

Mentoring, Information Sharing and Use as Determinants of Work Performance of Cataloguing Personnel in Academic Libraries in South- West, Nigeria

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ABSTRACT

Wherever information resources are acquired into the library they are not directly placed on the shelves but rather, they undergo certain routine processes known as Cataloguing and Classification by set of librarians known as Catalogers. However, the work of Catalogers working in academic libraries is becoming more challenging probably due to the volume of resources they handled or the technicalities involve in the process. To redeem this the work intends look for possible ways of improving as well as motivating catalogers to enhance their productivity. Total enumeration technique using survey method was adopted to cover all the 263 Cataloguing personnel in universities, polytechnics and colleges of education within South-West, Nigeria. 98% response rate was achieved from the administered questionnaire with the data analyzed using descriptive men, standard deviations and information simple correlation and multiple regression statistics. The study discovered that mentoring, information sharing and use are great facilitators of catalogers improved work performance. As such, the study advocated the need for library managers to encourage mentoring and harmonious working relationship with Catalogers.

Keywords: Mentoring, Information Sharing, Information Use, Work Performance, Cataloguing Personnel, Academic Libraries

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1. INTRODUCTION

Libraries play a fundamental role in our society. They are the collectors of our heritage; they are organizers of knowledge in the information resources, they collect by adding value through Cataloguing, Classifying as well as describing the resources; they take knowledge of the past and present, and lay it down for the future (Reding 2005). The age long traditional library services, acquisition, cataloguing, circulation, reference, serials and interlibrary loans as offered by the different libraries are now giving

way to a faster approach to information services, especially among libraries found within academic environment.

Academic libraries and tertiary institutions could be referred to as Siamese twins or two sides of a coin which complement each other to achieve desired goal. As such all-academic programs in any particular tertiary institutions revolves around academic library for the realization of its goals. With academics relying on current and timely information in pursuit of their teaching and research activities, it is imperative therefore to implore Cataloguers for timely processing of library resources to afford academics access to their required information at a record time without stress.

However, the main duties expected of a cataloguer as highlighted in the literature include descriptive/original Cataloguing, Subject analysis, Authority control, assigning of call number etc. To accomplish all these tasks, Taylor (2004) opined that Cataloguers need to be skillful and knowledgeable while Hill (2005) observed that the quality and quantity of education that Cataloguers received in Library and Information Science are not sufficient for them to do complex Cataloguing operations.

Oketunji and Iyoro (2009) opined that cataloguing practices are confronted with a number of problems which have resulted in long delays between the time when new materials are received and the time they are made available to readers. While Eze (2012) on the other hand, believed that cataloguing has witnessed reasonable changes in the era of ICT. In recent time according to Yusuf (2009) library systems developers have worked hard to create a machine readable library catalogue that provide functionality beyond that of analog card to accommodate technological changes. This is because organizations i.e commercial, industrial or educational can only be successful if its employees work with interest and enthusiasm. The job performance of individual library personnel is therefore very important because one operation dovetail in to another.

The work of a cataloguer, however according to Bello and Thompson (2003) are stressful, for they have their eyes glued to information materials for many hours per day. Alas! with all this grooming processes "are librarians really willing or ready to accept responsibilities under Cataloguing Department?" The response to this question is NO, for all those that presently works as Cataloguers in this part of the globe found themselves in that section of the library by accident. This brought about the thinking of whether if catalogers are being mentored, and equally have access to requisite information which they can easily share and use among themselves, may significantly improve their work performance.

1.1 The objectives of this study is to:

- Find out level of mentoring among Cataloguing personnel in academic libraries in South-West, Nigeria.
- Find out the level of information sharing that determines work performance of Cataloguing personnel in academic libraries in South-West, Nigeria.

- Ascertain the level of information use which determine the respondents works performance.

1.2 Hypotheses

The paper examined three null hypotheses at 0.05 level of significance.

H₀₁ There will be no significant relationship between works performance, mentoring, information sharing and information use of Cataloguing personnel in academic libraries in South-West, Nigeria.

H₀₂ There will be no joint effect of mentoring, information sharing and use on work performance of the respondents.

H₀₃ There will be no relative contribution of mentoring, information sharing and information use on work performance of Cataloguing personnel in the academic libraries in South-West, Nigeria.

2.0 LITERATURE REVIEW

2.1 Information Sharing

Sovalain (2013) Information sharing is a communicative activity when looked at from the viewpoints of transmission and ritual commutation. The former view emphasis one-way communication from sender to recipients and sharing activities appears as transfer, diffusion or provision of information or knowledge. From the ritual point of view, the sharing activity has been conceptualized in term of exchange depicting two-ways communication between interacting participants. The activities of information sharing have mainly been examined in work related context while information sharing has also been investigated in non-work contexts. Encyclopedia of networking (2019) opined that information sharing is a voluntary act of making information processed by one entity to another entity. It was also revealed that, information sharing can include both internal and external information that staff or management exchange with external stakeholders of the organization. Micholla (2013) concluded by saying that the main aim of information sharing is to build and maintain direct access to all relevant information.

2.2 Information Use

Information has to do with the available knowledge or data that assist its user to make a rational decision. That is why Salman and Amusa (2011) opined that it is an important part of coping with challenges faced by employees on their job. This include communicative and cognitive activities like seeking, avoiding, providing, appraising and interpreting information. It is also complex in that employee information preference and use vary over the course of their job along with the availability and quality of information.

Aina (2004); Ogunmodede and Akangbe (2013) assert that information is used interchangeably as news, facts, data and knowledge. That it could further be defined in the following ways: as factor used in increasing the state of a recipient knowledge; what is used in resolving uncertainty; value used in decision making; a published and unpublished knowledge about any given subject and, as body of knowledge.

2.3 Mentoring

Mentoring is a relationship which gives people the opportunity to share professional and personal skills and experiences, and to grow and develop in the process. Typically, it is one-to-one relationship between a more experienced and a less experienced employee.

In the view of Nonaka (1991) mentoring is significant to librarianship training for the reason that it facilitates knowledge transfer and skills acquisitions, especially the skill that cannot be learned from textbooks or in formal structured class lecture such as the tacit knowledge. Russell and Adams (1997) on their parts, equally believe mentoring is suitable for training on the job for skill acquisition and to promote the professional growth and development of the cataloguer's career. Odusanya and Amusa (2006) however submit that, for any young or newly recruited librarian and information scientist aspiring to be successful, must be willing to be mentored, be adaptable committed, humble, receptive to new ideas and have respect for the mentor so as for the relationship to be beneficial to both of them.

2.4 Work Performance

Madukoma and Opeke (2013) quoting Johari and Yahaya (2009) opined that a growing emphasis has been given to employee's job performance as a source of competitive advantage to promote responsiveness in enhancing overall organizational effectiveness. To Tella et. al (2013) they posit that to cause employees to be satisfied and committed to their job in academic and research libraries, there is need for strong and effective motivation at the various levels, departments and sections of the library. Jankingthong and Rurkkhum (2012) on their part revealed that transformational leadership, organizational justice, work engagement, have direct effects on task, and job performance. Many researchers have argued that engagement, as a motivational variable, should lead to high levels of job performance as work engagement represents a commonality among physical, emotional, and cognitive energies that individuals bring to their work role.

3. METHODOLOGY

Descriptive survey research of the correlational type was adopted for this study simply because of its ability to investigate relationship among variables and also expresses the strength and direction of the existing relationships among the variables.

In all, 263 cataloguing personnel which comprises of both professionals and para-professionals working in technical services division of academic libraries in South-West, Nigeria constituted population for the study. Since the population was not large, total enumeration method (census) was adopted to cover all the 263 cataloguing personnel across the affected libraries within South-West, Nigeria.

Questionnaire was designed, validated and use to collect data on respondents' demographic details, mentoring, information sharing, and use characteristics.

Collected data were finally analyzed using mean and standard deviation, simple correlation Pearson Product Moment Correlation Method as well as multiple regression analysis.

4. RESULTS AND DISCUSSIONS

Table 1: Test of significant relationship results between mentoring, information sharing and use on work performance of Cataloguing personnel in Academic Libraries in South-West, Nigeria.

Variable	Mean Score	Standard Deviation	N	R	Significant
Work performance	33.46	4.81			
Mentoring	29.07	4.13		.493	0.000
Information Sharing	29.07	4.13	263	.356**	0.001
Information Use	44.48	5.57		.201**	0.001

The above table clearly show the mean score of performance $X = 33.46$, $SD = 4.81$. Mentoring is $X = 29.07$ $SD = 4.13$, information sharing is equally $\sqrt{X} = 29.07$, $SD = 4.13$ while that of information use is $X = 44.48$, $SD = 5.57$. The result of this test of significant is that there is significant relationship between all the above mention variables i.e work performance, mentoring, information sharing and information use. As ($r = .493, P < 0.000$), ($r = .356, P < .01$) ($r = .201, P < .01$). With this findings, the hypothesis that there is no significant relationship between mentoring, information sharing, information use and work performance is hereby rejected.

Table 2: Test of significant relationship to determine join effects of mentoring, information sharing and information use on work performance of the respondents.

R	RSquare	Adjusted RSquare	Std. Error of the Estimate			
.266	0.71	0.64	4,6627			
ANOVA						
Model	Sum of Squares	df	Means Square	F	Sig. P.	Remark
Regression		2	215.421	9.909	.000	Sig
Residual	5652.566	260	21.741			
Total	6083.407	262				

The result in table 2 revealed the joint contribution of the independent variables toward determining the work performance of cataloguing personnel in Academic libraries in South-West, Nigeria. The table show a coefficient of multiple correlation ($R = .266$ and a multiple adjusted R^2 of 0.71 which indicated that 7.1% of the variance was accounted for by the prediction variables when taken together. The significance of the composite contribution was tested at $<.05$. The table further shows that the analysis of variance for the regression yielded a F - ratio of variance of 9.909 (significant at 0.05 level). This implies that the joint contribution of the independent variable to the dependent variable was significant and that other variable not included in this model may have accounted for the remaining variance.

Table 3: Multiple regression analysis showing the relative contribution of mentoring, information sharing and information use on work performance of Cataloguing personnel.

Model	Unstandardised Coefficient		Stan Coefficient	T	Sig.	Remark
	β	Std. Error	Beta Contribution			
(Constant)	22.822	2.680		6.202	.000	Sig
Mentoring	.222	.036	.372	6.208	.000	Sig
Information Sharing	.532	.098	.326	5.424	.000	Sig
Information Use	0.157	0.42	0.212	3.770	.000	Sig

Above table illustrates the testing of the null hypothesis that there will be no relative contribution of mentoring, information sharing and information use on work performance of cataloguing personnel working in academic libraries in South-West, Nigeria. Mentoring ($\beta = .222$, $df = 263$, $T = 6.208$, $P < 0.000$), information sharing ($\beta = .532$, $df = 263$, $T = 5.424$, $P < 0.000$), information use ($\beta = .157$, $df = 263$, $T = 3.770$, $P < 0.000$) are statistically significant factors that determines the respondents work performance. From the values of the standardized regression weights and the percentage contributions of the independent variables, mentoring was discovered to be the most significant factors that determine the works performance of the respondents.

4.1 Research Findings

- The study revealed that there is significant relationship between mentoring, information sharing and use on work performance of Cataloguing personnel working in academic libraries within South-West, Nigeria.
- It was equally discovered that the join contributions of mentoring, information sharing and use when taken together significantly influence respondents work performance.
- Furthermore, each of the independent variables was discovered to be significant to the dependent variable with mentoring been the most significant factor that determine the Cataloguing personnel work performance.

4.2 Recommendations

- Having discovered mentoring as a key factors towards Cataloguing personnel enhance productivity within Academic Libraries, it becomes necessary therefore to implore Library managers of the need to encourage and facilitate mentoring/ mentee relationships among their staff.
- Cataloguing personnel must be encouraged to leave in harmony with one another as this will greatly promote act of sharing relevant information that is required to perform their work diligently.
- There is no doubt, usage of relevant information peculiar to one's daily routine activities cannot be over look. As such, Library managers should endeavor to motivate Cataloguing personnel towards putting relevant information into practice.
- The Cataloguing personnel needs to be appreciated at all times by the library managers for any organizations goals attainment depends largely on its personnel efforts.

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