GENDER AND INFORMATION NEEDS AND SEEKING BEHAVIOUR OF CATALOGUERS IN UNIVERSITY LIBRARIES IN EDO AND DELTA STATES

John Odion Oshiotse[1] and Eyaufe O. Omamomo[2]

[1]M.Sc in Library and Information Science.
Senior Oracle HRMS-Payroll Consultant, Nigeria

chiefonism@gmail.com

[2]Delta State Polytechnic Otefe-Oghara

Omamomo,a@gmail.com

ABSTRACT: *This study investigated Gender and Information Seeking Behaviour of Cataloguers in University Libraries in Edo and Delta States, Nigeria. The study employed a descriptive survey method and questionnaire was the instrument used for data collection. The population of this study consisted of fifty-two (52) cataloguers in all the university libraries in Edo and Delta States. The population of this study is relatively small and as such the entire population was used as the representative sample using purposeful sampling techniques. The researchers visited the sample institutions to administer the questionnaire. It was revealed from the study that male cataloguers often use list of subject headings compared to their female counterparts. Both sexes very often and often use classification schemes respectively in the process of performing their duties. Findings also show that there are more males cataloguers compared to females. Males and females cataloguers very often and often use Anglo-American Cataloguing Rule 2nd edition. The finding indicates that there is more female's percentage in the use of Anglo-American Cataloguing Rule 2nd edition (AACR11) in the process of performing their task. The study also reveals that authority file is the least tool used by both sexes of cataloguers in the process of performing their duties. From the study, it is obvious that a majority of both male and female cataloguers consult the university's main library when they are seeking for information. The study recommended that universities' and libraries' management should enact policies mandating cataloguers to be attending seminars, conferences and workshops because these are avenue where ideas can be shared on the advancement of their professional duties such as cataloguing and classification.*

KEYWORDS: Gender, Information needs, Seeking behavior, Cataloguers, Universities, Libraries, Edo, Delta, Nigeria.
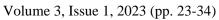
INTRODUCTION

Agosto (2001) presented a model of gender specific information behavior. The use of information from web resources by females has been marked by the following principles: collaboration, social networking, flexibility and movement, inclusion into community, contextually and personal engagement. According to Higgins and Hawamdeh (2001), girls used judgment based on intuition and insight. They were more patient when reading information from the screen and preferred working in groups, while the performance of boys was better in browsing and use of keywords; they preferred individual work. They concluded by noting that, with girls, the information need was conceptualized as a social event as opposed to individualistic approach of boys. Steinerova and Susol (2005) noted that men confirmed preference of individual work and independent information seeking more frequently than women. Men apply straightforward access to information resources while women use librarian help more frequently. They noted that no significant difference have been found as for the increase of problem understanding or interest in the process of seeking information.

The use of library catalogues and reference works has been confirmed more strongly in women. In the same vein, women indicated a wider use of bibliographies and indexes. Women are more patient in information seeking while with men the increasing use of fast retrieval tools has been noted; for example, a higher percentage of men (58.3%) agrees that the information confirmed their prior knowledge, compared to 41.7% of women (Steinerova & Susol, 2005). A higher percentage of men has also confirmed that information seeking took them more time than they expected. However, women perceived lack of time more intensely (for example, 30% of women and 20% of men). Olorunsola and Ibegbulam (2003) noted that females cited the daily routine of domestic duties and extra demands on time and emotional strain that accompanies caring responsibilities. Previous research shows that men and women value technologies differently (Agosto, 2001 as cited by Fallow, 2005). In the use of technologies, women prefer social collaboration, contextual information and personal identification. Men's use of information and technologies are determined by preference of individual work and competition. According to Agosto (2001), for women, it is important to include the information into a broader context or story. In learning, women make use of personal identification and imagination. Studies also prove that women suffer from lower self confidence in managing technologies (Kennedy, Wellman & Klement, 2003).

Gender difference of online communication has an impact on question and queries in information seeking and retrieval. Because of men's preference for logical and analytical thinking, it is easier for them to use Boolean logic for query formulation (Agosto, 2001). The rich verbal abilities of women support the use of wider vocabulary and multiple syntactic relationships. In practice of information seeking systems, women's ways of knowing have been devalued, contextual, connected, intuitive knowing. Deeper understanding of women's way of knowing has great potential for information behavior research and highlights the value of gender as potentially significant and veritable (Julien, 2005). On the other hand, Enochsson (2005) shows that with the new net generation, differences between men and women in the use of internet have diminished. However, the sociocultural background of gender still leaves women with more computer anxiety and feelings of lower self efficacy. Social positioning theory offers a framework for examination of gender difference in information behavior in terms of qualitative research methods (Given, 2005). As for access to the internet, as many as 40% of the subjects use the internet access in the library; only approximately 16% of users declare that they also have access to internet at home, while 3% of them have no access.

Women show a slightly lower percentage of internet access use at home and in the library, and on the contrary, higher use in the workplace for administration, but these differences are only marginal. The difference in the frequency of use of electronic resources cannot be considered significant. On the average, almost 68% of subjects stated that they use electronic resources often while only approximately 6% of them do not use these resources at all. Women use the internet slightly less than men; they show higher proportion of rare use and non-use of electronic resources and a lower proportion of frequent use (Steinerova & Susol, 2005).

The expectation of men tend to be optimistic; they are more satisfied with results while women approach the information seeking process more carefully (Foster, 2005). They have confirmed stronger uneasiness and anxiety at the beginning of the information seeking process. Upon the completion of information seeking, they indicated deeper relief. Women confirmed more frequent cooperation with colleagues (Steinerova & Susol, 2005). With regard to feelings, men indicated trust, disappointment and relaxation especially. Women mention trust and disappointment, but the third feeling is confusion. Another difference noted was that women express more doubt. At the initial stage of problem formulation, men's feelings point to frustration and relaxation, while women confirmed more worries, confusion and disappointment. Upon the completion of information seeking, both groups expressed satisfaction; men tended to be more satisfied with results of information seeking (Sullivan et al., 1990). They further emphasize that with both groups, the second feeling was relief, but it was confirmed more strongly with women. The careful approach of women to information use has also been confirmed by greater fear of assessment. Another interesting difference is more curiosity with women. Both men and women have an optimistic approach to information seeking.

Statement of the Problem

Information is so pervasive and omnibus that there is hardly any endeavour in which it is not an important component. It is an analyzed or processed data that is meaningful for decision making (Aina, 2004). According to Anderson (2000), research on information seeking has looked at how individuals go about finding materials they need in order to satisfy their information need. Cataloguers are not different. Cataloguing is the most technical aspect of librarianship. Most librarian, irrespective of sex, develop phobia for cataloguing. Cataloguing being an integral aspect of librarianship cannot be avoided. Both male and female cataloguers being librarians are not ignorant of the relevance of information.

Cataloguers are aware that information is the key to rapid development and productivity. Therefore, a cataloguer who identifies himself/herself as a professional realizes that information is required to carry out their task effectively. It is very obvious that a cataloguer who knows how to seek for information from the various sources and also possesses the various search skills will be able to perform his/her task with ease, improve his/her efficiency and productivity compared to those that do not know how to search for information. It is against this background that this study attempts to investigate Gender and Information Seeking Behaviour of Cataloguers in University Libraries in Edo and Delta States.

Objectives of the Study

The purpose of this study is to examine Gender and Information Seeking Behaviour of Cataloguers in University Libraries in Edo and Delta States. Specifically, the study aims to:

I.   determine the information needs of male and female cataloguers

II.   find out the frequency of use of cataloguing tools by cataloguers

III. ascertain the frequency of use of information sources consulted by male and female cataloguers

IV.   identify the problems that both male and female cataloguers encounter while seeking information.

Research Questions

The following research questions are formulated to tackle the problem in this study:

I.   What are the information needs of male and female cataloguers in these libraries?

II.   What is the frequency of use of cataloguing tools used by cataloguers?

III. What is the frequency of use of information sources of male and female cataloguers in these libraries?

IV.   What are the problems encountered by both male and female cataloguers when seeking for information in these libraries?

METHODOLOGY

This study employed a descriptive design to investigate Gender and Information Seeking Behaviour of Cataloguers in University Libraries in Edo and Delta States. This is because descriptive design gives room for studying very small and large populations. It enables the researchers to gather data from members of the selected participants with the aid of the questionnaire in order to determine the current status of Gender and Information Seeking Behaviour of Cataloguers in University Libraries in Edo and Delta States. The population of this study consisted of fifty-two (52) cataloguers in all the university libraries in Edo and Delta States. The universities in Edo and Delta States used in this study are University of Benin, Benin City; Delta State University, Abraka; Ambrose Ali University, Ekpoma; Benson Idahosa University, Benin City; and Novena University. The population of this study is relatively small and as such the entire population was used as representative sample using purposeful sampling techniques. Egbule and Okobia (2001), cited in Oni, Odaro-Ekhaguebo, and Akpoduado (2018), posited that the entire population can be studied or investigated when the population is not large, as long as there are enough funds and time to ensure an accurate result. This study falls into this category. This study employed the questionnaire as an instrument for data collection. The questionnaire was constructed by the researchers. The questionnaire entitled "Gender and Information Seeking Behaviour of Cataloguers in University Libraries in Edo and Delta States Questionnaire (GISBCULQ) was used in this study. The researchers visited the sample institutions to administer the questionnaire. The data obtained from the copies of the

questionnaires retrieved from the respondents were analyzed using simple percentage and frequency counts to answer the research questions. The formula for the analysis is presented as follows:

$$\frac{\text{No of Responses}}{\text{Total No of Respondents}} \quad * \quad \frac{100}{1}$$

RESULTS AND DISCUSSION

The data obtained from the copies of questionnaire were analyzed using simple descriptive analysis of frequency counts, percentage and mean score. A total of fifty-two (52) copies of the questionnaire were administered and returned from the respondents.

Table 1: Demographic Characteristics of the Respondents

Respondents' demographic characteristics (n = 52)	Frequency (n)	Percentage (%)
Male	29	55.8
Female	23	44.2
Total	52	100

Source: *Fieldwork (2021)*

Table 1 indicates that 29 (55.8%) of the respondents are males while 23 (44.2%) are females. This clearly shows that there are more male cataloguers in these university libraries than females. This finding corroborates the work of Rose and Fischer (1995) who posited that the African societies are male biased.

Table 2: Information Needs of Male and Female Cataloguers

	Sex	SA No	%	A No	%	D No	%	SD No	%	UND No	%	Total No	%
Research	Male	14	48.3	14	48.3	1	3.5	-	-	-	-	**29**	**100**
	Female	12	52.2	9	39.1	-	-	1	4.4	1	4.4	**23**	**100**
To cataloguer/ classify effectively	Male	10	34.5	14	48.3	3	10.4	-	-	2	6.9	**29**	**100**
	Female	11	47.8	11	47.8	1	4.4	-	-	-	-	**23**	**100**
For administration	Male	5	17.2	14	48.3	6	20.7	1	3.5	3	10.3	**29**	**100**
	Female	9	39.1	12	52.2	1	4.4	-	-	1	4.4	**23**	**100**
For knowledge	Male	17	58.6	11	37.9	1	3.5	-	-	-	-	**29**	**100**
	Female	12	52.2	11	47.8	-	-	-	-	-	-	**23**	**100**
For professional development	Male	12	41.4	14	48.3	2	6.9	1	3.5	-	-	**29**	**100**
	Female	15	65.2	5	21.7	1	4.4	2	8.7	-	-	**23**	**100**

Source: *Fieldwork (2021)*

Table 2 clearly reveals the information needs of male and female cataloguers. Both sexes strongly agreed and agreed respectively that they need information for knowledge with 17 (58.6%) and 11 (37.9%) males, and 12 (52.2%) and 11 (47.8%) females. A total of 14 (48.3%) males and 12 (52.2%) and 9 (39.1%) females strongly agreed and agreed respectively that they need information for research. Majority of the respondents—12 (41.4%) and 14 (48.3%) males and 15 (65.2%) and 5 (21.7%) females—strongly agreed and agreed respectively that they need information for professional development. It is also clear from the table that 10 (34.5%) and 14 (48.3%) males, and 11 (47.8%) females strongly agreed and agreed respectively that they need information to catalogue/classify effectively. And 5 (17.24%) and 14 (48.3%) males, and 9 (39.1%) and 12 (52.2%) females strongly agreed and agreed respectively that they need information for administration. The percentage of female cataloguers that agreed to this is more than their male counterparts.

Table 3: Frequency of Use of Cataloguing Tools by Male and Female Cataloguers

Tools	Sex	Very often		Often		Occasionally		Rarely		Undecided		Total	
		No	%	No	%	No	%	No	%	No	%	No	%
List of subject headings	Male	13	44.8	13	44.8	1	3.5	1	3.5	1	3.5	**29**	**100**
	Female	8	34.8	11	47.8	2	8.7	2	8.7	-	-	**23**	**100**
Anglo-American Cataloguing Rule 2 edition	Male	6	20.7	18	62.1	1	3.5	4	13.8	-	-	**29**	**100**
	Female	12	52.2	10	43.5	1	4.4	-	-	-	-	**23**	**100**
Classification scheme	Male	13	43.8	12	41.4	2	6.90	2	6.9	-	-	**29**	**100**
	Female	11	47.8	9	39.1	2	8.70	1	4.4	-	-	**23**	**100**
Authority file	Male	3	10.4	7	24.1	9	31.0	4	13.8	6	20.7	**29**	**100**
	Female	4	17.4	7	30.4	6	26.1	1	4.4	5	21.7	**23**	**100**

Source: *Fieldwork (2021)*

Table 3 clearly indicates the frequency of cataloguing tools use by both male and female cataloguers while performing their task. A total of 13 (44.83%) males, and 8 (34.78%) and 11 (47.83%) females very often and often use list of subject headings respectively. The finding reveals that male cataloguers often use lists of subject headings compared to their female counterparts. In the same vein, 13 (44.83%) and 12 (41.13%) males, and 11 (47.83%) and 9 (39.13%) females very often and often use classification schemes respectively in the process of performing their duties. Findings also show that there are more males that classify compared to females. It is also obvious from the table that 6 (20.69%) and 18 (62.07%) males, and 12 (52.17%) and 10 (43.48%) females very often and often use Anglo-American Cataloguing Rule 2 edition. The finding indicates that there are more females that use Anglo-American Cataloguing Rule 2 edition (AACR$_2$) in the process of performing their task. The study also reveals that authority files are the least tools used by cataloguers in the process of performing their duties with 3 (10.35%) and 7 (24.14%) males, and 4 (17.39%) and 7 (30.44%) females very often and often respectively.

Table 4: Frequency of Use of Information Sources Consulted by Male and Female Cataloguers

Sources	Sex	Very often		Often		Occasionally		Rarely		Undecided		Total	
		No	%	No	%	No	%	No	%	No	%	No	%
University main library	Male	18	62.1	10	34.5	1	3.5	-	-	-	-	29	100
	Female	18	78.3	3	13.0	-	-	-	-	2	8.7	23	100
Other libraries	Male	-	-	4	13.8	15	51.72	8	27.59	2	6.90	29	100
	Female	-	-	3	13.0	14	60.87	6	26.09	-	-	23	100
Home access to internet	Male	6	20.7	10	34.5	5	17.24	4	13.79	4	13.79	29	100
	Female	3	13.0	4	17.4	6	26.09	3	13.04	7	30.44	23	100
Cyber café	Male	7	24.1	12	41.4	6	20.69	4	13.80	-	-	29	100
	Female	2	8.7	7	30.4	8	34.78	3	13.04	3	13.04	23	100
Seminars, Conferences and Workshops	Male	1	3.45	7	24.14	9	31.04	11	37.93	1	3.45	29	100
	Female	3	13.04	5	21.74	5	21.74	9	39.13	1	4.35	23	100
Mass media such as radio, newspaper, television etc	Male	12	41.38	10	34.48	2	6.90	3	10.35	2	6.90	29	100
	Female	10	43.48	9	29.13	1	4.35	3	13.04	-	-	23	100
Communication with colleagues and other	Male	13	44.83	10	34.48	3	10.35	2	6.90	1	3.45	29	100
	Female	16	69.57	7	30.44	-	-	-	-	-	-	23	100

Source: *Fieldwork (2021)*

Table 4 clearly shows the frequency information sources consulted by both male and female cataloguers in the process of seeking information. Both sexes were positive in their response to consulting the university's main library with 18 (62.1%) and 10 (34.5%) males, and 18 (78.3%) and 3 (13.0%) females very often and often consulting the university's main library when seeking information. In the same vein, a total of 13 (44.8%) and 10 (34.5%) males, and 16 (69.6%) and 7 (30.4%) females very often and often communicate with colleagues/others when seeking information. It is also revealed from the table that 12 (41.4%) and 10 (34.5%) males, and 10 (43.5%) and 9 (39.1%) females very often and often consult the mass media such as radio, newspapers, television, etc. respectively to get information. Furthermore, 9 (31.0%) and 11 (37.9%) males, and 5 (21.7%) and 9 (39.13%) females occasionally and rarely attend seminars, conferences and workshops respectively. The table also indicates that 6 (20.1%) and 10 (34.6%) males, and 3 (13.0%) and 4 (17.4%) females very often and often consult home access to the internet.

Table 5: Problems Encountered by Cataloguers When Seeking Information

Problems	Sex	SA		A		D		SD		UND		Total	
		No	%	No	%	No	%	No	%	No	%	No	%
Inadequate/ lack of ICT skills	Male	8	27.6	11	37.9	6	20.7	3	10.4	1	3.5	29	100
	Female	4	17.4	11	47.8	4	17.4	2	8.7	2	8.7	23	100
Inadequate relevant materials in the library	Male	10	34.5	15	51.7	1	3.5	2	6.9	1	3.5	29	100
	Female	10	43.5	8	34.8	3	13.0	1	4.4	1	4.4	23	100
High cost of information resources	Male	12	41.4	13	41.4	2	6.9	2	6.9	1	3.5	29	100
	Female	13	56.5	7	30.4	3	13.0	-	-	-	-	23	100
Slow internet response	Male	13	44.8	14	48.3	2	6.9	-	-	-	-	29	100
	Female	5	21.7	16	69.6	2	8.7	-	-	-	-	23	100
Unconducive office environment	Male	8	27.6	9	31.0	5	17.2	3	10.4	3	10.4	29	100
	Female	4	17.4	7	30.4	8	34.8	1	4.4	2	8.7	23	100
Lack of time	Male	4	13.8	16	55.2	7	24.1	1	3.5	-	-	29	100
	Female	6	26.1	12	52.2	4	17.4	-	-	-	-	23	100
Electricity power outage	Male	20	69.0	8	27.6	1	3.5	-	-	-	-	29	100
	Female	13	56.5	7	30.4	3	13.0	-	-	-	-	23	100
Lack of cooperation from colleague	Male	5	17.2	5	17.2	10	34.5	6	20.7	3	10.4	29	100
	Female	4	17.4	3	13.0	9	39.1	6	26.1	1	4.4	23	100
Inadequate/lack of classification/ cataloguing tools	Male	6	20.7	9	31.0	7	24.1	5	17.2	2	6.9	29	100
	Female	5	21.7	7	30.4	6	26.2	3	13.0	2	8.7	23	100
Inadequate ICT facilities in the library	Male	9	31.0	16	55.2	2	6.9	1	3.5	1	3.5	29	100
	Female	6	26.1	12	52.2	4	17.4	1	4.4	-	-	23	100

Source: *Field work (2020)*

Table 5 clearly indicates the problems encountered by male and female cataloguers when seeking information. It was positively confirmed by both sexes that electricity power outage is a major problem facing them in the process of seeking information as 20 (69.0%) and 8 (27.6%) males, and 13 (56.5%) and 7 (30.4%) females strongly agreed and agreed respectively. A majority of the cataloguers also strongly agreed and agreed that slow internet response is another major problem encountered by cataloguers when seeking information with 13 (44.8%) and 14 (48.3%) males, and 5 (21.7%) and 16 (69.6%) females respectively. A total of 9 (31.0%) and 16 (55.2%) males, and 6 (26.1%) and 12 (52.2%) females strongly agreed and agreed respectively that inadequate ICT facilities in the library is also a major problem facing cataloguers in the process of seeking information. In the same vein, 4 (13.8%) and 16 (55.2%) males, and 6 (26.1%) and 12 (52.2%) females strongly agreed and agreed respectively that lack of time is another problem encountered by cataloguers when seeking information. It was also

revealed in the study that majority of the cataloguers disagreed and strongly disagreed that lack of cooperation from colleagues is a problem encountered by them while seeking information with 10 (34.5%) and 6 (20.7%) males, and 9 (39.1%) and 6 (26.1%) females respectively. This implies that lack of cooperation from colleagues is not a problem encountered by cataloguers when seeking information irrespective of sex difference.

DISCUSSION OF FINDINGS

The study revealed that male cataloguers need information for knowledge, for research purpose and for professional development more than their female counterparts. This finding is supported by Susol (2005) who noted that a higher percentage of men (58.30%) agrees that the information confirmed their prior knowledge compared to 41.70% of women. Majority of the cataloguers irrespective of sex difference need information to perform their task. It could be explained that cataloguers irrespective of sex difference require information for knowledge to effectively and efficiently carry out their cataloguing practices. This finding agrees with Abel-Kops (2008) who stated that cataloguers should be made to understand why basic knowledge of the tools we currently use are important with keen interest in the profession and understanding of cataloguing, the act of cataloguing and system use in libraries. However, from the above analysis, it can be concluded that cataloguers irrespective of sex difference need information for knowledge, research, and professional development, to catalogue/classify effectively and for administration.

The study reveals that male cataloguers often use lists of subject headings compared to their female counterparts. Both sexes very often and often use classification schemes respectively in the process of performing their duties. Findings also show that there are more male cataloguers compared to females. Male and female cataloguers very often and often use Anglo-American Cataloguing Rule 2nd edition. The finding indicates that there is more females' percentage in the use of Anglo-American Cataloguing Rule 2nd edition (AACR11) in the process of performing their task. The study also reveals that the authority file is the least tool used by both sexes of cataloguers in the process of performing their duties. From the study, it is obvious that the majority of both male and female cataloguers consult the university's main library when seeking information. This finding is corroborated by Hiller (2002) who noted in various studies that users frequently use the library when seeking information.

From the study, it is obvious that the majority of the cataloguers (both males and females) frequently consult the following sources in this order when seeking for information: university's main library, communication with colleagues/others, and home access to the internet. The finding is in consonance with Agosto (2001) who noted that women show tendency to collaborate in the course of information seeking. It is obvious from the analysis that cataloguers irrespective of sex difference use the mass media occasionally as a source of getting information. Seminars, conferences and workshops were mentioned as sources of information to cataloguers in university libraries in Edo and Delta State. This finding is supported by Bello and Thompson (2003) who noted that one out of every five cataloguers attend seminars, conferences and workshops while four rarely attend, as this is an avenue where they can gain access to ideas and current trends in cataloguing practices in order to advance their knowledge to improve efficiency and productivity.

From the above analysis, it is obvious that the major problems encountered by cataloguers while seeking for information are as follows in this order: electricity power outage, slow internet response, inadequate ICT facilities in the library and lack of time. However, more than half of them disagreed that lack of cooperation from colleagues is a problem encountered in the process of seeking for information. These findings are in consonance with the finding of Anwar, Al-Ansari and Abdullah (2004) who noted that journalists faced the following problems while seeking for information: lack of available time, lack of electronic library, lack of training in information use skills, difficulty in assessing international information source, and information explosion. Ikonja-Odongo and Ocholla (2004) opined that entrepreneurs encounter the following problems in the process of seeking for information: lack of time, lack of knowledge on where to get information, language barrier, lack of information facilities.

CONCLUSION

Based on the findings of this study, it is therefore concluded that cataloguers irrespective of sex difference need information for knowledge, for research purposes and for professional development. This is to enable them to perform their professional functions of cataloguing library materials effectively. Majority of the cataloguers (both males and females) use the university's main library, communication with colleagues/others and mass media, while others use home access to the internet to seek information. Female cataloguers tend to communicate with colleagues more while male cataloguers use home access to internet more while seeking for information. Both sexes also use a list of subject headings, classification schemes while female cataloguers very often consult $AACR_2$ than the males. This could mean that the male cataloguers master the process and only refer to the scheme occasionally in the course of performing their task. Both sexes of cataloguers encountered power outage, slow internet response, inadequate ICT facilities in the library and lack of time as challenges when seeking information.

RECOMMENDATION

The following recommendations are set forth in the light of these findings:
i.   The universities and libraries management should enact policies mandating cataloguers of both sexes to be attending seminars, conferences and workshops because these are avenues where ideas can be shared on the advancement of their professional duties, such as cataloguing and classification.

ii.   University management should ensure that adequate information and communication technology (ICT) facilities are put in place, as this will enhance the performance of cataloguers of both sexes in rendering efficient and effective services.

iii. Library management should also put in place effective alternative power source such a standby generator to check the problem of electricity.

iv.   Cataloguers of both sexes should be allowed adequate time by library management to seek information through whatever avenue—through the internet, from colleagues and attending programmes in order to advance their knowledge on the job.

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