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Reskilling Librarians: A Panacea for Bringing Students Back to the Academic Library

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ABSTRACT

The academic library that failed to reskill members of its workforce might face consequences of automatic loss of patrons. Based on this, the study examined reskilling librarians as a panacea for bringing students back to the library. 191 academic and research librarians (ARL) on the telegram group platform as of February 14, 2023, formed the population. An Online questionnaire was prepared and sent to the ARLs' on their group chat. 122 ARLs filled the questionnaire out of the 191 thus having a response rate of 63.9%. Descriptive statistics were used to analyse the data. The study revealed the need for librarians to go for reskilling. The findings showed that bringing students back to the library entails retraining librarians on 21st-century skills. The findings also revealed that the desertion of students from the library is caused by the attitudes of librarians, disorganization of the library, unawareness of the services and resources of the library, etc. This study recommends that academic library management and even the parent institution should not downplay on reskilling/retraining of librarians on different aspects of the library work.

Keywords: Reskilling, Librarians, students, library patronage, academic library, retraining

INTRODUCTION

Academic libraries provide numerous services to their patrons to support the teaching, learning, research, and community services of their parent institutions. Academic libraries are the focal point of information for students, faculty, and researchers (Pereira, 2022). Among the users of academic libraries are the students, faculty, researchers, support staff, and other members of the academic community. The library patrons are the key component of the system Shastri and Chadasma (2022) and should therefore be properly taken care of by the library and the librarians. The expectations of the library patron especially the students are to get maximum, qualitative, effective, and efficient services from the library.

However, advancement in technology has made library patrons, especially students to be so vast in their information demands that most times it appears as if libraries are unable to meet up with their demands and librarians do not have the requisite skills to assist them. This is evidenced in the work of Adeh and Hayatu (2020), which revealed that lack of assistance from the library staff to the patrons is one of the challenges faced by the students whereas the role of library professionals is to trace down user requirements, act as an information disseminator and organizer of knowledge through the diverse information pools (Bhati & Kumar, 2020). It is then necessary for libraries to reskill their staff to meet the users' demands.

Reskilling or retraining is defined as a process of learning new skills by employees to enable them to do a different job (VALAMIS, 2022, and Cambridge Dictionary, 2022). The skill learned would help an employee to perform a multiplicity of roles (Allas, Foote & Fairbairn, 2020).

It is more cost-effective and stress-free to reskill old employees than to employ or train new ones (Valamis, 2022; UNIDO, 2017, and McKinsey Report, 2020). Hancock, Lazaroff-puck and Rutherford (2020) added that it is also good for morale and the company's long-term attractiveness to potential recruits. Reskilling current employees help the organization retain or preserve their knowledge better than employing new ones (Valamis, 2022, Akanji & Baderinwa, 2021).

Statement of the Problem

In recent times, university management has begun to downplay enhancing the skills of its workforce, and this cuts across all the units/departments in the university. This has negative effects on so many activities and services of the university. Library services and their activities are not exempted. Mediocrity arising from the non-reskilling of librarians has adversely affected the patronage of the library so much that the library which is supposed to be the heart of the university and a center of knowledge is being deserted by the patrons, especially the students. This is worrisome more so as the library which is the custodian of knowledge, and the librarians a link between the library and the user seems to be neglected by the university management. The consequences of this are that some librarians become moribund, and obsolete services thrive in most libraries. This caused users especially the tech-savvy patrons to leave the library and sought for other alternative sources of information since services rendered can no longer meet their demands.

Furthermore, most studies on what libraries should do to improve their patronage centered more on the provision of infrastructural facilities, employment of adequate staff, funding, and provision of innovative services with less emphasis on reskilling their current employees. Hence, there is not much empirical study on reskilling of librarians as a necessary factor to bring students back to the library. This study therefore, wants to fill this gap in the literature by conducting an in-depth study on ways of bringing students back to the library with an emphasis on reskilling librarians.

LITERATURE REVIEW

Reskilling, which is synonymous with retraining or re-educating is defined by VALAMIS (2022) as “the process of learning new skills by employees to move onto a new role within their current company” It is also a good way to move a person who fits better for another role, but for some reasons ended up working in a different one. Given an example from the business world, VALAMIS (2022) explained that an account manager could also fit better as a salesperson in the same company after reskilling. Reskilling is also defined by Cambridge Dictionary (2022) as the process of learning new skills so you can do a different job, or of training people to do a different job”. Emeritus Institute of Management (2022) reiterated that companies and individuals not acting fast in reskilling, risk falling behind.

The benefits of reskilling cannot be overemphasized. Retraining or reskilling current employees will reduce the cost of hiring or employing new ones VALAMIS (2022) by the organization. It will also lead to effective and quick library service delivery, error-free information service, and easy accessibility to library resources for the patrons, patron's satisfaction with library services and resources, and the development of a positive attitude to work among librarians (Omoisekemi, Eyaufe, Nwobu & Nweke, 2019). Reskilling will help librarians to face minimal challenges in their work. Chigwada (2020) opined that the changing needs of patrons necessitated that librarians be well-equipped to deliver the needed services. By implication, librarians should reskill to meet patrons’ information needs or they will face serious challenges in their job. Reskilling manpower is beneficial to both profit and non-profit organizations. In non-profit organizations like the library, the ultimate aim of reskilling librarians is to retain library patrons. Capozzi, Deitch, Pachtod and Park (2020) study informed that nearly 80% of the respondents agreed that enhanced capacity building is crucial to the organization's long-term growth. This is like VALAMIS (2022), UNIDO (2017) and McKinsey Report (2020) who opined that it is cheaper to reskill a current staff of the organization than to employ or hire new staff. Hancock, Lazaroff-puck and Rutherford (2020) added that it is also good for morale and the company’s long-term attractiveness to potential recruits. Reskilling current employees help the organization retain or preserve their knowledge better than employing new ones

(Valamis, 2022, Akanji & Baderinwa, 2021). Reskilling also allows employers to increase workplace multiplicity for new roles (Allas, Foote & Fairbairn, 2020).

Library patrons are attracted to the library when they get the type of services they wanted; they may also cease to come when otherwise. Library patrons are expected to access the library services and resources regularly, as this will help the library to achieve its aims and objectives (Eze, 2011), especially the academic library. But where this is not so, it sends a wrong signal to the library and must have been caused by many factors as revealed by many authors. Findings of Abdulsalami and Efosa (2020), Jamogha, O and Jamogha, E. (2022), and Okonoko, Ureki and Okonkwo (2022) studies revealed that poor user-librarian-relationship contribute to low patronage of the library. Okonoko, Ureki and Okonkwo (2022) recommend that librarians should be friendly to users, and Okolo (2002) advised that librarians should not disregard the satisfaction of library users as they are extremely important to the services they provide. Library services can be accessed either physically or remotely and they may be dissatisfaction on any of them if not properly managed. Remotely, a study on “catching up with innovation and trends in university library services in Nigeria using university library websites” conducted by Mbagwu (2022) revealed that some academic libraries do not have a functional library website and this no doubt caused poor online patronage of the library. Physically, students can desert the library when the resources of the library are disorganized or not properly catalogued and classified. Hence, when they find it too difficult to access the information, they leave. However, Ahenkorah—Marfo and Borteye (2010) call for proper cataloguing of resources for easy identification, location, and access. No wonder Abdulsalami and Efosa (2020) stated categorically that libraries should make orderly acquisitions and organisation of all forms of recorded information in all fields and ensure the availability of such information for use. This way poor library services will be averted.

Lack of library orientation to the students (Abdulsalami and Efosa, 2020); inadequate innovative library services e.g. of social media Okonoko, Ureki, and Okonkwo (2022), and students preferring other alternative information providers other than the library Odine (2011) are all contributing factors to the desertion of the library by the students. Librarians therefore need

reskilling to avert the erosion of patrons from the library and to align with the accelerated growth of the library.

A library is a growing organism whose purpose is to adapt, as organisms do, to a continuously changing environment (Rubin, 2004). No doubt technological advancement in the library makes it a target for disruption and innovation in all its activities, especially in the area of services and members of its workforce i.e. the librarians. In other words, librarians need retraining or reskilling to enhance their skills “to meet with the library’s growth”. The library is metamorphosing from book-oriented librarianship to user-centered librarianship Chutia (2015), from physical place to place for meeting, sharing, and collaborating Chigwada (2020), and from deliverer of information to embedding itself in research, teaching, learning, and community activities that are done in research institutions and schools (Riley-Huff and Rholes, 2011). As a result of these changes, librarians need retraining to be able to coordinate and align themselves with these new roles.

Furthermore, the emergence of advanced technology in libraries, the electronic information explosion, the Internet, pandemic situation require that librarians should be skilled in ICT to serve the patrons (Shastri & Chudasma, 2022). Oladokun and Mooko (2022) affirm that academic librarians cannot afford to be satisfied using old skills to tackle new demands and emerging new systems in the information setting. To buttress this further, more than 70% of their research respondents were of the view that librarians are required to learn more skills and carry out new tasks in their workplace. According to Omesekeyimi et al. (2019), technology has brought many remarkable changes in the pattern, by which services are delivered, including emailing service, e-library service, SDI service via social media networks among others. The new technological environment in the library is one in which both the professional librarians and the library support staff all need significant skills (Rubin, 2004) and even the patrons too (Sen, 2008).

The librarian needs reskilling from time to time in order to learn new skills and serve the patrons efficiently as librarians serve as a link between the library and the users. Hence, as the library is growing so also will the librarians grow in their skills to perform new roles/tasks. No wonder, Rubin (2004) posited that libraries and librarians are closely linked together as what happens to one is most likely to affect the other. The skills acquired during reskilling aid librarians to offer

satisfactory services to diverse, ubiquitous, knowledgeable, and technology-savvy patrons (Oladokun & Mooko, 2022).

Librarians need reskilling to cope with unforeseen crises. Members of the workforce must be combat-ready to align with any crisis bearing in mind that CHANGE is always constant. The recent covid-19 pandemic is a big eye-opener to all the sectors of the economy that employees should have different skills to operate. Oladokun and Mooko (2022) stated that unless librarians are regularly involved in CPD training, they may not be able to cope effectively with the demands of time. That is why they recommended that management should make reskilling obligatory for librarians. Members of the workforce must be combat-ready to align with any crisis bearing in mind that CHANGE is always constant.

The librarian needs reskilling in other to teach information literacy to users. Thanuskodi (2019) recommended that LIS professionals should teach skills regarding how to identify relevant information from information sources, how to evaluate their authenticity, and utilize information by the users. Other reasons why librarians need reskilling are to make them abreast of their professional ethics, adjust to the changing user demands, and meet any possible career changes.

The consequences of not reskilling will worsen the growing divide between the world's rich and poor, implying that reskilling is a global issue (World Economic Forum, 2020). According to McKinsey Report (2020), it was estimated that about 375 million workers or about 14 percent of the global workforce would have to switch occupations or acquire new skills to remain relevant by 2030 because of the swift rise of Artificial intelligence (AI) and automation. Emeritus Institute of Management (2022) reiterated that companies and individuals not acting fast in reskilling, risk falling behind.

In the library, the skill gap of librarians' especially technological or digital skills has made librarians incapable of providing all the varied information needs of students. This lack has made some students start looking for alternative means of getting information, thus affecting library patronage. This becomes a problem both for the Library and the librarians.

The provision of enabling environment such as good lighting, ventilation, provision of infrastructural facilities, and adequate spacing are the things likely to attract students to the library. Human resources skills acquisition and application, which sometimes may be neglected

is another factor that should be critically looked into by any library wishing to have a surge of students as users. This is because students need quality services which are expected to be provided by the librarians. Hence, librarians need reskilling in many areas of the library work. Librarians need a lot of training, retraining, or re-educating in various aspects of the library work to spice up their formal knowledge or skill acquired during their School days, which may be inadequate to give state-of-art-services brought about by technology and the demands of the new generation library users (students). According to Simmonds (2003), one's qualification whether academic, vocational, or technical has a limited lifespan of as little as five years. So librarians need reskilling to be able to carry out new skills not learned in the formal Schools or even if learned may have been forgotten. Mandal and Dasgupta (2019) recognized that the present librarianship demands technical and scholarly knowledge besides core traditional librarianship skills. Their study recommends that library professionals should participate in professional development activities.

Ubogu (2019) advocates adequate provision for training and retraining in information technology skills for all librarians. Information technology skills are needed for effective information service delivery in academic libraries (Omoisejimi, Eyaufe, Nwobu & Nweke, 2019). Users expected librarians to provide high-quality, efficient, and effective services for them. It is therefore expected of academic librarians to be skilled in the tasks they embark on and make quality services timely available to their patrons (Oladokun & Mooko, 2022). This aligns with (Ptak-Danchak, 2012) who stated that librarians need 21st-century skills to meet the needs of digital natives and Han and Liu (2009), Le (2015), and Madge (2016) to be able to offer effective, high-quality modern-day services to the patrons.

Librarians need to have marketing skills to enable them create awareness of the resources of the library thereby drawing back those students who are already out of the library. Adenekan and Halisco (2022) study showed that inadequate marketing orientation among librarians has caused the gradual erosion of trust in the library as a genuine source of information. No wonder a study conducted by Shasrti and Chudasma (2022) on ICT skills and attitudes of LIS professionals of Gujarat State of India recommended the creation of awareness of e-resources by the LIS professionals to attract maximum usage and also organization of online training sessions to guide patrons on the use of e-resources and database searching.

Other areas where librarians should need to be reskilled to woo students who may have left the library because of poor service include but not limited to management of space in the library, delivery of library services via social media platforms, and library website management, embedded librarianship, Institutional Repository (IR) Management, etc. One of the studies conducted by Mbagwu (2022) revealed that some university libraries do not have a dedicated website and some that have had few contents displayed on them. It will be disastrous for libraries to suffer user desertion both traditionally and online too.

Other things that could be done to bring students back to the library (online or traditionally) include delivery of library services via social media platforms, good management of spaces in the library, maintaining a functional library website, provision of embedded services, having a well organised and quality contents on the Institutional Repository (IR).

Objectives of the Study

The broad objective of this study is to examine reskilling librarians as a panacea to bring students back to the academic library. The specific objectives include:

1. To determine the need to reskill librarians
2. To ascertain the consequences of not reskilling librarians
3. To find out why the students desert the library
4. To find out what to do to bring students back to the library.
5. To identify the benefits of bringing students back to the library

Research Questions

1. Why do librarians need reskilling?
2. What are the consequences of not reskilling librarians?
3. Why do students desert the library?
4. What is to be done to bring students back to the library?
5. What are the benefits of bringing students back to the library?

METHODOLOGY

Descriptive survey design was adopted for the study. The population of the study comprised all the (191) academic and research librarians (ARL) in Nigeria on the ARL telegram group platform as of February 14, 2023. The study used an online questionnaire prepared and sent to the ARL on the telegram group platform. A period of one month was given for the filling out of the questionnaire. Intermittently, a reminder for the filling out of the questionnaire was given within the period. At the expiration of the time, a total of 122 respondents out of 191 filled the questionnaire and submitted their responses giving a response rate of 63.9%. A report was produced for the analysis. The data collected were analysed on four- point rating scale of Very Great Need (VGN), Great Need (GN), Low need (LN) and Very Low Need (VLN); Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD); Very Great Extent (VGE), Great Extent (GE), Low Extent (LE) and Very Low Extent (VLE) respectively using a descriptive statistical technique of Mean (X) and Standard Deviation(StDev). The scale used was based on the cut-off point for the item mean and standard deviation of the Gregory and Ward (1978) formula for determining the lower and upper limits in the mean, such as

SA/VGE 3.50 - 4.00 points

A/GE 2.50 - 3.49 points

D/LE 1.50 - 2.49 points

SD/NA 0.5 - 1.49 points

Results

RQ1: What is the level of need for reskilling librarians?

Table 1: Need for Reskilling Librarians

s/n	Items	VGN	GN	LN	VLN	Mean	StDev.	Decision
A	To enable librarians to meet the changing landscape of the Library	74	46	0	2	3.57	35.940	VGN
B	To enable librarians to close up technological Skill Gap	72	45	4	1	3.54	34.181	VGN,
C	To enable librarians to meet the Growth of the Library as an Organism	58	62	0	2	3.44	34.113	GN
D	To enable librarians to offer diverse Library Services	65	53	3	1	3.49	33.282	GN
E	To enable librarians serve diverse library patrons	62	58	0	2	3.48	34.113	GN
F	To enable librarians to meet up with the Job Ethics	51	68	1	2	3.38	34.200	GN
G	To enable librarians to adjust to user demands	46	74	2	0	3.36	35.940	GN
H	To enable librarians to meet any possible career changes	44	74	0	4	3.30	35.152	GN
I	To enable librarians to cope with unforeseen crisis	45	73	2	2	3.32	34.838	GN
J	It motivates librarians to work harder	55	63	2	2	3.40	33.071	GN
K	To enable librarians to teach information literacy to users	55	63	2	2	3.40	33.071	GN
L	It helps the library to retain their patrons	65	53	1	3	3.48	33.282	GN
M	It helps the library to cut down the cost of hiring and training new staff	76	24	19	3	3.42	31.628	GN
N	It helps the library to have librarians who can perform multiple roles	72	45	2	3	3.52	34.161	VGN
						3.44		

Table 1 presents data on the need to reskill librarians. Overall data obtained revealed that there is a great need to reskill librarians with a mean score of 3.44. However, data obtained showed that there is a very great need to reskill librarians because it enables librarians to meet the changing landscape of the library, helps librarians to close up technological skill gap, and helps libraries to have librarians who can perform multiple roles with the mean scores of 3.57, 3.54 and 3.52 respectively.

RQ2 What are the consequences of not-reskilling Librarians working in the academic library

Table 2: **Consequences of not reskilling librarians working in the Academic Library?**

S/N	Items	SA	A	D	SD	Mean	STdev.
A	Poor organization of materials in the library to the modern standard	77	40	-	5	3.55	35.744
B	Library will spend more money employing new staff to carry new roles brought about by technology.	62	54	2	4	3.43	31.932
C	Poor student patronage as a result of poor services	63	53	2	4	3.43	32.026
D	Can cause obsolescence in the activities of the library	63	51	6	2	3.43	31.032
E	Poor library services as a result of monotony in the roles performed by the librarian	62	53	5	2	3.43	31.417
F	The relevance/reputation of librarians by the patrons will likely dwindle if librarians are not reskilled to acquire new skills	64	55	1	2	3.48	33.690
G	Can cause lack of employee morale when not sent for retraining	62	53	5	2	3.43	31.417
H	Inability to serve diverse patrons by librarians	50	66	4	2	3.34	32.429
i	It increases ignorance of job ethics by librarians	52	65	2	3	3.36	32.767
						3.43	

Table 2 presents data on the consequences of not reskilling librarians working in academic libraries. Overall mean score of 3.43 obtained shows that all the respondents agreed on the items listed as consequences of not-reskilling librarians. However, poor organization of materials in the library to the modern standard has the highest mean score of 3.55 followed by dwindling reputation of librarians by the patrons if they do not acquire new skills (3.48).

RQ3: What are the reasons why the student desert the academic Library

Table 3: **Reasons why student desert the library**

s/n	ITEMS	SA	A	D	SD	Mean	StDev.
A	Unwarranted attitude of librarians	44	39	32	7	2.98	16.422
B	Librarians not applying required skills	30	50	20	22	2.72	13.699
C	Poor Online Presence of the Library	55	55	8	4	3.32	28.337
D	Unawareness of the Services and Resources of the Library	62	53	6	1	3.44	31.459
E	Unskilled staff in ICT	38	48	20	16	2.89	15.089
F	Inadequate Manpower	52	38	26	6	3.11	19.485
G	Inadequate Facilities	47	60	12	3	3.24	27.331
H	Lack of Skill in the Use of Library Resources by the Students(orientation)	53	61	4	4	3.34	30.773
I	Absence or Inadequate Innovative Library Services	65	52	-	5	3.45	32.828
J	Poor Organisation of Resources in the library	48	38	21	5	2.89	18.956
K	Absence or poor management of library website	46	32	20	24	2.82	11.475
L	Absence or poor management of Institutional Repository	60	20	22	20	2.98	19.689
M	Absence of the modern or state-of-the-arts services	80	38	4	-	3.62	37.144
N	Preference for Alternative Information Providers	56	62	4	-	3.43	33.040
						3.16	

Table 3 presents data on the reasons why students desert the Academic Library. The overall mean score of 3.16 shows that the respondents agreed with items listed as reasons for students' desertion of the library. Nevertheless, the absence of state-of-the-art services in the library has the highest mean score of 3.62 on the rating of SA followed by the Absence or Inadequate Innovative Library Services (3.45), and unawareness of the Services and Resources of the Library (3.44).

RQ4. What are to be done to bring students back to the Library?

Table 4: **What to do to bring students back to the library**

S/N	Items	VHE	HE	LE	VLE	Mean	Stdev.
A	Librarian-user relationship to be enhanced	65	55	-	2	3.50	34.317
B	Application of Required Skills By Librarians in Their Service Delivery	72	46	2	2	3.54	34.578
C	Maintenance of a good online presence	73	42	3	4	3.51	33.650
D	Reskilling Librarians on library Marketing	75	41	4	2	3.55	34.665
E	Librarians to be skilled t in ICT	72	48	-	2	3.56	35.454
F	Employing adequate Manpower	50	72	-	-	3.41	36.346
G	Provision of adequate facilities	80	41	-	1	3.64	38.127
H	Library to organize a library orientation for students regularly.	82	38	1	1	3.65	38.510
I	Librarians to be skilled in the delivery of Library Services Using Social Media Platforms	72	48	1	1	3.57	35.445
J	Library to maintain a well organized collection for easy accessibility	90	32	-	-	3.74	42.438
K	Reskilling librarians on Library Website Management	60	54	5	3	3.40	30.708
L	Reskilling librarians on Institutional Repository (IR) Management	59	59	-	4	3.42	32.949
M	Provision of modern day services or state –of- the- arts services	88	34	-	-	3.72	41.549
N	Provision of diverse materials in many formats by the library	60	52	3	7	3.35	29.670

Table 4 presents data on what is to be done to bring students back to the library. The overall mean score of 3.54 shows that the majority of the respondents strongly agree with the items listed although top in the list of items is: Library to maintain a well-organized collection for easy accessibility, Provision of modern-day services or state –of- the- arts services, Library to organize a library orientation for students regularly, and Provision of adequate facilities (3.64), etc with the mean scores of 3.74, 3.72, 3,65 and 3.64 respectively.

RQ 5. What are the Benefits of Bringing Students back to the library?

Table 5: Benefits of bringing student back to the library

S/n	Items	SA	A	D	SD	Mean	StDev.
A	It will motivate librarians to go for reskilling	76	40	2	4	3.54	35.000
B	It will increase the visibility of the library	76	42	1	3	3.57	35.726
C	It will increase the reputation of the library	80	39	1	2	3.61	37.439
D	It will increase the chances of expanding the library by the parent institution	77	45	-	-	3.63	37.563
E	It will enhance reading culture	78	42	-	2	3.61	37.108
F	Good Academic performance by the students is assured	69	49	-	4	3.50	33.946
G	It will Increase the Relevance /Recognition of the librarian	77	41	1	3	3.57	36.051
H	It may lead to the introduction of new services in the library	79	39	3	1	3.61	36.747
						3.58	

Table 5 presents data on the benefits of bringing students back to the library. Overall items show a mean score of 3.58 implying that the majority of the respondents strongly agree on the items listed. Nonetheless, chances of expanding the library by the parent institution have the highest mean score of 3.63 followed closely by 3.61 each on items: enhancement of reading culture, the introduction of new services in the library, and increasing the reputation of the library.

DISCUSSION OF THE FINDINGS

The findings of the study are discussed under the following headings.

Need to Reskill and Consequences of Not Reskilling Librarians

Libraries can have all the facilities and resources, but where these facilities and resources are not utilised by the patrons, it becomes an effort in futility. This study is therefore poised to bring to the limelight why this anomaly arises even though there is sufficiency and what to do to ameliorate such a situation. At this time of dwindling economy, academic libraries mustn't downplay reskilling members of their workforce, especially the existing staff. Moreso as sophistication in technologies, the demand for tech-savvy patrons, growth in library and its services continued to increase unabated in this 21st century. Not reskilling of old staff increases obsolescence in library services which can deter patrons especially the digital natives from visiting

the library. Reskilling existing librarians helps libraries not only to save cost but the time starting with the tutelage of training new employees. Prevention they say is better than cure, therefore there is a need to reskill librarians so that they will be able to acquire new skills to add to the skills they already had for the sustainability of patrons.

The result of the findings showed that librarians need reskilling in ICT in order to close up the technological gap, enable librarians to offer different types of services, and serve diverse patrons, especially the students. These findings agree with the work of Shastri & Chudasma (2022) and Omesekeyimi et al. (2019) who itemized different changes in library services brought about by technology, and which librarians need reskilling to accomplish.

The changing needs of the library patrons demand that librarians should acquire different new skills e.g. technological skills to offer varied services to the patrons. But, where this is neglected the findings of this study revealed that the consequences are so much that students or other patrons of the library would reduce their patronage or even desert the library. It corroborates with the study conducted by Oladokun and Mooko (2022) who stated that unless librarians are regularly involved in continued professional development training, they may not be able to cope effectively with the demands of time.

The study also revealed that non-reskilling affects the reputation of the librarians before the students since to them they will have the feeling that librarians are unable to meet their information needs. It also affects the organization of resources in the library.

The result also showed that not reskilling librarians affect the organization of resources in the library. Reskilling helps employees (librarians) to perform a multiplicity of roles.

Factors that Affect Desertion of Patrons from the Library

From the findings of this study, several factors were discovered to be the cause of the desertion of students from the library. The human resources factor is the most cause of this disaffection by the student patrons. The poor user-librarian relationship is one of the factors. This finding agrees with the findings of Abdulsalami and Efosa (2020), Jamogha, O and Jamogha, E. (2022), and Okonoko, Ureki and Okonkwo (2022) studies which revealed that poor user-librarian-relationship contribute to low patronage of the library. Paradoxically, if a library has sufficient facilities or material resources but without maintaining cordial relationships with the users all their efforts will be futile because they will face low patronage. Thus this study just like the

study of Okonoko, Ureki and Okonkwo (2022) also recommends that librarians should maintain good relationships with the users. Okolo (2002) also advised that librarians should not disregard the satisfaction of library users as they are extremely important to the services the library provides.

Besides, the lack of ICT skills by the librarians is another factor that contributes to the desertion of students from visiting the library. Lack of ICT will make librarians not apply 21st-century services like social media services, innovative services, management of library websites, and Institutional repositories which were services mostly needed by student patrons of the library. This study is in affirmation with the study of Ubogu (2019) which advocates for adequate provision for training and retraining in information technology skills for all librarians.

The result of the finding also showed that a disorganized library (online or traditional) is another serious factor that affects the poor usage of the library by the students. This agrees with the recommendation of Ahenkorah—Marfo and Borteye (2010) who call for proper cataloguing of resources for easy identification, location, and access. No wonder Abdulsalami and Efosa (2020) aver proper acquisitions and organisation of all forms of recorded information. This way poor library services will be avoided.

Unawareness of the resources of the library is another reason students avoid visiting the library. Others include inadequate manpower, lack of ICT facilities by the library, lack of orientation of library use by the student, etc.

Bringing students back to the Library and Its Benefits

Students who are the main users of academic libraries should not be relegated to the background otherwise it will grossly affect the librarians, the library management, and the academic institution. In the same way, the librarians who disseminate the services and resources of the library should not be left by the library management with only their formal education. Reskilling librarians is a sure way to attract students back since the training received will aid them to offer state-of-the-art- services, which the modern- day users embrace.

The findings of this study revealed that librarians should be friendly with the student patron of the library in order to attract them. Librarians should be aware of all the library holdings and communicate the same to the student or other users of the library through marketing or

orientation. Maintenance of well organised collection in both online and traditional libraries woos students to the library. The results of the finding are in affirmation with the study conducted (Ptak-Danchak, 2012) which stated that librarians need 21st-century skills to meet the needs of digital natives and Han and Liu (2009), Le (2015), and Madge (2016) to be able to offer effective, high-quality modern-day services to the patrons. In addition, Adenekan and Halisco (2022) study showed that inadequate marketing orientation among librarians has caused dwindling usage of the library as a genuine source of information. No wonder a study conducted by Shasrti and Chudasma (2022) study recommended the creation of awareness of e-resources and database searching by LIS professionals to attract maximum library usage.

Reskilling of the members of the workforce is one of the major things to imbibe by any organization, institution, or library that wants to retain its staff and clients or clientele. For instance, the result of the study shows that in the academic library, parent institution, and the librarians were all beneficiaries when the students visit and use the library in their numbers.

From this study, the following are the benefits of bringing students back to the library:

- It will motivate librarians to go for reskilling
- It will increase the visibility of the library
- It will increase the reputation of the library
- It will increase the chances of expanding the library by the parent institution
- It will enhance reading culture
- Good Academic performance by the students is assured
- It will Increase the Relevance /Recognition of the librarian
- It may lead to the introduction of new services in the library

RECOMMENDATIONS

Based on the findings of this the following recommendations were given.

Like Oladokun and Mooko (2022), this study also recommends that management should make reskilling compulsory for librarians.

Other recommendations include:

- Librarians need reskilling to offer diverse services to diverse patrons using advanced technology. As a result of this, librarians should be sponsored to short training programmes, continued Professional development (CPDs) training programmes, conferences and workshops, redeployment to different units of the library from time to

time. These will help them to acquire new skills, which they will use to perform different roles in the library.

- Libraries should include organisation of information resources in both online and print as part of training kit for reskilling librarians. The knowledge gained when applied by librarians will help them to organize properly the library resources that will attract students to the library -online or traditionally.
- Librarian should be reskilled/retrained in library ethics in order to develop positive attitude that will draw students back to the library as unfriendly attitude of librarians is one of the major reasons why students desert the library
- Academic library should be stocked with innovative and modern services as this will help to bring students back to the library, when the librarians are reskilled on their use and teach students as well.
- Library should not downplay on reskilling their workforce as the skills learnt will help them to woo students who may have deserted the library.

These recommendations, if applied will likely help to bring students back to the library.

CONCLUSION

This study has shown that organizations that downplayed reskilling members of its workforce face consequences of automatic loss of customers or patrons irrespective of other resources they may have. In other words, human resources should be prioritized if any organization wants to thrive. For instance, in the academic library, one of the major things that make students desert the library is poor service delivery from the librarians. Librarians without good marketing skills, ICT skills, and human relations skills are likely not going to offer good service and this drives students away from using the library. Students coming back after deserting the library require that librarians be reskilled to be able to offer state-of-the-art-services, which modern-day users embrace. Librarians should have good human relations with the students they serve, be aware of all the holdings of the library, have good marketing skills, and be able to offer diverse services to diverse patrons, etc. Thus, reskilling of librarians is therefore a necessity every academic library should imbibe if they want to retain their patrons especially students- patrons in the library bearing in mind enormous advantages of good library

patronage- increase in library visibility, library cum librarian reputation, high student academic performance etc.

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