



*Impact of Information Literacy on Job Satisfaction among ... Okonkwo, E. C., Et. al. (2026)*

## Impact of Information Literacy on Job Satisfaction among Librarians in Some Selected Universities in Nigeria

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### Abstract

*The study investigated impact of Information literacy on job satisfaction among librarians in some selected universities in Nigeria. This study adopted the descriptive survey design. A sample Size was selected from the target population using multistage. A validated researcher-Developed Questionnaire with reliability coefficient of 0.7 was used to elicit information from respondents. Descriptive statistics was used to answer research questions raised for the study. The study revealed that impact of information literacy on the job satisfaction of university librarians in some university libraries in Nigeria improves performance and confidence, career development, reduced work-related stress, technological adaptability and enhanced creativity and innovation. The study further affirmed the extent of information literacy influences job satisfaction of university librarians i in the following order: Positive correlation with performance, Mediating role in job satisfaction, Career advancement and motivation, Confidence and self-efficacy and Innovation and efficiency. The study recommends that Universities should institutionalize programs for ongoing professional development, such as seminars, workshops, and refresher courses, to guarantee that library employees are always improving and expanding their Information Literacy abilities.*

**Keywords:** Information literacy, job satisfaction, librarians, university

### Introduction

In order to facilitate teaching, learning, and research, university librarians oversee academic library resources, both print and digital. They serve as information specialists, managing budgets, curating collections, teaching students' digital literacy, and communicating with teachers. Their positions are comparable to that of academic staff with similar rights and obligations. University librarians must embrace information literacy if they are to see good change in university libraries. In order to solve problems and make wise decisions in a world full of information, information literacy is the capacity to identify when you need information, then locate, assess, use, and communicate it effectively and morally. It involves abilities like critical thinking, source evaluation, research, and comprehension of digital tools. In the digital era, it is essential for professional success and academic achievement. All university librarians must possess information literacy proficiency in order to provide their services successfully and efficiently. The American Library Association (ALA) (2000) emphasized that university librarians must be information literate in order to have simple access to information. The adoption of information literacy in the university libraries has enhanced the job satisfaction of university librarians.

Job satisfaction is the level of contentment, fulfillment, and positive emotional state an employee has towards their work. Job satisfaction is impacted by a number of factors, including the nature of the task, supervision, compensation, and work environment. It represents a person's attitudes and sentiments regarding their work in general as well as particular facets of it, whether favorable or unfavorable. According to Ezeji (2020), job satisfaction may be characterized as the extent to which employees desire both material and psychological fulfillment while carrying out given activities. George (2025), who defined job satisfaction as an employee's emotive reaction to his work environment, appears to concur with this description. University librarians' work effectiveness, research productivity, and user service quality are all greatly



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enhanced by information literacy (IL) abilities, which also contribute to increased professional contentment. According to Adeogun (2018), librarians must have the necessary ICT skills for the collection, organization, storage, distribution, and retrieval of information items due to the paradigm change from conventional library services to electronic services. According to (Baro & Eze, 2015), library employees lack the expertise needed to meet the demands of ICT-driven library services. At a time when ICTs have become actual instruments for improving university librarians' work satisfaction, there aren't many studies documenting the ICT training needs of library personnel in Nigerian institutions. It is in light of the above that prompted the researcher to investigate impact of information literacy on job satisfaction among librarians in some selected universities in Nigeria.

### **Statement of the problem**

By boosting employee confidence, increasing performance, and facilitating efficient decision-making, information literacy (IL) in the workplace dramatically increases job satisfaction. It serves as a conduit for information exchange and innovation, resulting in increased and longer lasting involvement. Increased professional satisfaction is correlated with higher IL and, hence, information communication technology proficiency. The performance of librarians in academic contexts is strongly influenced by the association between media and information literacy and work happiness. Proficient media and information literate librarians who enjoy their work are better able to serve the objectives of the university library, successfully handle user requirements, and adjust to the ever-changing digital landscape. These librarians play a critical role in making the best possible use of information resources by offering instructors, researchers, and students' useful resources and platforms. As a result, work satisfaction becomes crucial as it directly affects their capacity to provide high quality services and make significant contributions to the academic community. It has been observed that literature on information literacy and job satisfaction exist, but not study has been carried on information literacy and job satisfaction of university librarians in some university libraries in Nigeria, hence the need for this study.

### **Research questions**

The following research questions were formulated to guide the study

1. What is the impact of information literacy on the job satisfaction of university librarians in some university libraries in Nigeria?
2. To what extent has information literacy influence the job satisfaction of university librarians in some university libraries in Nigeria?

### **Literature Review**

#### **Information literacy**

According to Singh and Srivastava (2014), media literacy training improves librarians' capacity to assess online resources, raise work satisfaction, and successfully instruct clients in information literacy. However, the use of technical literacy in libraries has greatly improved librarians' capacity to carry out their responsibilities. Technical literacy is defined by Cassner and Johnson (2014) as the capacity to utilize and comprehend a variety of technology tools, systems, and resources. For librarians, who are in charge of overseeing and granting access to a variety of technical resources, such as databases, software, digital archives, and library management systems, this ability is essential. Technical literacy skills enable librarians to help users with technology-related queries and problems, which boosts academic achievement and improves library services. Additionally, the National Cybersecurity Alliance (2021) emphasizes the need of digital security and privacy awareness for librarians. Making educated judgments concerning online privacy and comprehending and utilizing procedures and technologies to safeguard digital data, gadgets, and networks are all part of this component of digital literacy. As library services progressively shift online, a solid understanding of digital security and privacy is crucial, according to the National Institute of Standards and Technology (2017). Strong abilities in this area allow librarians to better protect the information of their patrons, which improves their work happiness and performance.

Digital literacy, according to Weller (2019), entails not just obtaining and assessing digital information but also utilizing it morally and comprehending its effects on society and the economy. Effective communication with digital technologies, such as social media, email, and online collaboration tools, is also included in this definition of digital literacy. Information literacy, media literacy, technical literacy, and digital security and privacy are the categories into which Uzohuo (2022) divides digital literacy abilities. The capacity to efficiently and morally locate, assess, and utilize information using digital tools and technology is known as information literacy, and it is a critical component of digital literacy (Association of



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College and Research Libraries, 2015). Strong information literacy abilities are crucial for librarians because they improve their capacity to handle electronic resources effectively, give effective training, and offer reference and research services. Enhancing information literacy abilities has a direct influence on librarians' work performance and the caliber of services they provide. However, the use of technical literacy in libraries has greatly improved librarians' capacity to carry out their responsibilities. Technical literacy is defined by Cassner and Johnson (2014) as the capacity to utilize and comprehend a variety of technology tools, systems, and resources. For librarians, who are in charge of overseeing and granting access to a variety of technical resources, such as databases, software, digital archives, and library management systems, this ability is essential. Technical literacy skills enable librarians to help users with technology-related queries and problems, which boosts academic achievement and improves library services. Additionally, the National Cybersecurity Alliance (2021) emphasizes the need of digital security and privacy awareness for librarians.

### **Job satisfaction**

Both the general quality of library services and the personal and professional wellbeing of LIS staff depend on job satisfaction. A contented professional is better able to provide creative, effective, and user-focused services. Job satisfaction has been extensively studied over the past three decades (Landy, 2017). Gamlath and Kaluarachchi (2014) define job satisfaction as the degree to which "employees like or dislike their work and the extent to which their expectations concerning work have been fulfilled. "This indicates how much a person enjoys their work (Aamodi, 2017). It is widely accepted that fulfillment in one's work is a prerequisite for personal fulfillment. In a similar vein, job satisfaction may be defined as an emotional reaction to a scenario at work that is only implied rather than shown.

Job satisfaction is defined by Maheshkumar and Jayaraman (2013) as "an employee's attitude towards his or her work, organizational rewards, and the social, organizational, and physical environment in which work is performed." Numerous researches on the impact of work satisfaction and motivation on library staff performance have been conducted. For instance, Babalola and Nwalo (2013) investigated how employment motivation affected each librarian's productivity at Nigerian educational institutions. The research design used in the study was correlation. The study's population consists of 356 librarians working in Nigerian educational institutions. Questionnaires and a structured interview guide designed exclusively for college librarians were utilized as data gathering tools. The majority of the sampled librarians are not productive, according to the study's findings, indicating a poor level of performance and production. Additionally, employment motivation had a substantial impact on librarians' productivity ( $r=0.275$ ;  $p < 0.05$ ). Similarly, Bamgbose and Ladipo (2017) looked at how motivation affected workers' output and performance in a few academic libraries in Lagos State, Nigeria. Using a sample of 322 library employees from four chosen university libraries, the study used a survey research approach. A total of 322 copies of the questionnaire were distributed to library employees from certain libraries, and 266 of them—or 80%—returned with insightful answers.

### **Research Methodology**

This study adopted the descriptive survey design. A sample Size was selected from the target population using multistage sampling technique. A validated researcher-Developed Questionnaire with reliability coefficient of 0.7 was used to elicit information from respondents. Descriptive statistics was used to answer research questions raised for the study.

### **Presentation of Results**

What is the impact of information literacy on the job satisfaction of university librarians in some university libraries in Nigeria?

**Table 1: Impact of information literacy on the job satisfaction of university librarians in some university libraries in Nigeria**

Items	SA	A	D	SD	-X	Decision
1 Improved Performance and Confidence	3	1	0	0	3.7	Accepted
2 Career Development	4	0	0	0	4.0	Accepted
3 Reduced Work-Related Stress	2	2	0	0	3.5	Accepted
4 Technological Adaptability	2	2	0	0	3.5	Accepted
5 Enhanced Creativity and Innovation	1	3	0	0	3.2	Accepted



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Table 1 shows the Impact of information literacy on the job satisfaction of university librarians in some university libraries in Nigeria as improved performance and confidence (3.7), career development (4.0), reduced work-related stress (3.5), technological adaptability (3.5) and enhanced creativity and innovation (3.2) respectively.

To what extent has information literacy influence the job satisfaction of university librarians in some university libraries in Nigeria?

**Table 2: The extent to which information literacy influence the job satisfaction of university librarians in some university libraries in Nigeria**

Items	VHE	HE	LE	NA	-X	Decision
1 Positive correlation with performance	4	0	0	0	4.0	Accepted
2 Mediating role in job satisfaction	2	2	0	0	3.5	Accepted
3 Career advancement and motivation	1	3	0	0	3.2	Accepted
4 Confidence and self-efficacy	4	0	0	0	4.0	Accepted
5 Innovation and efficiency	2	1	1	0	3.2	Accepted

Table 2 depicts the extent to which information literacy influence the job satisfaction of university librarians in some university libraries in Nigeria in the following order: Positive correlation with performance (4.0), mediating role in job satisfaction (3.5), career advancement and motivation (3.2), confidence and self-efficacy (4.0) and innovation and efficiency (3.2) respectively.

### Discussion of Findings

The study is on Information literacy and job satisfaction of university librarians in some university libraries in Nigeria. Two research questions were formulated to guide the study. The shows that impact of information literacy on the job satisfaction of university librarians in some university libraries in Nigeria as improved performance and confidence, career development, reduced work-related stress, technological adaptability and enhanced creativity and innovation. The study further affirmed the extent to which information literacy influence the job satisfaction of university librarians in some university libraries in Nigeria in the following order: Positive correlation with performance, mediating role in job satisfaction, career advancement and motivation, confidence and self-efficacy and innovation and efficiency.

### Conclusion

The study comes to the conclusion that librarians in some university libraries in Nigeria cannot function effectively without information literacy abilities. This implies that information literacy should be approached holistically, taking into account both the enabling environment in which librarians work and individual competency.

### Recommendations

The study recommended that:

1. Universities should institutionalize programs for ongoing professional development, like as seminars, workshops, and refresher courses, to guarantee that library employees are always improving and expanding their IL abilities.
2. Universities should encourage employees to use internet resources and self-study in addition to seminars and on-the-job training. Self-directed learning might be strengthened by providing professional online training materials at a reduced cost.

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*Impact of Information Literacy on Job Satisfaction among ... Okonkwo, E. C., Et. al. (2026)*

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