditional library service is delivered in the 21st century.

2.2 The 21st Century Female Librarian: Skills and Competence Required for Effective Service Delivery

The skills and competences acquired in handling library routine work in a new way to blend with this digital age of information explosion unarguably is what has positioned and given women librarians the credit of making meaningful impact in the profession not only in Nigeria but in the advanced world. According to Ifidon in Chidi-Kalu et al. (2018), building a success profile of the library and information science professional of the 21st century to suit the global market is essential to determine a framework for what capabilities, skill and behaviours are needed to nurture, encourage and consolidate for multiplication effects. One reason is that most women librarians still carries the same level of dexterity and patience she displayed in the traditional to the digital era in library service delivery. No wonder Burrington (1987) argues that women form the backbone of library and information services. In sustaining this however, it is necessary that continuous self-improvement and training and retraining be vigorously pursued by the female librarian to avoid being perceived as information and technologically obsolete in this era, but rather, as a role model in the ever-learning society. Her innovative role of openness, willingness, quest and passion to always learn new things helps in the ability to identifying a client’s information problem and finding quick solution to their needs. A welcoming smile, neat appearance, dress code, etiquette and approachability attitude should be embedded in the skills for the 21st century service delivery.

The dynamic changes in the information world or society by the emergence of information technology has given way for knowledge expansion. To achieve the digital goal of information packaging and dissemination as part of core role of the female librarian, it becomes pertinent that her top priority should be to seek possible ways of acquiring new knowledge through various relevant trainings and developing new skills if she is to remain relevant in serving their patrons better in this information age. The findings of the study conducted by Sawyerr-George et al. (2017) revealed that training women librarians play an important role for effective service delivery in their different libraries, and that lack of finance hinders their training and education for effective services. The study of Sawyerr-George et al. (2018) reveal that for female librarians to achieve a feat in their role of ICT empowerment, it is necessary for them to be trained to be innovative and creative so that they can embrace new trends in librarianship with the use of ICT to satisfy their users. This implies having up-to-date knowledge of information resources, being proficient and conversant with the use and application of working tools and facilities within her reach, easy manipulation of IT gargets such as computers, and ability to effectively interact with library users and assist them with online education. Somvir (2010), identified the 21st century skills to include information literacy skills, media literacy skills, information and communication skills, critical thinking etc. associated with the librarian’s profession. He further stated that by utilizing social competences such as empathy, persuasion, leadership and cooperation, a librarian can provide better service to the society. In line with this, Idiegbeyan-Oseandllo (2013) emphasized that the modern librarian must know how to use the new sources of information skilfully.

He/she must acquire psychological, social and professional capabilities. Librarians in the 21st century should train and retrain themselves and should stop believing that the onus of training falls entirely on their employers. Librarians should constantly update their skills and become multi-skilled to meet up with imminent challenges (Idiegbeyan-Ose&Ilo, 2013; Somvir, 2010).

2.3 The Female Librarian and the 21st Century Roles

Gone are the days that the female librarian is confined to the traditional way of just sitting down in the library and expecting the patrons to visit. In those days, they were engaged mainly, in collecting, arranging and watching over the books. Today the story is different. They have navigated to become digital or cyber friendly librarian, playing vital roles in enhancing and actualizing the library functions. With the Internet, the librarian's job of processing the library materials and providing access has become even greater and more professionally demanding. The internet is regarded as advanced computer-based networking system that allows people exchange information by computer linkage or interconnectivity globally. Gaál et al. (2015) in their research maintained that the internet makes it possible for individuals to connect, collaborate and share knowledge, information, document, photo, video, etc. continuously with anyone in the world.

The new development in information technology has also revolutionized the work of the female librarian. There are now innovative ways both print and digital resources can be stored, accessed, retrieved and disseminated. The way and manner the female creates bibliographic databases, the digital catalogues and the use of barcodes to store books in digital format are achieved as part of the success story of the role of the digital female librarian in this digital era. Binta (2013) is of the view that professional librarians in the global era play vital roles of identifying and evaluating electronic resources so that the library users can have access to various kinds of information in a variety of format via the internet.

The ability to efficiently find, select available information to meet the need of the patrons in the electronic world requires adequate knowledge and understanding of computer and internet, in order to tap into the huge wealth of arrays of information opportunities stored in it. Most users however, may not be aware of this great opportunity and even when are aware may not have adequate knowledge and the understanding on the kind of information they want and their relevance or even how to find, locate and use them, it becomes the role of the female librarian to assist them in overcoming this challenge through various information literacy programmes. In line with this, Haider (2016) states that today, students are tech-savvy, but they don't know how to find required information and they need instruction and guidance. That today's librarian is a digital guide, educating patrons about the use of digital library services and generalized digital literacy, providing virtual service to users, often through library websites. The study of Chidi-Kalu et al. (2018) reveal that women librarians in their role should educate their patrons in such a way that they will know when they need information, identify the kind of information that will address their particular problem, find their needed information resources, evaluate the information resources, organize the information and use the information effectively in addressing their problems. This informs the need for academic libraries to provide the required facilities in response to the supporting role in education and research.

Other roles of the female librarian in the 21st century include the following:

- i. She provides online reference services for research and educational purposes
- ii. Supports in information storage, organization and preservation in all formats for posterity and dissemination to the user.
- iii. Interacts and collaborates with users for knowledge creation, organization and management in the pursuit of excellence in service.
- iv. Today's female librarian has developed strong ICT skills and embraced the spirit of entrepreneurship to cope with the technological advancement. The nature and trend of the profession exposes the female librarians to the quest for lifelong learning.

2.4 Challenges encountered by the Female Librarian in the 21st Century Library Service Delivery

Irrespective of the benefits linked to the emergency of technology in this information and knowledge society, its presence has also opened up new doors that pose a challenge for female librarians on how to remain relevant in the face of meeting up with digital role in most Nigerian academic libraries. Some of these challenges are identified as follows:

- a. **Inadequate facilities and equipment:** Earlier studies (Singh, 2015) have shown that a well-established library is essential in any academic institution for the provision of standard information resources and services. Since the advent of computer and other related gadgets has changed the nature of library operations, latest technologies are needed for effective provision of service delivery to satisfy the diverse information demands of today's user. These technologies in most academic libraries in Nigeria have not been adequate due to poor budgetary allocation. This has posed a challenge to most female librarians as the delivery of the various services in the 21st century depends largely on the availability and adequacy of these gadgets.
- b. **Inadequate technological skill or literacy:** Another challenge faced by most female librarians in delivering effective service in the 21st century is inadequate knowledge and skill on the application and use of the computer and related Information Technology (IT). It is embarrassing and abuse to professional ethics to note that some librarians currently are of the habit of asking library users for help to search the internet for them; studies conducted revealed that ICT skills among librarians in Nigeria is very low (Binta, 2013; Ademodi and Adepoju, 2009). This however, does not tell well of the professionalism as claimed by some of them presently.
- c. **Paucity of fund** – cost and paucity of fund has been identified as a major set-back associated with the acquisition and provision of up-to-date technological software and hardware by the institutions studied. Even service fee for the maintenance of software license and internet connectivity which are essential for carrying out the 21st century role is all capital intensive by nature which are beyond their budgetary allocation. Uzoigwe (2004) observed that sufficient fund is not allocated to library development and where it is allocated, it is not on regular basis and not as at when due. This posed a serious constraint because they constitute a large amount of the working tools needed.
- d. Other area of constraints also identified is the absence of reliable power supply. This is observed in most parts of the country and as such affects quite a number of academic libraries and the effective functionality of the facilities. Poor internet connectivity leading to work overload is also an issue, inadequate conducive working environment relevant to carry out their duties in an effective and efficient manner, inability of some female librarians to embrace change suitable for the 21st century job is a major weakness; hence, the issue of technophobia, non-practice of professional ethics and code of conduct and many more are contributing factors.

2.5 Ways to Overcome the Identified Challenges Faced by the Female Librarian for Service Delivery in the 21st Century

For a female librarian to remain relevant in the 21st Century, the following has been identified as the way out:

1. Hashim and Mokhtar (2012) posits that the 21st century librarians must be committed to research and contribution to the profession. She must contribute through writing, editing, referencing and reviewing of books. They must attend conferences and present papers and be involved in teaching. It is therefore necessary that a female librarian should expand her potential by embarking on self-development programmes. A lot of online trainings are available in the field of librarianship; therefore, female librarians should see the need and avail themselves of this opportunity and improve on their skills and knowledge by developing themselves personally with such programmes within and outside. The period of their annual leave could be utilized for such programmes should they be constrained by time.
2. The role and duties of the female librarian has undergone some trends as users' needs in the information arena and technology continues to change. The urgent need to enhance and build the capacity of a female librarian through continuous training and retraining suitable for discharging the 21st roles for enhanced service to users cannot be over emphasized. Sawyerr-George et al. (2018) suggested that women librarians should avail themselves for training on the use of ICT and other new technologies which will help them efficiently serve their clientele. The inherent natural virtues of the female need to be fully harnessed to make the world realize that the whole process of information for a knowledge society without the service of a female librarian especially in academic libraries is incomplete. The female librarian has all the potential to make this happen if given adequate professional training both locally, national and at international levels by the library authorities and even the government.
3. No organization thrives in today's competitive world without the application of Information and Communication Technology (ICT) in one way or the other. The job of a female librarian requires provision and availability of adequate technologies and favourable working environment to enable her achieve quality service delivery to users or patrons. Libraries must respond to these needs if she is to achieve the responsibility of proving knowledge real time in the hand of the people.

4. There is no end to learning. It is a continuous process. With librarians functioning as lifelong learner and impacting such on people through information literacy, there is urgent need for the willingness to embrace new ideas and continuously engage in various professional and self-development programmes (seminars, conference, workshops etc.) in order to remain relevant in the global digital knowledge age.
5. Due to poor budgetary allocation to academic libraries that cannot cater for all the available and required training needed, the female librarian can explore means of seeking for training sponsorship within and outside the country through collaboration and partnership with other institutions. The outcome of such would go a long way to boost and add to their existing knowledge and skill.

3.0 Methodology

This paper focused on the role of the female librarian as a veritable tool in the 21st century academic library service in Nigeria. The aim of this study was to identify the nature of services attended to by the female librarian and the level of competencies and skills needed in library service delivery in Nigeria. Staff of academic libraries in Port Harcourt, Nigeria constituted our target population. The academic libraries in Port Harcourt includes; Rivers State University, University of Port Harcourt, Capt. Elechi Amadi Polytechnic and Ignatius Ajuru University of Education. The female library staff are categorized into academic/professional librarian and non-academic staff. Therefore, the study postulates the following hypotheses;

H₀₁: There is no significant relationship between the nature of services delivery and the female librarian in Rivers State.

H₀₂: There is no significant relationship between the level of skills acquired by female librarian and library service provision.

Methodology

Primary sourced data was the main data used for the analysis. The data were collated using a 5-point Likert scale questionnaire and administered to a cross-section of library staff of the selected institutions. Random sampling technique was used. The research data was presented in tabular form with the aid of descriptive statistical instruments while the hypotheses were tested with correlation coefficient.

4.0 Results and Discussion of Findings

On the analysis from data responses on the age of the respondents, it reveals that majority of the respondents 13 (42%) are within the age bracket of 36 to 45. Only 9 (29%) hold a Master's degree in Library and Information Science (MLS); another 15 (48%) are holders of Bachelor's degree in Library and Information Science, while 7 (23%) hold Doctoral Degree in Library and Information Science. Analysis on the years of experience of the respondents reveals that 13 (42%) of the female library staff have considerable years of experience between 5 to 9 years, while 5 staff each constituting 16% of the respondents have between 10 to 14 years and 15 to 19 years of work experience, respectively.

However, the analysis showing responses on the nature of services attended to by the female librarians in Rivers State. From the findings and as indicated in the table 1, it shows that majority of the respondents constituting 21(68%) agreed that the role of female librarians in the 21st century libraries involved the delivery of advisory service to users as well as clientele effective learning space and creating metadata. Also, 18 (58%) of respondents recognized that the female librarian contributes largely to library advocacy and community service. 20 (65%) of respondents affirmed that these designated staff provide internet service, 16 (52%) strongly agrees that female library staff provides information literacy programme, supporting this stand is another 15 (48%) of respondents that approves same. Another significant number of 19 (61%) respondents added that female library staff provides SDI/CAS service. A pretty 11 (35%) respondents disagreed that these set of staff are capable to provide Corporate Social Responsibility (CSR). On the other hand, 23 (74%) respondents affirmed that female library staff provides virtual reference service.

Table 1: Descriptive statistic on the Advisory Service Role of Female Library staff to Users

<i>Response</i>	<i>Number</i>	<i>Percentage</i>
Strongly Agreed	9	29
Agreed	21	68
Disagreed	1	3
Strongly Disagreed	0	0
Total	31	

Source: *Field Survey (2019)***Table 2: Descriptive statistic on the Library Advocacy Role of 21st Century Female Librarian**

<i>Response</i>	<i>Number</i>	<i>Percentage</i>
Strongly Agreed	10	32
Agreed	18	58
Disagreed	3	10
Strongly Disagreed	0	0
Total	31	

Source: *Field Survey (2019)***Table 3: Descriptive statistic on the Role of Female Librarian in providing Internet service to Users**

<i>Response</i>	<i>Number</i>	<i>Percentage</i>
Strongly Agreed	9	29
Agreed	20	65
Disagreed	2	6
Strongly Disagreed	0	0
Total	31	

Source: *Field Survey (2019)***Table 4: Descriptive statistic on the Role of Female Librarian in Providing Information Literacy Programme**

<i>Response</i>	<i>Number</i>	<i>Percentage</i>
Strongly Agreed	16	52
Agreed	15	48
Disagreed	0	0
Strongly Disagreed	0	0
Total	31	

Source: *Field Survey (2019)***Table 5: Descriptive statistic on the Role of Female Librarian in providing Corporate Social Responsibility to Users**

<i>Response</i>	<i>Number</i>	<i>Percentage</i>
Strongly Agreed	7	23
Agreed	13	42
Disagreed	11	35
Strongly Disagreed	0	0
Total	31	

Source: *Field Survey (2019)***Table 6: Descriptive statistic on the Role of Female Librarian in Providing SDI/CAS service to Users**

<i>Response</i>	<i>Number</i>	<i>Percentage</i>
Strongly Agreed	11	36
Agreed	19	61
Disagreed	1	3
Strongly Disagreed	0	0
Total	31	

Source: *Field Survey (2019)*

Table 7: The Role of Female Librarian in 21st Century Libraries

S/A	ITEMS	SA	A	D	SD
1	Assist in identifying a client's information problem and finding quick solution to their needs.	26	5	0	0
2	Help to educate library users on the use of internet	23	17	1	0
3	Create awareness of available knowledge stored in the library repository through various social media platforms, exhibition and library orientation.	20	11	0	0
4	Employ information technology for proper library service to patrons	5	25	1	0
5	Provide electronic access to digital information sources for research purposes to users	12	19	0	0
6	Organize various advocacy programmes for community services to promote information literacy	9	20	2	0

Source: *Field Survey (2019)*

The analysis above reveals majority of the role of female librarians in service delivery in academic libraries in Rivers State. Analysis from the above table reveals that female Librarians play significant role to assist in identifying a Client's information problem and finding quick intervention to their needs. They also help to educate library users on the use of internet. In addition, they create awareness of available knowledge stored in the library repository through social media platforms; exhibition and library orientation. 25 (81%) respondents agreed that female librarian employs Information Technology for proper library service. Considerable evidence from the data reveals that female librarian organizes various advocacy programmes for community services in order to promote information literacy.

Table 8: Challenges of the Female Librarian in Library Services

S/A	ITEMS	SA	A	D	SD
1.	Lack of personal office computer affects my work speed	18	13	0	0
2.	Inadequate funding and sponsorship for continuous national and international professional training	28	3	0	0
3.	Inadequate facilities and IT tools in the library to enhance service delivery to users	11	16	3	1
4.	Unreliable electricity in the library affects the internet connectivity which affects the online service delivery to users	19	11	1	0
5.	Lack of time to engage in self-development programmes due to work pressure in the library	5	23	0	3
6.	Our library does not have a well-equipped standard e-library	10	12	9	0
7	Lack of up-to-date knowledge in handling digital resources in the library Inability to provide the required technology tools	10	18	3	0
8	Consistent system breakdown and inadequate maintenance	9	19	2	1

Source: *Field Survey (2019)*

The above Table clearly describes the challenges or constraints faced by female librarians in academic libraries in Rivers State in its hierarchical order. This includes;

- i. Inadequate funding for professional training
- ii. Time constraint to engage in self-development
- iii. Unreliable electricity that impinge online service delivery
- iv. Inadequate facilities, especially relating to Information Technology
- v. Under-equipped e-library facilities
- vi. Lack of modern skill on handling digital library resources
- vii. Poor maintenance culture

According to Ramesha and Kumbar (2004), infrastructure facilities of any library play an important role in library service provision. Also, the Information Technology and other modern facilities are required for the efficient and effective functioning of library services.

Table 9: Correlation Coefficient Analysis for the Hypothesis on the nature of Service Delivery and female Librarians in Rivers State

<i>Response</i>	<i>Indicator</i>	<i>Female Librarians</i>
Nature of service Delivery	Pearson Correlation	0.864
	p-value	0.001

Source: *SPSS Computation*

The coefficient size of the above table 9 reveals evidence of significant and high correlation coefficient of 0.864. The result confirms the significant relationship between the nature of service delivery and the female librarian in Rivers State. This validates that the female librarian in the 21st century has the tendency to contribute meaningfully to the nature of service delivery in Tertiary Institutions library.

Table 10: Correlation Coefficient Analysis for the Hypothesis on the level of skills acquired by female librarian and library service provision in academic libraries in Rivers State.

<i>Response</i>	<i>Indicator</i>	<i>Library service provision</i>
Level of skills acquired	Pearson Correlation	0.835
	p-value	0.001

Source: *SPSS Computation*

From the findings indicated in table 10, it shows that a significant and strong positive relationship exists between the level of skills and competence acquired by female Librarian and the level of library service provision.

5.0 Conclusion and Recommendations

The role and efficiency of female librarians in academic libraries of the 21st century has witnessed a remarkable change in library service provision. As a result, the role of female librarians has gained tremendous recognition. Unfortunately, the effectiveness of the female librarians has not been maximized, because of inadequate funding. The role of female librarian in tertiary institutions cannot be underestimated. These librarians in line with the global equality goal are being given increasing attention in recent years, particularly in the educational system because of growing developments and strategies in library services. The impact of the role of female librarian is demonstrated in the following ways: delivering of advisory service to users, providing clientele effective learning space, library advocacy and community service; provision of internet service; encourage information literacy programme; provision of corporate social responsibility and virtual reference service. They also assist to educate library users in identifying information problem.

The vast majority of library users in tertiary institutions rely on the resourcefulness and dynamism of the female librarian. However, this research concludes that the main causative factors as to why female librarians are performing below the expectation of the 21st century includes; inadequate funding; unreliable electricity; inadequate office tool; inadequate facilities; poorly equipped e-library; poor implementation and maintenance culture and lack of modern skills. The solution to the problems/challenges of the 21st century female librarian can be realized if managers of academic libraries in Nigerian can provide technologically inclined services. The government has to train or develop the female librarians on the dynamic developments in electronic library system, in order to cope with the information demands of the 21st century. There is also need to overhaul the infrastructural facilities as a means of deriving the efficient and effective library service delivery. On this premise, this study recommends that government as a matter of urgency should assist the female librarians have access to 21st century skills and competence in the use of modern technology in the provision of library services. In the light of the above, understanding the challenges faced by female librarian in tertiary institutions of learning will help managers of such institutions library and relevant stakeholders to design programmes that will motivate their contribution and promote female participation in library services.

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Appendix

Hypothesis One: The Nature of Service Delivery and female Librarian

Correlations

		Correlations	
		Nature of Service Delivery	Female Librarians
Nature of Service Delivery	Pearson Correlation	1	.864
	Sig. (2-tailed)		.001
	N	31	31
Female Librarians	Pearson Correlation	.864	1
	Sig. (2-tailed)	.001	
	N	31	31

Hypothesis Two: Level of Skill acquired and Library service provision**Correlations****Correlations**

		Level of Skill acquired	Library Service provision
Level of Skill acquired	Pearson Correlation	1	.835
	Sig. (2-tailed)		.001
	N	31	31
Library Service provision	Pearson Correlation	.835	1
	Sig. (2-tailed)	.001	
	N	31	31