

The Integration of Information and Communication Technologies in Library Extension Services for Economic Diversification in Nigeria

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A b s t r a c t

This paper highlights librarians' contribution through the Integration of Information and Communication Technologies (ICTs) in library Extension Services for engaging their users towards information required for their economic diversification. The paper reviewed the need for and Significance of Economic diversification. It also highlights the need for libraries to Integrate ICTs into their Extension services to assist Nigeria as an African country to diversify her economy as a best tool of ensuring a stable income growth and opportunities of creating a broad based economy. The paper also highlights the experiences derived by other developing countries from the integration of Information and Communication Technologies. Among other things, the paper discusses the concept of Library extension services to engage user towards diversifying his economy. Several strategies of Information Technology application to win over or attract the attention of library user community for their economic diversification were discussed. The paper concludes that engaging library user through Information and Communication Technologies (ICTs) represents collaborative initiative that helps build new opportunities for economic diversification especially in Nigeria, a country of Africa.

Keywords: *Economic diversification, ICTs, Library extension services, Nigeria*

Background to the Study

Information and Communication Technology according to Nigeria's National Policy for Information Technology (FRN 2001), is any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, control, display, switching, interchange, transmission or reception of data or information. Also, Ali (2004) described ICT as the scientific tool and techniques for developing, documenting and communicating information when needed, especially as they concern solving problems, providing needed services in the various areas of human endeavours. Furthermore, Nworgu (2006) defined ICT is a broad technology that gives support to the creation, storage, manipulation, retrieval, and communication of information using computers and telecommunication. Abubakar et al. (2013) quoted Adebayo and Adesope (2007), defined ICT as the term used to describe the tools and processes used to access, retrieve, store, organize, manipulate, produce, present and exchange information by electronic and other automated means. These include hardware, software and telecommunications in the forms of personal computers, scanners, digital cameras, handhelds/PDAs, phones, faxes, modems, CD and DVD players and recorders, digitalized video, radio and TV and programmes like database systems and multimedia applications. Hussain & Lavanya (2014), added that ICT has a great importance in each and every sphere of life; now libraries are not left apart.

Therefore, the integration of ICTs for library extension services is necessary for the engagement of Nigerian library users in order to prepare them on how to be fully involved and be part of the productive members of the world that have been, and will continue to be contributing towards economic diversification. The term 'Engagement according to Chambers dictionary (2000), means to win over or attract. Thus, going by this definition, library user engagement in the context of this paper means to win over or attract the attention of library user community by librarians. The engagement of user community by librarians is usually achieved through various means of communication. These means of communication include Information and Communication Technologies.

Concept and Significance of Economic Diversification

The term Economic diversification was coined from two words; '*Economy*' which refers to effective management of resources of a community or systems through production, distribution and consumption and *to diversify* means to make diverse or various in a form or quality, to give variety to something, or distinguish it through numerous differences or aspects. However, Economic diversification according to Anyaehie and Areji (2015) is the process of expanding the range of economic activities both in the production and distribution of goods and services. It is the widening of the economy to create opportunities for diverse economic activities to create a broad based economy. It provides Job for wide spectrum of people and stabilizes the economy against economic fluctuations of commodities, and sustains the developmental prospects of nations. Diversification implies "movement into new fields and stimulation and expansion of existing traditional products." (Ayeni, 1987; Iniodu, 1995). Diversification promotes growth and development through the mobilization of savings from surplus sectors for use in the development of deficit sectors of the economy. Options for diversifying an economy constitute various fields such as agriculture, entertainment, financial services, industrialization, tourism, mining, and Information and Communication Technology among others.

Economic diversification involves growing range of outputs produced, growing range of markets served and expanding sources of income secured. Economic diversification is to reduce economic vulnerability, which depends on: price fluctuation, exposure (e.g. % of individual export; export/GDP ratio) and capacity to response. Economic diversification is to secure stable income growth trends in terms of trade, economies of scale and externality, depletion of mineral resources and risk reduction. This promotes societal sustainable development. Abouchakra et al (2008) identified a clear link between economic diversification and sustainable growth. They also showed how diversification can reduce a nation's economic volatility and increase its real activity performance. They added that one key to building a strong, sustainable economy is building a diversified economy—one that is not overly dependent on a single commodity and that has a strong external as well as internal focus.

The Need for Economic Diversification

The concept of diversification denotes the idea that promotes growth and development through the mobilization of savings from surplus sectors for use in the development of deficit sectors of the economy. Options for diversifying an economy abound, such as agriculture, entertainment, financial services, industrialization, information and communication technology, tourism, mining, etc. Economic diversification involves growing range of outputs produced, growing range of markets served and expanding sources of income secured. Economic diversification is to reduce economic vulnerability, which depends on: price fluctuation, exposure and capacity to response. According to IFLA (2014), increased access to information and knowledge, underpinned by universal literacy, is an essential pillar of sustainable development. Hence, there is a need to explain some opportunities contribute by librarians in engaging their users towards economic diversification.

Moreover, African people need Information on 'where to purchase fertilizers' to 'how to use them'; they need information on pesticides, herbicides, storage ... to information on speedboats and net making. They also need Information on how to handle the outbreak of certain epidemics, where to get the best treatment for different ailments ... to what they can do by themselves to get good health facilities, self-help projects, how to mobilize people for the projects, what government agencies to contact and to lobby for their socio economic well-being (Momodu, 2002). Hence, as a matter of priority, Nigeria as country in African continent needs to encourage the diversification of its economy as it is the only viable way to survive the current environment of global economic uncertainty.

It appears that poor economic diversification, that is reliance on a single economic sector, tends to have an unfavorable effect on the productivity and competitiveness of the other, lagging sectors (Abouchakra, Mouajes, Najja & Shediak, 2008). Scholars agree that economic development has been very slow on the African continent (Uzonwanne, 2015). Africa continues to rely on exporting primary commodities. It cannot generate enough investment capital from within and is largely failing to attract foreign investments (Uzonwanne, 2015).

A significant bottleneck for economic development in many countries of Africa is its poor physical infrastructure. Essential services such as electric power, water, roads, railways, ports, and communications have been neglected, especially in the rural areas. The most important

things to reiterate about the Nigeria's economy are that it remains and continuously becoming increasingly marginalized in a competitive global economy where other developing regions are making the fastest headway. Thus attracting library user community through integration of ICTs to the information resources used for satisfying users' information need on how to expand their range of output produced, range of markets served and expand their source of income will play a vital role.

Nigeria as a country, operates mono commodity based economy. It just extracts the oil (petroleum) for export. Her generated revenue is not effectively invested on diversification of the economy to develop a robust and stable economy. This is due to some socio-political challenges that border on individual interests and Poor socio-economic orientations that militate against industrialization of the economy. The Situation exposes the nation to both economic and socio-political instability as the economy fails to accommodate wide spectrum of people and sustain the basic needs of the populace. However, it is important to note that, Development starts with the people regardless of the opportunities placed on their doorsteps. Man's quest and ability to adapt certain situation for meeting particular needs become crucial for his survival in the midst of competing forces with which he must contend on a daily basis (Kolawole, 2008) and one of such forces involves his attitude towards ample knowledge deposited in his library. A library serves all who use it and reaches out to all who do not or cannot. That is what the materials in a library, and the people who work there, are for (Issa, 2009).

Libraries in Nigeria as Information Institutions, are primarily accountable for preserving, processing and dissemination of all types of information to their community, are needed to assist the country to diversify her economy to create job opportunities and satisfy the basic needs of her large population and sustain her quest for development. To achieve this economic diversification, the libraries have to devise several strategies to reposition themselves as the path of economic productivity. One of such strategies is the integration of ICTs in attracting or engaging user community towards their library services and its diverse information sources for the achievement of such goal. The current paper therefore, look at the Information and communication Technologies integrated for library extension services to engage user towards economic diversification with reference to Nigeria.

Literature Review

Library Extension Services

According to Kolawole (2008), extension is an informal educational process directed toward user population. This process offers advice and information to help people solve their problems. Oladoja [2008] added that it is obvious that extension could be applied to several fields of study such as education, agriculture, health livestock, library, and forestry to mention few. He quoted Swanson and Clear (1984) defining extension as an on-going process of getting useful information to people and assisting those people to acquire the necessary knowledge, skills and attitude to utilize effectively utilize the information technology. Library extension service entails the use of different communication strategies to reach the target audience.

Library Extension Service is therefore, about the communication of useful information to people, assisting them to learn how to use the information with view to enhancing a better living condition for themselves, and their timeless communication at large. Gupta added that, Library Extension Services involves an attempt to interact with the people by informing about the resources and services of library as well as its importance to them. He concluded that the Extension Service (ES) is an effort of a library to increase the number of its users to maximize use of its resources. Principally, the trust of library extension is to impart better knowledge skills and attitudes into grass root people, who are at the centre of rural transformation like Africa or particularly, Nigeria.

Experience from other Countries

Information and Communication Technologies (ICTs) refers to systems for producing, storing, sending and retrieving digital files (Bartlett, 2002). These files can contain text, sounds and images, both still and moving. Information and communication technologies are transforming all human activities that are dependent on information especially those connected to their economic well-being. In the developed world, the ICT revolution has affected every sphere of life and has been of immense benefit to the people. In India for example, information exchange by electronic means has revitalized the role of extension services in providing information, education and decision-making assistance to agricultural producers. Jensen (2007) also demonstrated that the ICT helped fishers along the coastline in Kerala, India learn about prices at different locations and decide where to sell their products profitably. Mobile telephony in combination with radio enables messages to be given to a large number of listeners.

Information and Communication Technologies enables the novel Ethiopian Commodity Exchange (ECX) to transmit commodity price information to farmers in real time - within two minutes of a deal being made at ECX from Addis Ababa. According to the World Bank (2011), market data feeds directly to farmers via electronic display boards in 31 centers spread across Ethiopia as well as on the exchange's website. Market data is also provided via text messaging to interested mobile phone users.

The Mozambique agricultural marketing service collects and disseminates nation-wide and provincial data on market prices, product processing and availability through a variety of media including text messages, email, internet, national and rural radios, television and newspapers CTA (2006) and Jenson et al. (2004).

The government of Ghana introduced its Information and Communication Technology for Accelerated Development (ICT4AD policy) in the latter part of 2003. According to the basic premise of the policy, Ghana's development process can be accelerated through the development, deployment and exploitation of ICTs within the economy and society. The overall aim of ICT4AD was to engineer an ICT-led socio-economic development process with the potential to transform Ghana into a middle-income, information-rich, knowledge-based and technology-driven economy and society (Ghana Government, 2003). According to Boateng (2012), Information and Communication Technologies (ICTs) hold tremendous potential for rural development in Ghana in the areas of agriculture, health, Micro and Small

Enterprises (MSEs), and education. Investigations from his study revealed that ICTs play major roles in the socio economic development of rural areas in Ghana with a huge potential for accelerated development in industries, services and marketing.

In addition, on the integration of ICTs for economic diversification, Boateng (2012) also brought that In Ghana, Information and experiences on agriculture, fishing, marketing of produce, health, education and climate change and environmental pollution is easily shared among rural dwellers for the improvement in their standard of living. In the Upper Denkyira East District in the Central Region of Ghana, a community radio station, Solar FM, has a programme called “Social Forum” which is aired on Friday evenings. Prominent farmers, agriculture extension officers, health and other rural workers are hosted to share their experiences and expertise with the rural folk. A similar programme called “Farmers Hour” is aired by the Rainbow Radio another community radio at Sefwi Juaboso in the Western Region of Ghana to educate farmers on new developments in agriculture. ICTs have contributed immensely to improve communications, deepen decentralization, and attract Micro and Small Enterprises (MSEs). ICTs have also contributed in automation of Rural Banks, networking, information sharing and the provision of ICT enhanced distance learning in the rural areas of Ghana.

In Ghana, SMEs in rural areas are now taking advantage of the Community and FM radio stations to advertise their products and services to many communities within and beyond their areas of operation. This enlarges the frontiers of their market and ensures the sustainability of their businesses (Boateng, 2012). Librarians in Nigeria, can record these adverts and pass them to their community of users.

In Nigeria, some of the major beneficiaries of ICTs are the banks operated within. This has saved many Micro and Small Enterprises, traders and farmers from carrying huge sums of money on them for their transactions since they can now deposit their money at one bank and withdraw it in another bank with ease. Engaging them with the library information resources covering information about modern baking system will help them in the process for diversifying their economy.

The Need for the Integration of ICTs in Library Extension Services

A publication of world Bank titled ICTs for agriculture in Africa: eTransform Africa suggested that the intensified use of ICT can offer government organizations opportunities to diversify their services to all communities involved. One of the benefits derived from the Integration of ICTs for aspects that help in diversifying a nation's economy is the submission of Sharma (2014) that, the generation and application of agricultural knowledge is increasingly important, especially for small and marginal farmers, who need relevant information in order to improve, sustain, and diversify their farm enterprises.

Therefore, in the process of trying to introduce a new library services, the integration of ICTs in library user attraction services holds capacity to reach a large audience through the use of Radio, Television, telephone and internet (Adedioji, 2008).

Another opportunity gained from the integration of Information and Communication Technologies into Library Extension Services for User Engagement in Nigeria, is that which help to bridge the gap created by African culture and religious beliefs. For instance, with regards to individual contact method of library user engagement which involves face to face interaction with library potential users, in northern part of Nigeria for example, tradition forbids any man to approach a woman in her house and have communication with her because of '*Purdah*' (i.e sex segregation: the traditional Hindu or Muslim system of keeping women secluded). However, women enjoy personal attention ... they also like good demonstration of activities (Obinne, undated). Thus, there is a need for alternative means of communication with African women who are mostly affected by purdah because, women play an important role in Agricultural production, marketing, food processing, storage and prepare as well as home making generally (Obinne, undated). Most members of a farm family including women and girls get involved in farming and other local businesses. Accordingly, Library information services must necessarily serve the whole women in a community because their farms activities are quite often interwoven with their domestic and economic activities. They also need information on better farming foods and feeding, child care, house improvement and clothing. Women produce vegetables, roots, legumes, fruits and raise small animals such as goats, pigs, chickens, in addition to milking of cows. Women often take charge of harvesting, storage, processing, and caring for food to prevent wastages. They therefore need to learn the method of preparing cooking and serving food in order to maintain its nutritive value.

Women must feed well, understand how to feed and care for infants, understand when and how to wean them and how to prepare care for them thereafter. Children must be helped to grow healthy and strong by giving them rich food to eat and contribute to their society, well ventilated living house and good sanitary habit. Women must be encouraged to plan and manage all human and physical sources in their homes. These cover areas of nutrition, home management, childcare, food production, preparation and preservation of food, family health etc. Therefore, the function of librarians to engage them through ICTs for their opportunities on how to diversify their economic activities is extremely imperative.

Information and Communication Technologies for Library Extension Services for User Engagement towards Economic diversification

Individuals, groups and organization have different perceptions about the use of new technologies to improve human efficiencies and quality of life (Boateng, 2012). However, librarians perceived these technologies as capable of playing the new roles traditionally done by the library extension staff. Some of these roles include promotion of their library services as part of their contribution towards diversifying economy of their community of users which is done better and more cheaply than the use of traditional media. To buttress this point, Arokoyo (2005) identified The ICT tools that have great potentials for integration into user engagement services, also called Library Extension Services. These include among others; Radio, Television, Telephone, Cameras, video, computer, CD-ROM, and web publishing. Through such technology, librarian can create varied awareness on the economic opportunities contained in the stock of the library. There is the need to create sufficient awareness through different possible means of dissemination to all target users. This should be sustained until all those concerned are fully aware of the new diversification opportunities or techniques.

Radio: is one of the fastest methods of communicating with a mass audience (Agbamu 2006). Radio can actually overcome the barriers of space and time. It is a powerful instrument suited for spreading awareness of new ideas to large number of people and can be used to publicize library services (Dansale and Usman, 2016). This medium commands a universal audience by geographic spread, income, education, age, sex etc. it is a good for librarians working in public libraries whose services are not restricted to certain members, but to every member of the society without discrimination. Librarians need to understand the listening habit and interest of their users in order to build up interesting programmes to put across useful information logically and effectively. This is because; a house wife can iron or bake while picking up tips from radio. Farmers can clean barns, mechanic can repair machineries, cattle rearer can feed livestock all within the sound of radio. It facilitates the efforts put in place towards a diversifying economy.

The radio can be used to alert library users on new library collections and on new arrivals. Since the advent of a battery-operated radio, broadcasts from radio stations are now received by rural communities to bridge the gap of literacy level of the potential library user. Libraries can also organize a radio programme inviting users who have successfully enjoyed their services and arouse the interest of other community members on such services.

Television: Television is particularly useful in assisting the audience to better understand and remember the subject matter presented. It offers the user an opportunity to employ two major senses of seeing and hearing. Through the television, the libraries can give a short talk or conduct a personal discussion on a topic of economic interest to the library user. According to Agbamu (2006) two types of television media are available for the library extending its services to community of users. Library programmes can be transmitted to target audience through television stations or through the use of television monitors which require video tape recorder and video cassette. The librarian can prepare programmes and talks covering various library practices which are then recorded to a group of users. However, television is mostly viewed as a medium for entertainment and every viewer thinks as if he is being talked with personally.

Mobile Phones play important roles to librarians in engaging or attracting users for its information services. Mobile phone is a personal device, it brings a speaker into the room just as that the speaker was there in person. Messages on phones reaches almost everywhere and library user can assess it in their homes, cars, farms, shops, classes etc (Dansale & Usman, 2016). This technology permits users to take their mobiles wherever they go and it offers immediacy and can be changed quickly to meet new conditions. The use of this technology by librarians also provides warmth of human voice and can tie into the strong oral traditions of communities and overcome the literacy barriers of print media which helps in attracting the interest of library users having low literacy level. This helps in achieving sustainable development of the rural library users, by ensuring their right to public access to information and protects fundamental freedoms, in accordance with national legislation and international agreements (Bradley, n.d). Moreover, telephone involves personal discussions between the library staff and the library user. The call may be initiated either by the user or the librarians themselves. Such calls are useful in giving specific information or advice, making

request or answering users' questions on economic matters of the community. The Katatura Public Library (Namibia) for instance, provides public access to ICT, study rooms, and classes, using mobile phones.

Social Media: Social media are computer-mediated tools that allow people to create, share, or exchange information. It is a collection of online media platforms that people use to share content, profiles, opinions, insights, experiences, perspectives etc by facilitating conversations and interactions between online groups of people.

Social media are not restricted to format of information; they combine the plurality of sending multimedia message that can be appealing to the sense of sight and listening. According to He, Tian, Chen, and Chong, (2016), Social media generally refers to online communication platforms including websites and web applications used for social networking, photo and video sharing, blogging, etc. The term social media refers to a wide range of internet-based and mobile services that allow users to participate in online exchanges, contribute user-created content or join online communities (Dewing, 2012). Ezeani and Igwesi (2012) highlighted some of the Social Networking Sites (SNS) popularly used by librarians in Nigeria to meet the information needs of the users, include the following among others:

My Space: In Academic institutions for instance, libraries have taken the advantage of this site to post, calendar, custom catalog search tools, and blog features to improve their presence.

Library Thing: A tool that enriches the library OPAC. Once an account is created, a list of books with ISBNs is sent to Library Thing which sends back a piece of code which is pasted into the footer of the Library OPAC. Librarians can utilize this to send a list of current publications to users especially those that have to do with expanding their economy.

Ning: through Ning Librarians can get connected with users, other libraries, and more. The Nigerian Library Association (NLA) utilizes this platform to discuss topical issues among the members.

Library 2.0: the term *library 2.0* refers to the application of interactive, collaborative and multimedia web-based technologies to web-based library services and collection. Several tools have been recognized as library 2.0 tools (Kolonay, 2010) and the descriptions of well-known tools that are applied in libraries are as follows:

Blog: This is a one-click process of publishing ideas (*called posts*) on the web and to get comments from other users of web. Blogs are used to provide library news and events, and announce the arrival of new books and other information resources. It is expected that through this technology, users of the library are instantly informed on the new arrival of any information resources especially those related their economic diversification.

RSS: Rich Site Summary or Really Simple Syndication allows users to republish (syndicate) content from other sites on their own site and updating a user's feed when content on the

other sites is updated. It helps library users to bring the updates and feeds from other websites. It is a very simple tool to bring the latest stories, updates from news groups, magazines, and journals. It is used to provide library news and events, new books, newest-journals, new databases etc.

Instant Messaging: a technology available through browsers which is used to provide quick online reference services. Instant messaging is used to provide reference services, advice users on their current innovation and guidance to the use of resources.

Wikis: An application for collaborative creative work which can enable social interaction among librarians and patrons, essentially moving the study group room online (Maness, 2006). The Portsmouth City Library (UK) applied Wikis to engage their readers with customized services such as wiki for book lovers and readers, and inviting them to share experiences through reviews and recommendations.

Flickr: An online image sharing application used to share images within communities and allows users to upload, share and tag images by keywords for retrieving relevant images. It is a very good source of sharing different events with the help of images and image sets. The Library of Congress even worked with Flickr to make the precious national historic photographs collection accessible worldwide (Khan, 2013).

Podcast: This tool is used to exchange and share audio programmes among patrons over the Internet. It is used by libraries mainly for offering tips and to broadcast speeches and interviews of Important Personalities using the audio format. King and Brown (2009) noted that libraries can share events and instructions by podcast.

Vodcast: a series of digital media files released episodically mainly used to deliver video clips on demand to patrons over the web which are typically 3 to 5 minutes in duration. Some academic librarians of U.K., U.S. A., Canada and Australia libraries use vodcasts to convey instructions about how to access resources from outside of the campus and slightly more use vodcasts to explain the procedure for the self-issuing and returning of books (Yahaya, 2016). For the purpose of user engagement, Vodcast is also used for library promotion, library instructions, library show and library orientation/tours. This will afford librarians the opportunity to display their information resource and services, promote interaction and exchange ideas with their patrons especially those relating to economic diversification opportunities.

Facebook: Facebook is a social utility that connects librarians with the people around them. Facebook is made up of many networks, each based around a workplace, region, high school or college. Library staff can use Facebook to share information with his potential users, see what's going on, offers useful and applicable library services. According to a publication of Manchester university library titled 'Case Study of Use of Social Media in Libraries' published in 2014, Facebook is used in libraries for a daily updating feed of recommended books, serials or other resources for a chosen discipline. This tool can enable business communities to gain visibility at regional, national and international levels, or contact people and international organizations, to organize events, coordinate actions and to establish networks.

Youtube: a social network which offers anyone with an Internet connection the ability to upload video clips and share them with friends, family, and the world, all for free (Rothman, 2006). Before 2010 all YouTube videos had to be under 10 minutes in length but on July 29, 2010, YouTube announced they had increased their allowed video length to 15 minutes. [DarShan Shinde \(2016\)](#). Currently, the webpage says make sure you're using an 'up-to-date' version of your browser to upload files over 20GB. The current (as of Nov 12, 2016) maximum file size is 128GB and the maximum duration is 12 hours. It can also be used to educate rural potential users on small-scale farming which involves growing crops, at least in part, to be used by an individual family, with farming being a significant source of their livelihood (Lininger, 2011).

Twitter: Founded in (2006) by Jack Dorsey is a technology that lets people send and receive short messages (called tweets) via the web or via SMS using mobile phone. Messages on twitter are limited to a maximum of 140 characters, including spaces. Flood (2009) noted that, increasing number of librarians are using twitter to engage readers and spread information. Librarians have taken to tweeting their users and each other. For example, libraries in UK are testing the waters of twitter as a way to engage with their readers. In Nigeria, Library staff can use it to disseminate tips on Shifting cultivation, which is a type of small-scale farming, typically involves clearing the land, burning much of the plant material, planting and harvesting crops, and then abandoning the plot of land before moving to a new plot (Lininger, 2011).

Conclusion

Diversified economy will stabilize every nation's economy and will provide opportunities for the satisfaction of needs and aspirations of her teeming population. Despite the existence of the significant bottleneck for economic development in Nigeria for its poor physical infrastructure and essential services such as electric power, water, roads, railways, ports, and communications, socio-political challenges that border on individual interests and Poor socio-economic orientations that militate against industrialization of the economy.

It is necessary to recommend that, different sectors within the nation other than libraries, should develop other aspects of economic diversification where they have comparative opportunities. The efforts should accommodate the key requirements of economic development which begins from meeting the basic needs of man (job, food, health, clothing, shelter and Information), maintaining equity both within and between generations, improving on Technology and social organization to expand the environmental ability to sustain all human needs.

Library officer needs to be credible versed in the subject-matter, respect the users' norms and values. He needs to be attractive to the target audience through his dressing style which must conform to societal expectations, use understandable language dialect; exhibition of empathy; and courteous disposition to local issues, librarian must learn about users culture and belief, must be aware of the economic hardship faced by the user, must know their socio-politico- cultural and economic aspirations, must need to be a good listener and should be able to predict what his clientele would do in problem situation. Librarians must come up

with vital information which do not run contrary to the users aspiration. This will enhance the acceptability and usability of a library new innovation. A library staff must be able to discern which appropriate channel to use in delivering his user attraction services. Trained professionals with ICT having positive attitude will ensure the development of libraries which by extension enhances the development the society in general. The attitude and skill of library professional can be developed positively by providing training to them and conducting seminars and conference on the ICT application in the library extension services for user engagement. It is often said that seeing is believing. So, as much as possible such demonstration avenues should be placed at strategies and conspicuous locations (e.g Web sites, CDs and DVDs, Social media etc.) for library users to see, appreciate and desire this is because, engaging library users through information technologies represent collaborative initiatives that help build new opportunities for economic diversification especially in Nigeria, a country of Africa.

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