UTILIZATION OF WHATSAPP MESSAGING APPLICATION IN THE LIBRARY: A CASE STUDY OF DELTA STATE UNIVERSITY LIBRARY, ABRAKA

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Abstract

The study examined utilization of WhatsApp messaging application in the library: A case study of the Delta State University Library, Abraka. A descriptive survey was employed for the study. The instrument used for data collection was a structured questionnaire administered to a population consisting of three hundred library users and twelve academic librarians from the Delta State University Library, Abraka. 275 questionnaires were retrieved, but only 272 were found to be useful, making the sample size for the study. The mean and standard deviation were used to analyze the data. According to the findings of the study, respondents used WhatsApp for academic purposes, have an auspicious attitude toward receiving library services via WhatsApp, and can be used as a current awareness service for current research information. The study also revealed that, while using WhatsApp Messenger is valuable to library customers in their educational quests, it is also addictive.

Keywords: WhatsApp, Library Services, Librarian, Library Users, Information Communication Technology

INTRODUCTION

Social media networking is viewed as a twenty-first-century power, and its use among students, academicians, and research scholars is fast growing. Social media is making a flexible setting for information delivery among distance beginners. The numerous social media daises have made communication much simpler. "WhatsApp is one such vital social media app. It was founded in 2009 by Brian Acton and Jan Koum. WhatsApp is a fantastic app for distributing qualitative data and research findings. WhatsApp is simple to connect on a smartphone by using the Play Store App. It is an authoritative device that is reasonably priced in comparison to other communication devices. It is convenient and can be used to communicate via WhatsApp from any time and location that has a good internet connection (Kerkar, Dhuri & Lobo 2021).

WhatsApp is now used in nearly every industry globally. WhatsApp inspires teamwork and active communication among library professionals, staff, and clientele, increases commitment and communications between library staff and patrons, and serves as a suitable feedback tool for library services and resources. The extent of implementation and usage of WhatsApp will be determined by librarians' acquaintance of its use; if librarians have a wide knowledge of WhatsApp, they will accept and use it to advance their services; if they have little or no knowledge of it, they will continue in the traditional mode of service delivery to their operators, which may not be real in reaching out to more users at once (Chakraborty,2020).

According to Kerkar, Dhuri, and Lobo (2021), developing technical skills and knowledge is dangerous in order to provide actual library services, particularly during this life-threatening pandemic era. Consider clients' information-seeking behavior and try to meet their information needs by providing necessary information and other library services. In today's world, the patron's perception and knowledge of how to use WhatsApp to improve services is critical. Social media has developed as a key source of information and a medium for cross-cultural interaction Ubogu, 2022a).

The vast majority of people use mobile direct messaging (or MIM) and text messaging to communicate with associates, households, and groups. Researchers have created to examine the roles that social media tools play in daily life and in society as their admiration has developed. One of the social media tools is a mobile direct messaging application. They linked individuals in real time, and the vast majority of people use these applications extensively (Ubogu, 2022a).
To name a few, MIM apps include WhatsApp, Line, Hike, Nimbuzz, WeChat, iMessage, Viber, Skype, Facebook Messenger, and Telegram. These apps are completely free to use and offer numerous structures for distributing media such as text messages, images, audio clips, videos, brochures, connections, and even location data. Libraries were enforced to adjust their jobs and services to their clients and society as social trends changed (Ubogu, 2019).

RESEARCH QUESTIONS
1. The following research questions guided the study
2. What are your reasons for using Whatsapp?
3. What are the merits of using WhatsApp?
4. What is the demerit of using Whatsapp?

5. Which library services can be provided through WhatsApp

6. Can WhatsApp be used for current awareness services?

OBJECTIVES OF THE STUDY

1. To know the reasons for using WhatsApp

2. To ascertain the merits of WhatsApp

3. To determine the demerit of WhatsApp

4. To know the extent library services can be provided via WhatsApp

5. To determine if WhatsApp could be used for current awareness services in the library

LITERATURE REVIEW

Traditional library processes and structures are unable to respond quickly enough in this technologically driven environment. However, change is required because technology has enormous potential in modern society that cannot be overlooked. Clients, too, have evolved, and they now rely on technology such as cell phones, computers, and Internet access. As a result of the impact of technology and other environmental changes, the role and concept of library services are rapidly changing. As a result of new technology, the library's service offerings are expanding, and this trend is expected to continue. Furthermore, some services' scope has nearly reached infinity (Ubogu,2021a).

Researchers predict that there will be 1.3 billion cell phone messengers by 2016. According to Ubogu (2022b), given that 91 percent of people own cell phones and 81 percent use them for texting and messaging, it›s not surprising that messaging is becoming more effective in people›s lives. When more than two communicators are involved, or when one of the communicators is unable to maintain privacy due to the presence of others who may hear the communication, instant messages are preferred over telephones.

According to the findings of Niranjana and Chanda (2018), people mostly use instant messenger apps for communication; thus, if the library uses an instant messenger app such as WhatsApp to deliver information, it will be very effective, and it would be a great opportunity for the library to implement WhatsApp to reach end users for better service satisfaction. WhatsApp, on the other hand, has the potential to be used for information dissemination among library and information professionals in India's North-East states (Ansari & Tripathi, 2017).

Dharmalingam and Sugumar (2021), Ansari (2016), Etebu and Orumah (2019), and others all stated unequivocally that they were linked by MIM applications. These applications can also be used to generate, collect, and distribute data in a timely and cost-effective manner. As a result, libraries must work hard to provide mobile phone services. WhatsApp is a real-time messaging app that connects users. Messages and data exchange between mobile devices are free of charge. These papers also discuss the use and application of WhatsApp in libraries, as well as its benefits, usage, and impact on library services Kerkar, Dhuri, & Lobo, 2021).

According to Army (2014), Yeboah and Ewur (2014), 48% of respondents spend more than 8 hours per day on WhatsApp on their mobile phone, with 4% spending 1-2 hours, 17% spending 3-5 hours,

and 31% spending 6-7 hours. According to the study's findings, the majority of respondents (76%), believe that using WhatsApp negatively impacts their studies, while only 24% believe it positively impacts their studies. According to the findings of the study, most students spent a significant amount of time chatting with friends on WhatsApp.

Cetinkaya (2017) discovered that the effects of both learning environments on student success differ, and that supporting traditional learning environments via WhatsApp increases student success more effectively. The data collected via open-ended question forms were analyzed using content analysis techniques for the qualitative aspect of the study. According to the findings, students developed favorable attitudes toward the use of WhatsApp in their courses. It finally arrived.

According to the study, Sarker (2015) and Ubogu (2012) believe WhatsApp has a significant negative impact on students' education, behavior, and daily lives. It disrupts students' study time and prevents them from completing their assignments. This app has been discovered to be extremely addictive. According to the study, time management is essential for online activities. Students should put their lives and careers ahead of WhatsApp (Maheswari,2014).

METHODOLOGY

Descriptive survey method was used. A structured questionnaire was created and distributed. The population of the study comprise of 300 library users and twelve academic librarians from 4the Delta State University Library, Abraka. Despite the fact that 275 questionnaires were returned, only 272 were deemed usable, yielding a sample size of 272 for the study. The data was analyzed using the mean and standard deviation.

DATA ANALYSIS

Table 1: Category of respondents

Category	Frequency	Percentage
Library Users	260	95.6%
Academic Librarians	12	4.41%
Total	272	87.18%

Table 1 shows the category of respondents. It contains 260(95.6%) library users and 12(4.41%) academic librarians.

Table 2: Reasons for Using WhatsApp

Reasons for Using WhatsApp	4 Strong-ly Agree	3 Agree	2 Disagree	1 Strongly Disagree	Decision
Sharing knowledge content	117	152	1	2	3.41
General Information	18	238	7	9	2.97
Photo and Video Sharing	97	75	48	52	2.80
Using connectivity with friends	133	134	3	2	3.46
Study in a group	26	205	40	1	2.94

Academic Works	144	119	2	7	3.47
Chatting classmates	86	181	3	2	3.29
Forward messages	22	242	5	1	3.03
Information update	28	71	108	65	2.22
Aggregate Mean					3.06

Table 2 lists the reasons why people use WhatsApp. The cut-off point was 2.50, and the aggregate mean score was 3.06. Academic works received the highest mean score of 3.47. Photo and Video Sharing had the lowest mean score but was above the cut-off point. According to the findings of the study, respondents use WhatsApp for academic purposes.**Table 3. Merits of WhatsApp**

Merits of WhatsApp	4 Strongly Agree	3 Agree	2 Dis-agree	1 Strongly Dis-agree	Mean
You need not spend any money chatting and sharing with your friends (except the Internet charges).	112	160	-	-	3.41
You can send a document or files up to 100 MB.	73	199			3.26
You can also share live locations for 15 minutes, 1 hour and 8 hours.	109	163			3.40
Instantly send a message to anywhere in the world.	13	259	-	-	3.05
You can change your					

number to another number without losing your existing WhatsApp account.	7	50	123	92	1.89
WhatsApp started providing an end-to-end encryption feature, making your WhatsApp communication highly secure.	123	92	32	25	3.15
You can send 30 pictures in one go	61	119	25	67	2.64
You can delete read messages within one hour.	98	87	28	59	2.82
It shows that your message was sent or not and the receiver has received or read the message.	138	97	28	9	3.34
Aggregate Mean					2.99

The benefits of using WhatsApp in the library are summarized in Table 3. With a cut-off point of 2.50 and an aggregate mean of 2.99, the study concludes that respondents have adequate knowledge of WhatsApp usage. Aside from changing your phone number without losing your existing WhatsApp account, which had a mean score of 1.89, all of the other 8 items had a mean score greater than the cut-off point.

Table 4. Demerit of WhatsApp

Disadvantages of WhatsApp	4 Strongly Agree	3 Agree	2 Dis-agree	1 strong-ly Disagree	Mean
It can be annoying some-times due to constant mes-sages.	112	127	23	10	3.25
You must have access to the Internet to send and re-ceive messages for free.	23	240	5	4	3.03
WhatsApp is addictive.	17	24	201	30	3.79
You need to share your number to add someone and communicate.	192	80	-	-	3.70
Harking of personal con-tacts	218	54	-	-	3.08
Face to face interaction has been reduced	95	125	38	14	3.11
Lack of maintenance due to insufficient funds	215	57	-	-	2.10
Waste megabyte on irrele-vant videos and images	217	51	3	1	3.78
Aggregate Mean					3.23

Table 4 lists WhatsApp's disadvantages. With a 250 cut-off point and a grand mean of 3.23. The study concluded that respondents comprehended WhatsApp's disadvantages. With a mean of 3.79, WhatsApp is the most addictive. Aside from the lack of maintenance due to a lack of funds, which had a mean score of 2.10, the other seven items had mean scores greater than the cutoff point.

Table 5 : Library Services via WhatsApp

Services via WhatsApp	4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree	Decision
Library news and events	112	160	-	-	3.41
List of e-journals and e-resources databases	101	89	58	24	2.25
Announcements about workshops and exhibitions	57	215	-	-	3.21
List of new books	117	152	1	3	3.41
Help for a catalog search	89	95	47	41	2.85
Ask Librarian	23	215	5	29	2.85
Library instruction	72	175	4	21	2.09
Selective Dissemination of Information (SDI)	18	217	30	7	2.90
Reference service	265	2	4	1	3.95
Current Awareness Service (CAS)	113	159	-	-	3.41
User orientation	212	38	20	2	3.69
Newspaper Clipping Services	48	154	56	14	2.86
Aggregate Mean					3.07

Table 5 depicts the library services that are available through WhatsApp. With a mean cut-point of 2.50 and a grand mean of 3.07, the table revealed that respondents are enthusiastic about receiving library services via WhatsApp. They are excited about receiving services through WhatsApp because it will save them time and connect them to their library. The mean score for the reference service was 3.95. The list mean score for library instruction was 2.09, which was lower than the cut-off point. The study concludes, as shown in the table above, that respondents have a favorable attitude toward the use of WhatsApp

Table 6: Using WhatsApp for Current Awareness Services

Current Awareness Services	4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree	Decision
Library Activities /Programs	215	49	5	3	3.75

Current information on research	268	1	2	1	3.97
Library New arrival	260	2	9	1	3.92
Book exhibition	234	33	1	1	3.81
Notification of new articles	114	98	31	29	3.09
University Notices /Circulars	72	118	58	24	2.87
Aggregate Mean					3.57

Table 6 discusses current awareness services (CAS). The cut-off point was 2.50, and the grand mean was 3.57. Respondents agreed that WhatsApp could be a useful medium for providing real-time CAS services. For current research information, the distribution's highest mean score was 3.97. The lowest mean score for university notices/circulars was 2.87. Again, the mean scores for all six identified variables exceeded the cutoff point.

DISCUSSION OF FINDINGS

Why You Should Use WhatsApp Respondents used WhatsApp for academic purposes, according to the study's findings. This finding is consistent with the findings of Bouhnik (2014), who investigated the impact of WhatsApp on teacher-student classroom communication. The primary purposes of using WhatsApp groups, according to the study, are group discussion, research and other assignments, creating dialogue, and encouraging student sharing. The majority of their respondents, according to Veena and Lokesha (2016) and Zeeshan, Sadiq, and Abbas (2022), use WhatsApp for academic purposes.

According to the findings of the study, library users benefit from using WhatsApp Messenger in their educational pursuits. According to Etebu and Onah's (2020) research, WhatsApp facilitates academic activity sharing, solicits responses from others on topics, provides quick responses to questions asked by group members, keeps one up to date with class work and assignments, exposes one to a diverse range of studies, increases access to current information, and improves academic competence. The findings are also consistent with those of Amry (2014), who investigated the impact of using WhatsApp mobile learning activities on the achievements and approaches of online university students using mobile devices. According to the study's findings, WhatsApp social networking for mobile learning has a significant positive impact on student achievement tests.

The study discovered that WhatsApp is addictive. This supports the findings of Sarker (2015) and Ubogu (2021b), who investigated the impact of WhatsApp and discovered that it is highly addictive and has a profound negative impact on students' education, behavior, and routine lives. It interferes with students' study time and prevents them from finishing their assignments. The findings support those of Yeboah and Ewur (2014), who conducted a study to determine the impact of social networks (WhatsApp Messenger) on tertiary students' performance in Ghana. According to the study, the majority of respondents spend more than 8 hours per day on their mobile phones, using WhatsApp. The study also supports Stephen's (2019) and Ubogu's (2020) findings that WhatsApp hurts their research. According to the study, most students wasted a significant amount of their valuable time on

WhatsApp chats with friends.

Using WhatsApp to gain access to library services according to the study's findings, respondents are excited about receiving library services via WhatsApp. According to Ansari and Tripathi (2017), WhatsApp promotes library services, disseminates news quickly, and provides users with real-time information. WhatsApp can be used to promote library holdings, increase content usage, and increase document utilization. It can also be used for outreach activities such as resource sharing. In a real-time environment, a user can request a document from another library. The study also supports the findings of Kerkar, Dhuri, and Lobo (2021), who discovered that WhatsApp is very useful in providing its users with quick reference services.

The study discovered that WhatsApp can be used for research purposes for current awareness services. This is consistent with the findings of Ubogu (2019) and Singh and Kumar (2019), who discovered that the current awareness service (CAS) is the most important service provided to researchers, informing them about new research and developments in their field of interest. WhatsApp has the potential to be an effective tool for providing real-time CAS services. This study also adds to the findings of Kerkar, Dhuri, and Lobo (2021), who discovered that the most important service provided to students and the research community is the current awareness service, which keeps them up to date on the most recent developments in their field. WhatsApp, as a real-time service, can be extremely useful to librarians when delivering CAS to their patrons.

RECOMMENDATIONS

Based on the findings the following recommendations were made:

1. WhatsApp Messenger's efficiency and effectiveness in library services make it an excellent tool that all libraries in Nigeria should promote.

2. Mobile technologies will shape the future of library users. There are great opportunity for libraries to offer mobile-based services to their users.

3. WhatsApp has both positive and negative aspects. The positive feedback outnumbers negative feedback, resulting in a high level of satisfaction. Library users should be educated on the benefits and drawbacks of using WhatsApp Messenger for academic and social purposes.

4. WhatsApp and "Ask a Librarian" can be combined to provide users with immediate information-finding assistance.

Conclusion

The nature of library services has changed as a result of advances in information technology. The use of Internet-based tools is rapidly increasing in today's information age. Mobile technologies will determine the Internet's future. It's a fantastic opportunity for libraries to offer mobile-based services to their customers. Libraries can provide services to their users by utilizing a variety of mobile-based tools and techniques. WhatsApp is a messaging app that can be used in libraries to provide a variety of services. It includes a variety of features, including multimedia sharing, instant message delivery, real-time audio recording of conversations, and group messaging. To improve service satisfaction,

libraries can offer a variety of services via WhatsApp. Participants in this study were positive about obtaining library services through WhatsApp.

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