



ABSTRACT

The study examined the effect of librarians and supportive staff behaviour on students use of library. The research aimed to achieve three (3) objectives. The study employed survey research design. Instrument used for the study was structured questionnaire. The target population was the library users. The population for the study

EFFECT OF LIBRARIANS AND SUPPORTIVE STAFF BEHAVIOUR ON STUDENTS USE OF LIBRARY

ABU, SAMSON OKPANACHI; AGADA GEORGE; & YUSUF SHALOM

University Library, Federal University of Health Sciences, Otuopko Benue State.

INTRODUCTION

The library is a social organisation comprising of human beings who provide relevant services. Every organisation exists with articulated and definite goals and purpose. The ultimate objective of any organisation is to maximise productivity, through the release of organisational functions. Hence, to a great extent, the quality of a university library is measured by the quality of staff in the library because of their unique contributions in the realisation of the over-all goals of the university. For a university library to be able to perform its myriad functions, quality and efficient staff are pertinent. It is important to note that the efficacy of any library do not solely rely on the information resources and physical facilities therein rather success also lies on staff behaviour towards the library users. Library supportive staff behaviour might greatly influence the judicious use of the academic library, if not overlooked as emphasis are sometime placed on availability and accessibility of information resources,



consisted of twenty six thousand six hundred twenty six (26,626) while three hundred and seventy eight (378) were sampled. Krejcie and Morgan table (1970) was used to determine the sample size. Data collected was analysed with the use of simple percentage and frequency count. The findings of the study showed that both professional and supportive library staff behaviour influence the library users to use the library. In addition, the study showed that library users used internet and lecture note as another major sources of information. The study, therefore, recommended that training should be given for all supportive library staff on requisite behaviour needed in the library environment while delivering services since library users do come in contact with them often. Moreover, positive change in behaviour on the part of staff to help in building good image of the library before the library users among others is mandatory.

Keywords: Librarians; Supportive Library Staff; Behaviour; Library Users; Library

user education, library environment and provision of instruction to users. For instance, the library user come in contact first with the supportive staff, which is the security personnel and also library attendants before having access to the available information resources and facilities and thus the first approach matter most.

Behaviour therefore is the way librarians and supportive deployed to the library act or conduct themselves towards the library users in rendering services. Behaviour could also be described as dispositions and feelings, prejudices or preconceived notions, ideas, fears and convictions on any definite issue (Hartt, 2006). In the same vein behaviour is the conceptual value of services rendered by supportive library staff in the minds of the library users, as positive attitudes are fundamental in utilisation of services (Clark, 2008) as cited by Ihsan (2011). Some library staff may perceive their work negatively whereas others may attach positive attributes to them. Staff behaviour is one of the most significant instruments that can be used



to affect patron reading habit. The most simple and cost-effective method in increasing efficiency is simply to show library users that the library is the best place to carry out inductive and leisure reading by being friendly and accommodative to the users.

Preliminary investigation by the researcher showed that academic libraries in witness the highest utilization of its resources and facilities during examination period, prior to indifference attitude to use of library information resources and services which might be coupled with the superfluity of collections obtainable on the world wide web, class notes, textbooks, among others which might also be consulted in the libraries. However, it has also been discovered that Africans read to pass examinations. Students in tertiary institutions are expected to read not only for passing examination but also for leisure and creativity purposes, this in turn have adverse effect on the use of academic libraries (Saka, Garuba, & Bitagi, 2012).

Library staff behaviour can strongly influences the utilisation of higher institution libraries by students. According to Amusa, and Iyoro (2013) the relationship between library staff and student is based upon affinity of anticipation, capability, readiness, and satisfaction between the two entities in the relationship. University libraries, with the aid of their staff can offer opportunities and avenue for referrer services to patrons with the objective to increase their use of library. This is however reliant upon the curiosity of library users to know, to learn, and to understand.

Statement of the Problem

Librarians and supportive staff are pivotal to image building of the library. The library users come in contact with the supportive staff before gaining access to the library space, resource and professional librarians. As a result, their behaviour is fundamental in defining the quality of this gateway. Behaviour, then, is essential in rendering quality service. The staff members are expected to aid researchers, faculty member and students in effective and efficient utilisation of the library resources.



However, preliminary investigation by the researcher shows that the supportive staff members' behaviour may discourage the patron from using the library facilities. Sometime staff members may not even be found in their duty post and sometime when found in their duty post may be sleeping or engrossed in discussion among themselves.

As a result of these observations, the researchers have undertaken this research to find out the effect of librarians and supportive staff behaviour on student use of library especially in academic libraries.

Objectives of the Study

The aim of this study is to determine the effect of librarians and supportive staff behaviour on students' use of library. The objective are to determine:

1. effect of supportive staff behaviour on library use
2. students attitude to supportive staff behaviour on library use
3. effect of librarians behaviour on library use

Methodology

A survey method was adopted for this study primarily because it was a suitable and efficient way of studying large populations. It allows only a sample population to be used to represent the entire population. The target population for this study was undergraduate students of the two universities in Niger State. The total population of undergraduate students of Federal University of Technology Minna is 17,090 and Ibrahim Babaginda Badamasi University Lapai is 9,536 students in which the total population of the study is 26,626 library users. The sample size for the research is 378. A well-structured questionnaire was administered on the respondents and 291 were completed and returned. The data collected were classified, analysed and tabulated by using the simple percentage (%) and frequency counts.



Data analysis and Discussion of Findings

Result Presentations and

Table 2: Effect of supportive staff behaviour on library use

| S/N | Statement | SA | | A | | D | | SD | | Total | |
|-----|--|----|-----|-----|-----|-----|-----|----|-----|-------|-----|
| | | FQ | % | FQ | % | FQ | % | FQ | % | FQ | % |
| 1 | The supportive staff members are accommodative | 53 | 18% | 139 | 48% | 71 | 24% | 28 | 10% | 291 | 100 |
| 2 | The supportive staff members are approachable | 42 | 14% | 163 | 56% | 67 | 23% | 19 | 7% | 291 | 100 |
| 3 | The supportive staff members lack communication skills | 48 | 17% | 84 | 29% | 128 | 44% | 21 | 11% | 291 | 100 |
| 4 | The supportive staff members are harsh | 54 | 19% | 85 | 29% | 106 | 36% | 46 | 16% | 291 | 100 |
| 5 | The supportive staff members did not take cognizance of library user self-esteem/respect | 56 | 19% | 71 | 24% | 99 | 34% | 65 | 22% | 291 | 100 |
| 6 | The supportive staff members are always at their duty post | 96 | 33% | 114 | 39% | 53 | 18% | 28 | 10% | 291 | 100 |
| 7 | The supportive staff members are always ready to assist the library staff | 60 | 21% | 113 | 39% | 87 | 30% | 31 | 11% | 291 | 100 |



Table 2 indicated the effect of supportive staff behaviour on students use of library in the library under study, the table revealed that 18% (53) respondents strongly agreed that supportive library staff are accommodative, 48% (139) respondents agreed that supportive library staff are accommodative, while 24% (71) respondents disagreed and 10% (28) respondents strongly disagreed that supportive library staff are accommodative.

The table also showed that 14% (42) respondents strongly agreed and 56% (163) respondents agreed that supportive library staff are approachable, while 23% (67) respondents disagreed and 7% (19) respondents strongly disagreed that supportive library staff are approachable. The table showed that 17% (48) and 29% (84) respondents strongly agreed and agreed that that the supportive library staff lack communication skill while 44% (128) and 11% (31) respondents disagreed and strongly disagreed that supportive library staff lack communication skill.

The table also showed that 19% (54) and 29% (85) respondents strongly agreed and agreed that supportive library staff are harsh while 36% (106) and 16% (46) respondents disagreed and strongly disagreed that the library security staff members are harsh.

The table showed that 19% (56) and 24% (71) respondents strongly agreed and agreed that supportive library staff do not respect library users while 30% (99) and 22% (65) respondents disagreed and strongly disagreed that supportive library staff do not respect library users.

The table also indicated that 33% (96) and 39% (114) respondent strongly agreed and agreed that supportive library staff are always at their duty posts while 18% (53) and 10% (28) respondents strongly disagreed and disagreed that supportive library staff are always at their duty posts.

The table also showed that 21% (60) and 39% (113) respondents strongly agreed and agreed that supportive library staff are ready to assist library users while 30% (87) and 11% (31) respondents disagreed and strongly disagreed that security staff members are ready to assist library users.

Objectives 2: Students attitude to supportive staff behaviour on library use

Table 3: level of humiliation when searched at the entrance?



| Statement | Yes | Percentage | No | Percentage | Total |
|--|-----|------------|-----|------------|-------|
| Do you feel humiliated when search at the entrance | 126 | 43% | 165 | 57% | 291 |
| | | | | | |

Table 3 indicated that 43% (126) respondents agree that they feel humiliated when they are searched at entrance to the library 57% (165) respondents disagree to the statement.

From the above table, it is observed that library users do not feel not feel humiliated when search at the entrance to the library

Table 4: turning back at entrance of the library

| Statement | Always | | Occasionally | | Never | | Total | |
|---|--------|-----|--------------|-----|-------|-----|-------|-----|
| | FQ | % | FQ | % | FQ | % | FQ | % |
| If yes do you turn back from entering the library | 20 | 16% | 19 | 15% | 87 | 69% | 126 | 100 |

Table 4 showed that 16% (20) of the respondents that feel embarrassed when searched at the entrance always turn back when searched at the entrance, while 15% (19) of the respondents occasionally turn back when searched at the entrance of the library and 69% (87) of the respondents do not turn back when searched at the entrance of the library.

Therefore from the table above, it is observed that though some library users feel humiliated when searched at the entrance of the library, but are not discourage from entering the library.



Table 5: level of concentration when in the library

| Statement | Always | | Occasionally | | Never | | Total | |
|--|--------|-----|--------------|----|-------|-----|-------|-----|
| | FQ | % | FQ | % | FQ | % | FQ | % |
| Do you concentrate when you eventually enter the library | 79 | 63% | 9 | 7% | 38 | 30% | 126 | 100 |

Table 5 revealed that 63% (79) of the respondents that feel embarrassed always concentrate when they eventually enter the library while 7% (9) of the respondents occasionally concentrate when they eventually enter the library, and 30% (38) of the respondents though eventually enter the library, they do not concentrate.

Thus, from the above table it can be deduced that most of the library users who feel humiliated when searched at the entrance of the library but never deter still concentrate when they eventually enter the library.

Objective 3: Effect of professional staff behaviour on students' use of library

Table 6: effect of the behaviour of staff?

| Statement | Yes | Percentage | No | Percentage | Total |
|---|-----|------------|-----|------------|-------|
| Do librarians behavior affect your use of library | 136 | 47% | 155 | 53% | 100 |

The table reveal that 47% (136) of the respondents agreed that librarians behaviour encourage them to use the library while 53% (155) of the respondents disagreed that librarians staff behaviour do not encourage them to use the library.

It can further be deduced that more than half of the respondents do not use the library as a result of staff behaviour.



Table 7: Assessment of the librarians' behaviour

| S/N | Statement | SA | | A | | D | | SD | | Total | |
|-----|--------------------------------------|----|-----|----|-----|----|-----|----|-----|-------|-----|
| | | FQ | % | FQ | % | FQ | % | FQ | % | FQ | % |
| 1 | Do not treat users with courtesy | 24 | 13% | 72 | 47% | 47 | 30% | 12 | 8% | 155 | 100 |
| 2 | Do not show interest in users' needs | 18 | 12% | 78 | 50% | 44 | 28% | 15 | 10% | 155 | 100 |
| 3 | Lack patient when attending to users | 25 | 16% | 64 | 41% | 49 | 32% | 17 | 11% | 155 | 100 |
| 4 | Not friendly | 23 | 15% | 61 | 39% | 57 | 37% | 14 | 9% | 155 | 100 |
| 5 | Not approachable | 12 | 8% | 49 | 32% | 68 | 44% | 26 | 17% | 155 | 100 |
| 6 | Lack communication skill | 18 | 12% | 57 | 37% | 53 | 34% | 27 | 17% | 155 | 100 |
| 7 | Always available | 36 | 23% | 56 | 36% | 44 | 28% | 19 | 12% | 155 | 100 |

Table 7 revealed that 13% (24) and 47% (72) of the respondents that disagreed that librarians behaviour do not encourage them to use the library strongly agreed and agreed that librarians member do not treat users with courtesy while 30% (47) and 8% (12) of the respondents disagreed and strongly disagreed that librarians member do not treat users with courtesy. The table also revealed that 12% (18) and 50% (78) of the respondents strongly agreed and agreed that librarians do not show interest in users' needs while 28% (44) and 10% (15) respondents disagreed and strongly disagreed that reference staff member do not show interest in users need. The table also revealed that 16% (25) and 41% (64) of the respondents strongly agreed and agreed that librarians lack patient when attending to users while 32% (49) and 11% (17) of the respondents disagreed and strongly disagreed that librarians that lack patient when attending to users. The table also revealed that 15% (23) and 39% (61) of the respondents strongly agreed and agreed that librarians are not friendly while 37% (57) and 9% (14) of the respondents disagreed and strongly disagreed that librarians are not friendly. The table also revealed that 8% (12) and 32% (49) of the respondents



strongly agreed and agreed that librarians are not approachable while 44% (68) and 17% (26) of the respondents disagreed and strongly disagreed that reference staff member are not approachable. The table also reveal that 12% (18) and 37% (57) of the respondents strongly agreed and agreed that librarians lack communication skills while 34% (53) and 17% (27) of the respondents disagreed and strongly disagreed that librarians lack communication skill. The table finally showed that 23% (36) and 36% (56) of the respondents strongly agreed and agreed that librarians are always available while 28% (44) and 12% (19) of the respondents disagreed and strongly disagreed that librarians are always available.

Table 8 Other sources students use as a result librarians' behaviour?

| S/N | Statement | Frequency | Percentage |
|-----|--------------|-----------|------------|
| 1 | Internet | 131 | 45% |
| 2 | Lecture note | 110 | 38% |
| 3 | Archive | 31 | 11% |
| 4 | Bookshop | 19 | 7% |
| 5 | Total | 291 | 100 |

The table 8 reveal that 45% (131) uses internet, 38% (110) uses lecture note, 11% (31) uses archive while 7% (19) uses bookshop as an alternative to library as a result of librarians' behaviour.

From the table above, it can be deduced that majority of the respondents uses the internet and lecture note as an alternative to source of information prior to librarians behaviour.

Summary and discussion of findings

The result of study showed that supportive staff behaviour positively influence the attitude of library users in using the library. The finding is supported by Adebowale, Okiki, and Yakubu (2013); Amusa and Iyoro (2013). The authors asserted that library users require supportive library staff with the right attitude to provide information services without any



discrimination. In other words, the positive behaviour from supported library staff will influence the user to patronise the library.

The findings of the study showed that majority of the respondents do not feel humiliated when searched at entrance of the library, however those that felt humiliated when searched at the entrance of the library are not discouraged and when they eventually entered the library they still concentrate. The findings were in alignment with the findings of Ekwelem, Eke, and Anazodo (2014) who revealed that majority of the library users do not feel humiliated when searched at the entrance of the library and do concentrate when they eventually enters the library.

The findings of the study showed that majority of the respondents are not encourage or satisfied with the behaviour of professional library staff member. The study further showed the assessment of librarians behaviour by the respondents. It revealed that librarians treated users with courtesy, did not show interest in users' needs, lack patient when attending to users, not friendly, but they are approachable, always available and possess good communication skills. The findings of this study is against the assertion of Usman, and Abdussalam, (2014). The authors opined that librarian behaviour should be characterised with courtesy, respect, and willingness to assist library users. Also, that library users uses the internet and lecture note as an alternative sources of information.

Conclusion and Recommendation

The study investigated the effect of staff behaviour on students' use of library either positively or otherwise in the two universities in Niger State. The result of this research justify that library staff behaviour has influence on library users either to patronise and utilise library information resources or to seek for other sources of information. The impact of staff behaviour on students' use of library cannot be over emphasised, as it has been discovered from the study that librarians and supportive staff behaviour influence students use of library. The study recommended that training should be given for all supportive library staff on requisite behaviour needed in the library environment while delivering services since library users do



come in contact with them often. Moreover, positive change in behaviour on the part of staff to help in building good image of the library before the library users among others is mandatory.

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