

Librarians Attitudes in Information Works Services towards Library Clienteles in Nigerian Academic Libraries

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Abstract *For library to be successful in all ramifications of their practices right attitude of librarians can never be overemphasized. The purpose of the study is to know the state of librarians' attitudes in information works services towards library clienteles in Federal and State Universities and Polytechnics academic libraries in Kogi State, Nigeria. Descriptive survey design was adopted for the study. Questionnaire and interview were used as instrument for data collection. Total of 160 copies of questionnaire were used for the study. The questionnaire consists of Table 1, 2, 3, 4 & 5. They were designed based on the objectives of the study. Simple percentage were used to analyzed data collected in Table 1 & 2 were 50% and above were considered agree and below 50% were considered disagree. Results shows that degree students use the libraries understudy more, the clienteles that use the libraries on daily basis are more and they use it purposely for reading. Criterion mean was used to analyzed data gather with Table 3, 4, & 5 where ≥ 2.50 is considered significant and considerable responses; and < 2.50 is considered not significant and inconsiderable responses. It was discovered that librarians demonstrate poor attitude when rendering information worker services at entrance of the libraries, on consultancy services and as well as on security services. The challenges discovered in using the libraries are poor approach of librarians at the entrance, not find some information resources at their appropriate shelves in the libraries and not find some information resources needed in the libraries. Recommendations were there provided.*

Keywords: Librarians, Attitudes, Information work services, Library clienteles, Academic libraries, Kogi State, Nigeria.

1.0 Introduction

Library clientele is synonymous to library user, library patron and library customer. In setting-up libraries for precise organization or institution, library clienteles must be considered so that their needed information resources will be provided there-in. Library is an establishment that can instigate; and promote knowledge, wisdom, creativity and advancement. This is because they can make information and information resources available for use through effective services rendered by librarians. Library can be seen as a building stocked with books and other educational materials fully processed and organized by librarians and made them accessible to the clienteles for educational exploitation (Abubarkar, 2002). According to Omekwu & Ugwanyi (2009) libraries are original place where books as media of documenting knowledge are kept and visited for utilization. That is to say, libraries are established and developed to meet information needs of its clientele; making them available be it from empirical data or highly processed from theories or opinions of scholars for development and security purposes. From technology point of view, libraries

are case point institution to global information for teaching, learning, research and development (Omekwu & Ugwanyi, 2009). More to these, libraries exist basically to provide information services to libraries users through their collections (Edoka, 2000). Thus, one cannot but agreed that libraries can housed collections of information resources be it print and non- print to stimulate and enhance effective teaching, learning, and research in a complete academic higher institution such as universities and polytechnics.

Progressively, academic libraries are established, administered and funded by higher institutions to meet the information on research and curriculum needs of its students, faculty, and staff (Okafor & Ukwoma, 2011). While the main purpose of it establishment is to support the objectives of the institution that is; to promote teaching, learning and research for undergraduates, post graduates, lecturers and other members of the university community (Ekere, 2006). No wonder Fabunmi (2004) noted that academic library is the most important organ in the higher institution. It is the academic health; intellectual vitality and effectiveness of any higher institution depend

largely upon the state of the health and excellence of its library. These shows that academic library must be established and equipped with necessary information resources in all the higher institutions; and on its availability, they must be fullest use by all the categories of people in the institution communities to meet their information needs.

No wonder it's realized that the primary obligation of the academic library is to provide the bibliographic resources (print and non-print materials and any other items that carries information in whatever format) that are essential to the fulfillment of the institution mission while, its objectives are to make provision of materials for undergraduate instruction term paper and projects as well as materials for supplementary reading; provision of materials in support of faculty external and collaborative researches; provision of expensive standard works especially in the professional disciplines; provision of materials for personal self development; external relationships and interlibrary cooperation and stimulation of interest in the printed world (Ifidon, 1991). Reason with these, information resources of all kinds covering all the disciplines in established higher institution must be made available in the academic library; and while the people in the university community must be encouraged to use them by librarians

To this end, it is worthy to note that, academic libraries can be considered the most important learning, teaching, and research ground for higher institution. This is because there policy covers acquiring, developing and maintaining standard information resources collections of which can play central vital information roles in learning, teaching, and research process with the aid of good attitude of librarians in rendering information works services to clienteles.

1.0. Brief Literature Review

1.1. Librarians and Information Work Services

Librarians are information workers; and it's expected of them to encourage library clienteles to make use of the library for the purpose of their information needs. Librarians and Information works are unified entity that can aid achieving the primary purpose of established academic libraries. The purpose cut across teaching, learning, and research (Ekere, 2006; and Omekwu & Ugwanyi, 2009). Information works are activities and services rendered by the librarians in the libraries as well to library clienteles to ensure the goals and objectives of established library are achieved. The information works services covers all the activities rendered from the entrance of the library into the library; and also ensure the clienteles achieve their purpose of using or visiting the library. It is also worthy to note that in rendering information works services both professionals and paraprofessionals librarians are important. Relatively, Bello (2015)

noted that librarians are professional trained in library schools. In Nigeria, library schools are universities and polytechnics. Bello emphasis that professional librarians are the librarians that bagged first degree certificate with not lower than Second Class 2nd Lower Division from a recognized university. While, paraprofessional librarians are set of librarians that have 3rd Class and below in university degree; and also practice librarian with diploma certificate from university and polytechnic.

Hence, their duties, functions and responsibilities vary in information works services. According to National University Commission (1997) professional librarians' information works are charged across bibliographic for services to the academic community; academic for teaching and research; administrative for managing the human and materials resources and services; and professionalism including outreach to local and national communities and consultancy services. While paraprofessional librarians information works are charged across issuing and renewal, shelving, shelf tidying, maintaining readers' records, overdue collection, ordering stocks, processing stocks, stocks editing, repairs of materials, stocks taking, inquiries, filing, amendment (Beenham & Harrison, 1990) and checking in and checking out of library's users at the entrance and exit of library respectively. From these one cannot but agreed that professional librarians are to work on standard and ensure paraprofessional librarians perform their charges or services effectively by giving them close supervision so that the information works would able to meet with laid down five laws of librarianship propounded by S.R Ragannathan. These are Books are for use; every books his/her readers; every readers its books; save the user time of the reader and library is a growing organism.

2.2 Librarians Attitude for Information Works

To achieve effectiveness and efficiency in library operations towards information works attitude of librarians matter a lot. Attitude of librarians determined the success and failure of the library which they served. No wonder Bello (2014) entitled an article "attitude: an indispensable secret of success". However, there are different views about attitude. According to Okebukola (2002) Attitude is one's favorable or unfavorable disposition towards something. Attitude is one's mental state to respond in doing something (Mukherjee, 2002). In same vein, Ayogu (2012) noted that attitude is a way of feeling and action towards doing something. Hence, "attitude can be didactic via formal education, informal education and semi-formal education. It is an out-spoken demonstrative evident of knowledge acquired. Attitude could be right or wrong. Right attitude is proved through truthfulness, humility, commitment and prejudices free; while, the reverse is the case

with wrong attitude and is more associated with the earlier stated atrocities” (Bello, 2014, p. 11).

To this end, it can be relate to library and information work that attitude is how well librarians carries out their information works services in the library. It can further be noted that, when librarians have good attitude to work or in rendering their information works services the objectives of the library will be achieved. More to these, right attitude of librarians should be 100% positive. Just examine the mathematical expression which comprises of alphabetical substitutes with Arabian numeral ATTITUDE- A=1; T=20; T=20; I=9; T=20; U=21; D=4; E=5 hence, the sum of the numbers is 100% (Bello, 2014). This means attitude is an important factor to show forth success. It is also important to note that attitude in librarianship can be linked with necessary traits of librarians as stated by Bamgboye (2007) which includes good education, establishing rapport, good communication skills, neutrality, good personality; and interpersonal relationship. These imply librarians should acquire good educational standard, having good rapport with themselves as staff and as well with library clienteles they are to serve. Hence, all these will motivate the clienteles to use library the more with little or no challenges; and also encourage effective information works services in all ramification in the library.

3.0 Objectives of the Study

The following objectives of the study guide the study

1. To know the categories of library clienteles that use the libraries understudy
2. To know how often the library clienteles visit the libraries understudy
3. To identify purpose why library clienteles used the libraries understudy
4. To know the extent of attitude qualities of librarians when rendering information works services to library clienteles in the libraries understudy
5. To identify challenges faced by library clienteles in the libraries understudy

4.0 Statement of the Problem

Information work services rendered in the academic library with right attitude of librarians towards library’s clienteles will enhance high standard of learning, teaching and research to the institution where such library is been established. Not only that, the institution educational standard would be of high reputability and being recognized worldwide. On a contrary, if there are poor attitude rendered by librarians in their information works services it will cause discouragement of library clienteles to visit and utilized such library. This will instigate negatives effect on the educational standard of the institution. Because learning, teaching, and research will not be effectively achieved while lead to fall in educational standard of the institution. This justify the study; and the

holistic question the study put in view is what is the state of librarians attitude in information works services towards clienteles in Federal and States Universities and Polytechnics academic libraries in Kogi State, Nigeria?

5.0 Significance of the Study

The findings of the study will be useful to different categories of people such as higher institution management, library administrators, librarians, researchers and students of library and information science. To high institution management, the outcome of the study will help them to get acquainted with what their library is been use for and to rendered support when necessary. To library administrators, the outcome of the study will help them to know the attitudes qualities of librarians rendered to library clientele and challenges faced when using the library. To librarians the outcome of the study will help them to know the categories of library clienteles that use the library and right thing to do when rendering information works services to them. To researchers and students of library and information science the study will serve as reference points.

6.0 Scope of the Study

The study is limited to four (4) Federal and States Universities and Polytechnics academic libraries in Kogi State, Nigeria. Specifically, the institutions and their libraries are established concurrently. Hence, detfor the academic libraries are Federal University Lokoja Library; Kogi State University Anyigba, Library; Federal Polytechnic Idah, Library; and Kogi State Polytechnics Lokoja, Library.

7.0 Research Methodology

Descriptive survey design was adopted for the study. Questionnaire and interview were used as instrument of data collection. Total copies of questionnaire used were 160. It was divided into four (4) to have 40 copies which were administered accordingly to the library clienteles in each of the four (4) academic libraries understudy. The questionnaire consists of Table 1, 2, 3, 4 & 5. The Tables are designed based on the objectives of the study. Simple percentage were used to analyze data collected with Table 1 & 2 where above 50% were considered agree and below 50% were considered disagree. While, criterion mean was used to analyze Table 3, 4, & 5 where ≥ 2.50 is considered significant (considerable response) and < 2.50 is considered not significant (not considered response). Specifically, for each items in Table 3, 4, & 5 their real limit numbers was used to determined the decision levels as follows Strongly Agree; Excellent: 3.50 and above, Agree; Good: 2.50-3.49, Disagree; Satisfactory: 1.50-2.49, Strongly Disagree; Poor: 0.00-1.49. Finally data collected with interview were used to buttress discussion of the study and charts were provided for each Table.

8.0 Data Analysis

The data were gathered and analyzed based on the objectives of the study.

Table 1: Categories of Library Clienteles that used in the Libraries Understudy

Identity	Frequency	Percentage (%)
Lecturers	35	21.9
Graduate students/ Researchers	41	25.6
Degree students	84	52.5
Total	160	100

Source: Field Survey (2015)

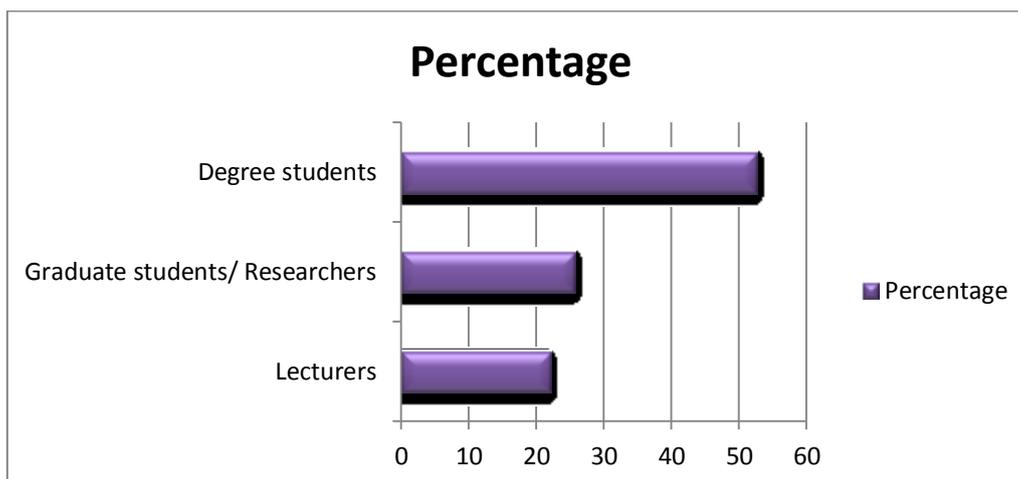


Figure 1: Bar Chart showing the Percentages of Categories of Library Clienteles that use the Libraries Understudy

From table 1 and figure 1 above, “degree students” has 84(52.5%), “graduate students/ researchers” has 41 (25.6%) and while “lectures” has 35(21.9%). It can be concluded that degree students used the academic library understudy more.

Table 2: How often the library clienteles visit the libraries understudy

Often	Frequency	Percentage (%)
Daily	91	56.9
Weekly	39	24.4
Monthly	21	13.1
Yearly	9	5.6
Total	160	100

Source: Field Survey (2015)

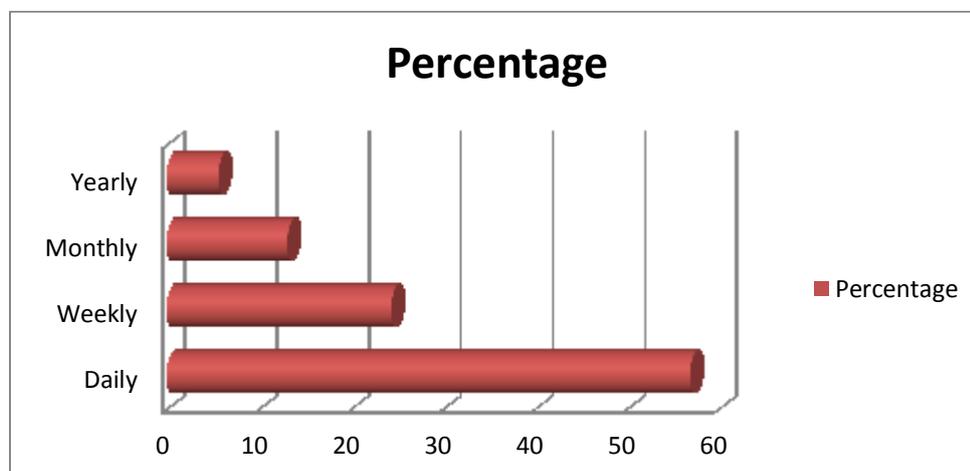


Figure 2: Colum Chart showing the Percentages on often the library clienteles visit the libraries understudy

From table 2 and figure 2 above, “daily” has 91 (56.9%), “weekly” has 39 (24.4%), “monthly” has 21 (13.1%), while “yearly” has 9 (5.6 %). It can be deduced that library clienteles that used the library daily are more. This shows that information gathered from them can be more accurate

Table 3: Purpose why Library Clienteles Used the Libraries Understudy

Purposes	X	Rnks	Dec
For Reading	3.69	1 st	SA
For Research	3.29	2 nd	A
For Entertainment with electronic resources	1.81	4 th	D
For Group discussion	1.59	5 th	SD
For Relaxation	2.30	3 th	D

Source: Field Survey (2015)

Key: SA-Strongly Agree; A-Agree; D-Disagree; SD-Strongly Disagree; X- Mean; Rnks- Ranks; Dec-Decision.

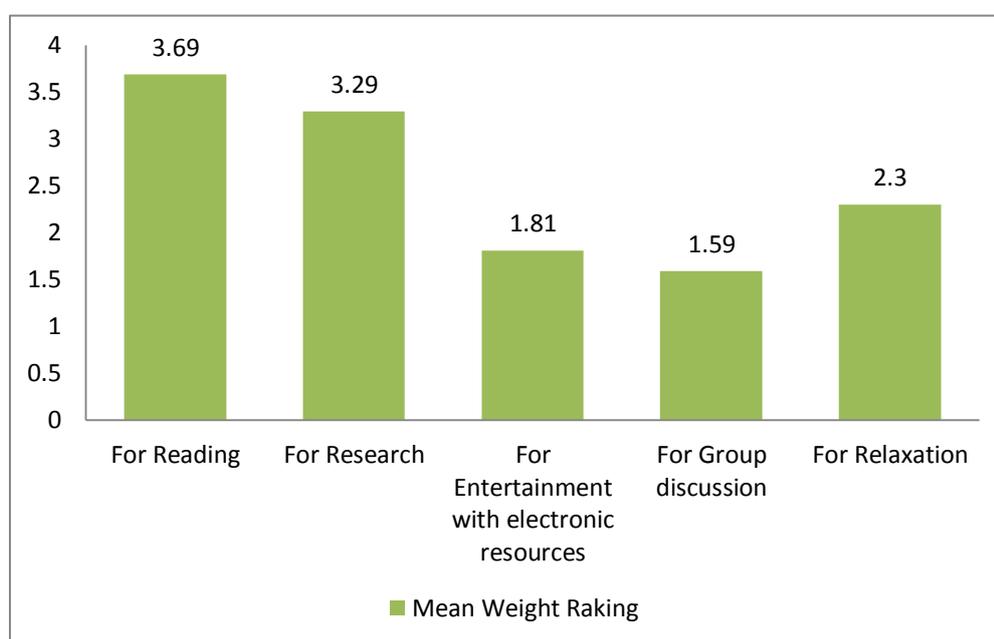


Figure 3: Colum Chart Showing Mean Weight Rakings on the Purpose why Library Clienteles Used the Libraries Understudy

From table 3 and figure 3 above “for reading” has mean weight of 3.69; “for Research” has mean weight of 3.29. These are more than 2.50 as criterion mean hereby considered significant or agreed. While “for entertainment with electronic resources”, “for group discussion” and “for relaxation” has mean weight of 1.81, 1.59 and 2.30 respectively. Hence, they are less than 2.50 as criterion mean, so considered disagreed.

Table 4: Extent of Attitude Qualities of Librarians when Rendering Information Works Services to Library Clienteles in the Libraries Understudy

Information Work Services	X	Rnks	Dec
Consultancy services	2.30	3 rd	S
Readers Services	3.52	1 st	E
Services at entrance of the library	1.90	5 th	P
Services at exit of the library	2.97	2 nd	G
Security services	2.11	4 th	P

Source: Field Survey (2015)

Key: E-Excellent; G-Good; S- Satisfactory; P- Poor; Dec- Decision; X- Mean; Rnks- Ranks; Dec- Decision

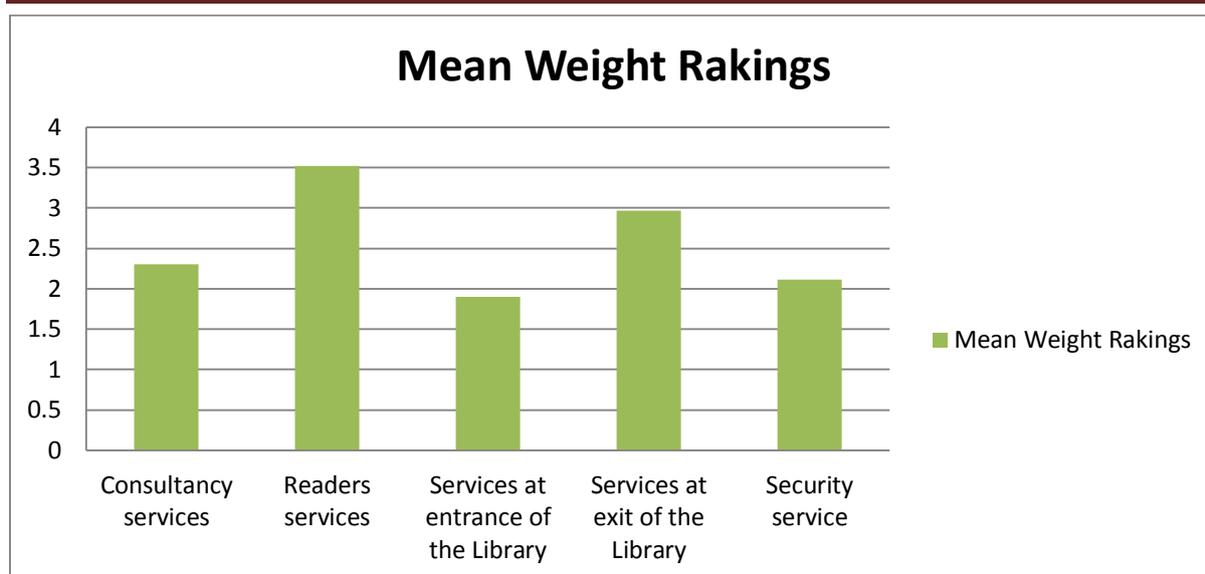


Figure 4: Bar Chart Showing Mean Weight Rakings on Extent of Attitude Qualities of Librarians when Rendering Information Works Services to Library Clienteles in the Libraries Understudy

From table 4 and figure 4 above, “reader services” has mean weight of 3.52; “services at the exit of the library” has mean weight of 2.97. The mean weights are more than 2.50 as criterions mean hereby the items are considered significant and positive in respect with attitude. While, “services at the entrance of the library” has mean weight of 1.90; “security services” has mean weight of 2.11. “Consultancy services” has mean weight of 2.30. Hence, they are less than 2.50 as criterion mean. It can be deduced that, attitude of librarians to library clienteles is poor when rendering services at the entrance of the library, on security services and also on consultancy services.

Table 5: Challenges faced by Library Clienteles in the Libraries Understudy

S/N	Challenges	X	Rnks	Dec.
1.	Not find some information resources needed in the library	2.50	3 rd	A
2.	Not find some information resources at their appropriate shelves	3.50	2 nd	SA
3.	Poor approach of the librarians at the entrance/exit of the library	3.60	1 st	SA
4.	Poor approach of the librarians at the circulation/ readers unit	2.24	5 th	D
5.	Poor approach of the librarians at the document unit	2.22	6 th	D
6.	Poor approach of the librarians at the Serial/ Newspaper unit	2.37	4 th	D
7.	Poor light and ventilation	2.11	7 th	D

Source: Field Survey (2015)

Key: SA-Strongly Agree; A- Agree; D- Disagree; SD-Strongly Disagree; X- Mean; Rnks- Ranks; Dec- Decision.



Figure 5: Column Chart Showing the Mean Weight Rakings on Challenges faced by Library Clienteles in the Libraries Understudy

From table 5 and figure 5 above, “poor approach of the librarians at the entrance/exit of the library” has mean weight of 3.60; “not find information resources on their appropriate shelves” has mean weight of 3.50; and “not find some information resources needed in the library” has mean weight of 2.50. The mean weights are more than 2.50 as criterions mean hereby their items are considered significant as challenges. While “poor availability of light and ventilation” has mean weight of 2.11; “poor approach of librarians at document unit” has mean weight of 2.22; and “poor approach of librarians at the serial/ Newspaper unit” has mean weight of 2.37. Hence, they are less than 2.50 as criterion mean. This connote they are not challenges to the academic library understudy.

9.0 Summary of Major Findings

The summary of the major findings are based on the objectives of the study and data analyzed.

1. Degree students used the academic libraries more than graduate students/researchers and lecturers.
2. The library clienteles that used the libraries understudy on daily bases have the highest percentage follow by those that used the library weekly. This is an evidenced that information gathered from them is authentic.
3. The library clienteles used the libraries understudy more for reading and research than relaxation, entertainment with electronic resources, and group discussion. This is an evidenced that library clienteles have good motive for visit and use the library.
4. The attitudes of librarians to library clienteles are poor in specific area such as at the entrance of the library, consultancy services and as well on security services rendered.
5. Challenges library clienteles faced are poor approach of librarians at the library entrance, not find some information resources needed in the library, and while those available are not located on appropriate shelves in the library. Emphases were also no non availability of past Maters and PhD Theses and Dissertations in the library.

10.0 Discussion of the Study

Academic libraries are established to serve the library clienteles in higher institution communities. Their purpose covers learning, teaching, and research with the aid of librarians rendering information works services. In line with this, data analyzed shown that, the academic libraries library understudy has categories of clienteles which are degree students, graduate students/ researchers and lecturers. The library clienteles visit the library at different period which are daily, weekly, monthly

and yearly. But daily categories of clienteles have highest percentage followed by weekly categories of library clientele. This is evidenced that information generated from them can be more accurate. Furthermore, their purpose of using the academic libraries understudy covers reading, research, entertainment with electronic resources, group discussion and relaxation. Though their mean weights vary for consideration. But it is evidenced that library clienteles has good reasons for using the libraries understudy.

The analyzed data further shows that, the academic libraries understudy are associated with challenges such as inadequacy of library information resources and those available are not found at the appropriate shelves. During interview, this was mentioned and capitalized more by graduate students/researchers; and they also emphases on non availability of past Masters and PhD Theses and Dissertations in the library. Despite the importance Ifidon (1991) and Ekere (2000) among other attached to the library of higher institution. More to these, it was also discovered that librarians in the libraries understudy has poor attitude towards library clienteles especially at the entrance of the libraries and consultancy services. Data gathered from interview reviewed that most of the junior staff especially have nasty behaviors when approaching library clienteles in the libraries. Also, poor security services are rendered. Despite the opinions of Bamgboye (2007) and Bello (2014) on right attitude of librarians in render information work to library clienteles. Above all, the recommendations proffered will help to solve the identified challenges if they are adherent to.

11.0 Implications of the Study

Academic library is an educational heart center of higher institution. Its challenges on limited information resources, inappropriate placement of the available information materials in the library will crave negative effect on educational standard of the library clienteles as well as on the image of the parent organizations. This is against the opinion of Fabunmi (2004) and Ekere (2006). Because learning, teaching and research will be distorted. In the same vein, it is also imperative to note that, poor attitude of library staff when rendering information services to library clienteles will discourage them to visit the library which might sum up and to result into negative effect on both clienteles and the institution itself as earlier mentioned by (Bello, 2014).

Hence, these call for critical attention and to proffer recommendations to the identified banes in the academic libraries understudy.

12.0 Conclusion and Recommendations

Academic library is the heart of the higher institution to meet and accomplish the set goals and

objectives. It should be noted that, there cannot be proper achievement to the higher institution the area of learning, teaching and research if its library cannot have all information resources needed while, those available are not find on the appropriate shelves and also poor attitude of librarians when rendering information work services as appeared in the study.

From the ongoing the following recommendations are hereby proffered:

1. There should be good public relation from librarians at the entrance of the library.
2. There should be book officers in each faculty or schools of the higher institution to indicate books and journals and others information resources needed through the publishers catalogue send to them by institutional academic librarians
3. There should be shelf reading every morning before the arrival of the library clienteles
4. The library management should encourage faculties to deliver their past post graduate Thesis and Dissertations in the document units as it done in Kashim Ibrahim Library of Ahmadu Bello University Zaria, Nnamdi Azikwe library of University of Nigeria, Nsukka, just among others. This will enables

the graduate students/ researchers to use the library the more.

5. Paraprofessional librarians that work in the library should undertakes in-house training on library ethic in building good attitude with library's users while the professional librarians should always remember what learnt in library's schools on good attitude when rendering library information services.
6. All librarians should have positive attitude rated at 100%. Precisely on education, rapport, communication skills, corruption neutrality, good personality and interpersonal relationship. These will promote the purpose of establishing the library.
7. Critical checking of library clienteles and librarians at the exit of library to avoid smuggling out of library information resources. Institution security men and installation of electronic information capture devices should be mounted at the exit of the library.
8. Librarians should able to solve the information problems of library clienteles.
9. Sanction should be placed on librarians on misconduct.

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