National Animal Production Research Institute
Ahmadu Bello University
P.M.B 1096, Shika-Zaria,
Kaduna State, Nigeria.
Email: japr@napri-ng.org Website: www.naprijapr.org

J. Amin. Prod. Res. (2015) 27:226-232

LIBRARIAN PERCEPTION ON ACTS OF USER DELINQUENCY IN ACADEMIC LIBRARIES IN KADUNA STATE

ESIEVO, L. O.
National Animal Production Research Institute, Ahmadu Bello University, Shika-Zaria
Corresponding Author: elcomesievo@yahoo.com

ABSTRACT

The study tries to ascertain the librarian perception on acts of user delinquency in academic libraries in Kaduna state. The study used survey method in conducting this research. Quetionnaires, interview and observation were used to gather data from fifteen (15) academic libraries under study. The completed questionnaires administered by the researcher were collected back (all). This resulted to one hundred (100) percent response rate. The data collected was analyzed using descriptive statistics and percentage. Based on the result obtained, the following are the findings of the study. It was discovered that no library (0%) responded that acts of delinquency is good. Two libraries (13.3%) of the fifteen (15) libraries (KIL and NDA) both in Kaduna have identical perception against the rest thirteen (13) libraries (86.7%) who rated highest in their perception. It was concluded that the librarians perceived user delinquent acts as terrible and ugly situation perpetrated in academic libraries under study. The researcher recommends that workshop and seminars should be organized for library staff in library management and administration in order to improve on the librarians perception and endeavour to guide against user delinquency in academic libraries in Kaduna state.

INTRODUCTION

Delinquency is the anti-social acts in the library such as theft, mutilation, hiding of books in wrong places and forging library ownership stamp, over borrowing, extended borrowing, illegal borrowing, defacement, hiding books in stacks, double registration and impersonation and so forth. The dictionary of behavioral science (Wolman, 1973) gives the literal meaning of a delinquent as "one who offends by negligence, neglect of violation of duty or responsibility or by a minor infraction of a law". While perception is the feeling of librarians about this anti-social acts in the academic libraries.

The existence and prevalence of delinquency are inimical to the goals and objectives of a library. Delinquency robs the library of the vital materials for research and learning. This affects the organization, the library is serving and eventually library services rendering to the researchers or reading communities. User delinquency constitutes unruly behavior in the library. It covers those behaviors that have negative effects on the users, the staff, and the materials. It is therefore become imperative for librarians of academic libraries to perceive and decipher these numerous forms of user delinquency, in order to improve on the library services rendered to researchers and other users.

According to Onadiran (1984), there are three (3) parties involved when delinquency takes place. Firstly is the individual reader, secondly, the other readers, and finally the library. Each party plays a role in causing or preventing user delinquency. However, it is often clear that the library is always at the receiving end of all the acts of delinquency, against the background of diminishing resources in a dwindling economy, when such delinquent acts touch on the materials themselves. With these, when such delinquent acts for instance theft, illegal removal of library material, mutilation, eating in the library and so forth occurred in the libraries, the growth and development of the library are adversely affected. Boyis (1994)

said that preservation and security of media materials have become a primary concern on the libraries as part of their duties of every library staff. Though theft of library materials exists but it is not common in the library under investigation. This paper therefore attempts to investigate the librarian perception and acts of user delinquency in some academic libraries in Kaduna State.

The librarians are custodians of all the holdings in the libraries. According to Grof (1985), reduced staff strength with larger numbers of users in libraries could subject them to serious problem of attending to them. The time is ripe for the librarians to closely examine the problem of use issues. Manley (1992), discussed the problem facing public libraries in the U.S.A, caused by library users, who are mentally disturbed, violently insane or engaged in illegal activities. He stated that public library workers is becoming more stressful and less satisfying, and commented on the decision of the Ann Arbor public library's governing body to withdraw library privileges from persons who violate rules on fighting, gambling, alcohol, drugs, weapons and other such activities.

Contributing to a thematic issue on ways of helping the users of reference services; Rubin (1990), discussed the rise in displays of anger at the library and offers practical tips on how to calm the literate patron. He addressed the problem of "anger fall out" on to the library staff member involved and suggested copying methods both for individuals and libraries.In an extra ordinary case of user's delinquency in libraries. Manley (1992), showed how Judge Serokin decided the Morristown (New Jersey) public library, policy of barring. Persons who display offensive bodily hygiene and who engaged in disturbing, as violating the first amendment of the constitution of U.S. he argued that the Judge's decision ability of public library Boards, Staff and administration to ensure peace, quiet, and safety within the library confines. The author urged the city of Morristown to appeal against the ruling. These also apply to academic libraries in Kaduna State.

Citing delinquent acts by children in public libraries; Strickland (1992), discussed who is responsible for the behavior of the children in a public library setting, as a library and how far staff members can influence this behavior. He stated that staff must balance the right of the individual child with the need for order in the face of unreasonable behavior. It can request and reward reasonable behavior and establish behavior guidelines. He concluded by stating that denying physical access to some materials may help.

In order to provide services to the widest possible range of users, however, librarians and library employees must be able to state clearly which behaviors are not acceptable in a library, because they interfere with other's safety or ability to use the library. Library managers must be able to define the library's roles clearly with regards to troubling social issues such as homelessness, mental illness, gangs, lack of respect for public property and what seems to be general lowering of the standards of civility among people. Assertiveness is the ability to take a stand for one's own right without denying the rights of others. Turner (1993) sampled politics and procedures for handling a variety of problem situation in libraries, as good models of assertiveness and common sense. Warram (1994), described the method used by the library of West London Institutes, College of Bruned United Kingdom to combat the problem of eating and drinking by students on library premises. A memo was circulated to academic staff, drawing attention to the problem in a humorous way. The memo worked well with some department even calling their students together to discuss appropriate library behavior. He concluded that library staff now experience very little difficulty in controlling the problem.

Statement of the Problem

The statement of the problem of librarian perception on acts of user delinquency in academic libraries in Kaduna State: It is becoming more worrisome for the academic librarians to fashion out how to make library services more beneficial to the teaming population of library users. Therefore, it becomes imperative to design this study to examine the librarian perception on acts of user delinquency in academic libraries in Kaduna State as a means of highlighting its implication on library services. Thus, the study attempts to answer the under listed research question: How do librarians perceive the acts of user delinquency?

METHODOLOGY

Survey technique was adapted for this study. The population consists of twenty (20) academic libraries in Kaduna state. These involve the librarians in the academic libraries that are situated in higher institutions offering diploma and degree programmes in Kaduna State. Fifteen (15) academic libraries were selected as sample from the population giving us seventy – five (75%) of the academic libraries. Random sampling method was used as the sampling method Borg and Gall, (1974). The following are the academic libraries under study.

1. College of Education (COE) library, Gidan Waya , Kafanchan .
2. Faculty of Arts and Social Science (FASS) Library, A.B.U., Zaria.
3. Faculty of Education Library (FEL) A.B.U., Zaria.
4. Faculty of Pharmaceutical Sciences (FPS), Library, A.B.U., Zaria
5. Federal College of Chemical and Leather Technology (FCCLT) Library, Zaria.
6. Federal College of Education (FCE) Library, Zaria.
7. Kaduna Polytechnic Library (KPL), (Barnawa Compus), Kaduna.
8. Kaduna Polytechnic Library (KPL), (Isa Kaita Library, Main Compus) Kaduna.
9. Kaduna State Polytechnic Library,(KSP) Zaria.
10. Kashim Ibrahim Library, (KIL), A.B.U., Zaria.
11. Nigerian College of Aviation Technology (NCAT) Library, Zaria.
12. Nigerian Defence Academy (NDA), Library , Kaduna.
13. Nigerian Institute of Transport Technology (NITT) Library, Zaria.
14. College of Agricultural (DAC) Library, A. B. U. Zaria.
15. School of Agricultural and Animal Husbandry (SAAH) Library, Mando, Kaduna.

The researcher preferred to sample because of cost, time and the constraint associated in reaching the entire population.

Questionnaire, interview and observation were used as the instrument for collecting data in this study (Busha and Horter, 1980). Questionnaires were administered to fifteen (15) heads of academic libraries under study. The completed questionnaires were collected back by the investigator. The response rate was one hundred (100) percent.

The descriptive statistics and percentage were used to analyze the data collected for this study. The analyses data were presented in tabular and graphic forms to facilitate reading and easy understanding. Conclusion was drawn based on the findings obtained.

RESULTS AND DISCUSSION

People have various views on librarian perception on acts of user delinquency in academic libraries in academic libraries in Kaduna. Some may feel pretty bad about it, while others may be impervious. Librarians in academic libraries were asked what their perceptions on

acts of user delinquency in academic libraries in Kaduna State. The following were their responses.

From Table 1 and Figure 1; it can be seen that no library (0%) responded that acts of delinquency is good. This is because acts of user delinquency are not to be admired nor will it improve things in the libraries. This equitable access to information is essential to enable education and informed citizens to participate in a democratic global community. This is done among others through the provision of library materials.

Table 1: Summary of Level of Librarians' Perception of Acts of User Delinquency in Academic Libraries

Level of Perception	F	Percentage of Existence in 15 Libraries under Study	Angle in Degree of Perception of all Libraries under Study
Good	0	0	0^{p}
Unaffected	2	13	46.8˚
Disappointed	13	87	313.2˚

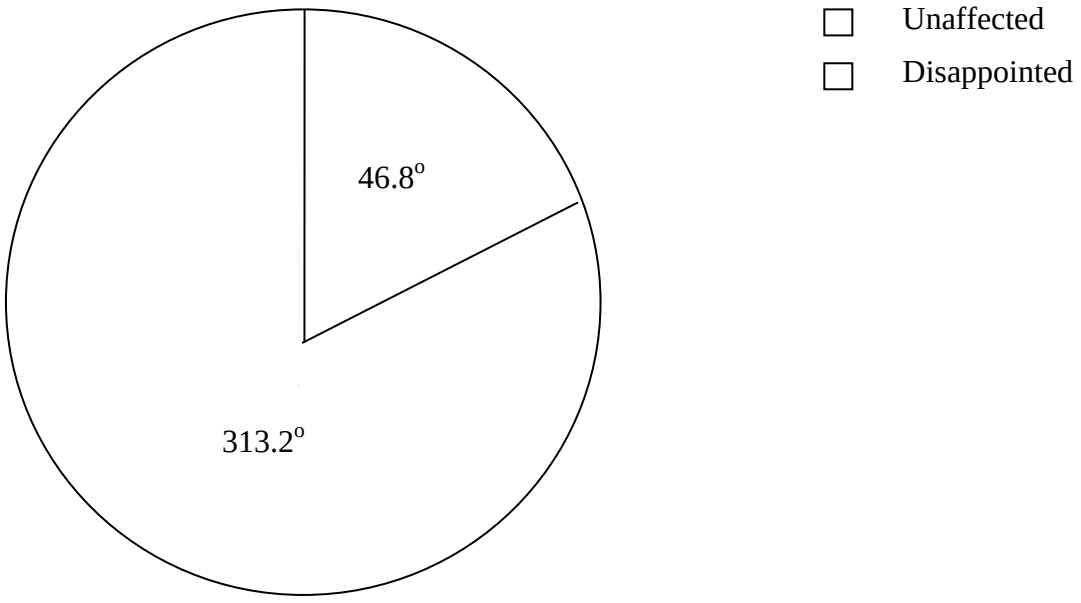


Figure 1: Pie chart to show the level of perception of all 15 librarians under study

According to Esievo (2009), in performing its functions, the library ensures adequate resource availability by acquiring these materials in various format such as books, journals and non-book materials in various subjects, these materials find their ways into the library through direct purchase, gifts, exchange and donations. The above is done to bring fulfillment to Prof. S.R. Rangantharis five (5) laws of library science as stated in Madagwu quadric and Kaduna (2003) which state as follows;

a) Books are for use
b) Every reader his books
c) Every book its reader

d) Don't waste the time of the reader
e) The library is a growing organism

The applications of the above are that:

i. Books are for use:- The books should not be hindered from users in any form, irrespective of the status of the user.

ii. Every reader his book:- This means that everybody has his choice in the library to read. This is reflected in different tittles being acquired by the library.

iii. Every book its reader:- Is the direct opposite of every reader, his book. Whatever happens, somebody would come for a book that has not been touched for months or years.

iv. Don't waste the time of the reader:- This means that through the organization of materials in the library or indexing and abstracting, services, access register, selective dissemination of information (SD), as well as library automation, library users, should find it very easy browsing and searching for information or locating book titles of their choices.

v. Library as a growing organism:- This means that as long as new titles are published, the library grows in volumes and titles by the library acquiring them, both in prints and non-prints formats.

Two libraries (13.3%) said they were unaffected by acts of user delinquency in their libraries. One wonders why librarians can be so unconcerned about attitude that will distort their efforts at providing efficient services to the users. Some librarians feel unconcerned to delinquency without knowing they are hindering their profession and the institutions they are serving. It look surprising to me that Nigerians Defense Academy (NDA) and Isa Kaita Library (IKL) both in Kaduna are affected with the above may be , these academic libraries have excess library materials that can take care of such delinquent acts. So when delinquency occurred they may not feel them. Also the libraries and other staff of the academic libraries are equal to the task. Librarians are encouraged to evolve ways of solving individual security problems (Obokoh, 1994)

Thirteen libraries (13 or 86.7%) were disappointed with the acts of delinquency in the libraries. This should be expected as acts of delinquency are attitude to be abhorred by librarians in all types of libraries, because they will certainly be counter productive to provision of library services to users. For instance, losses from book theft, vandalism and arson can cripple a library's ability to provide effective services. In a period of shrinking budgets and foreign exchange problem as in the case of many developing countries, the losses resulting from book theft may even present serious threat to institutional survival. According to Obokoh (1994) which stresses that estimates of percentage of library collections that lost annually through theft are high as 14% for new and popular materials. In any given situation, the effect of these losses would include lowering of staff morale, increased patron dissatisfactions and inability to replace some of the lost books, especially in a developing country as Nigeria where foreign exchange problem coupled with distances from book published and book agents constitute serious handicaps. Librarians from different types of libraries share some common experiences in security problem in libraries. Methods for coping with problem response to a situation depend on individual training, facilities available and existing library policy. Each library situation is unique as such as variety of approaches could be used in handling the same incident. If this continues academic libraries will be left out with some empty shelves in the libraries. This will definitely affect the performance of jobs and eventually affect the library services rendered to the clients.

CONCLUSION

The study concluded that librarian perception on acts of user delinquency in academic libraries in Kaduna State reveals that librarians perceived the acts of user delinquency as a terrible and ugly situation perpetrated in academic libraries. All the fifteen (15) academic libraries in Kaduna State involved in this study have indicated that acts of user delinquency in whatever forms are not good for academic library services.

RECOMMENDATIONS

- ✓ Workshops and seminars should be organized for library staff on library management and administration in order to improve the librarians' perception and adequately guide against user delinquency in academic libraries.
- ✓ Library users should be given enough orientation on how to use and handle library materials.
- ✓ Users should be thought the penalty involved in mutilation and stealing of library materials.
- ✓ Security gadgets that can detect readers who are using the materials roughly and going out of the library illegally with the library materials.

REFERENCE

Borg, W.R. And Gall, M.D. (1979), Educational Research on Introduction, New York: Longman.P. 20.

Boyis, D.I.A. (1994), Preservation and Security of Media Materials in Selected Libraries in Kaduna, Unpublished MLS thesis, Ahmadu Bello University, Zaria, Pp.89.

Busha, G.H. and Harter, S.P. (1980), Research Methods in Librarianship Techniques and Interpretation, New York, Academic Press, Chapter 2-4.

Esievo, L.O. and Olowu, L.T. (2008), The Contribution of Library in Livestock Research Development: In Animal Science Association of Nigeria (ASAN), Proceedings of the 13th Annual Conference 15th – 19th September, Ahmadu Bello University, Zaria.

Grof, A. (1985), Crazy Willie Revisited, Library Journal, Vol. 109, No. 16, Pp 183-184.

Madagwu, D.K. (2003), Automatic and Library Services: An Appreciation of X-library Software Package: Paper Presented at the Annual National Conference on General Studies in Education held at Federal College of Education (Special) Oyo, 13th-16th May.

Manley, W. (1992), Counting Injurustice, Wilson Libraries Bulletin, Vol. 59, No. 9, Pp 604-605, P 639.

Obokoh, P.N. (1994), Book Losses: Manual Versus Electrical Security Devices, Zaria Journal of Librarianship, Vol. 1, No. 1 and 2, January/December, P 25.

Ochu, J.A.I. (1991), Library Use and Abuse Reader Delvant Behaviors(Unpublished B.L.S Project) in Kashim Ibrahim Library, Ahmadu Bello University, Zaria.

Onadran, G.T. (1984), Library Paper Users Security Problem: Paper Presented at the Workshop/Seminar Organised by the N.L.A and Department of Library Science, Ahmadu Bello University, Zaria, August 27th-1st September.

Quadric, R.F. and MADAGWU, D.K. (2003), Fundamentals of Library Studies Ibadan, Glory Land, P. 98.

Rubin, R.J. (1990), Anger in the Library: Diffusing Angry Patrons at the Reference Desk (and elsewhere), Reference Librarian, No. 31, Pp 39-51.

Strickland, C. (1992), Other People Children, Wilson Library Bulletin, Vol. 66, No. 2, Pp 55-56.

Turmer, A.M. (1993), It Comes With The Territory Handling Situation in Libraries, Mcfarland and Jefferson, No. 5. P. 13.

Wharran, (1994), Eating in the Libraries: A Model and Effective Solution or HELP, Wilson Libraries Bulletin, Vol. 60, No. 8, Pp 403-404.

Wolman, B.B. (Comp. and Ed.) (1973), Dictionary of Behavior Science, London Macmillian Press, P 91.