# Effective Library Services for Good Governance in Nigeria: A Case Study of Selected Libraries in Kwara State

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**Abstract**
This study investigates the effective library services on the promotion of good governance in Nigeria. It employed descriptive survey research design for data collection. A total of thirty eight (38) librarians from both academic and public library services of Kwara state was included in the study. A purposive sampling technique was used to select the University of Ilorin library, Federal Polytechnic Offa library, College of Education Oro library and Kwara State library board for this study. Questionnaire and interview were used extensively for data collection and data analysis was on Average Weighted Response (Arithmetic Mean) while Chi-Square test was used to test the null hypotheses formulated at 0.05 level of significance. The study revealed that effective library services engender good governance in Nigeria. Challenges such as inadequate funding, insufficient qualified manpower, inadequate support from parent institutions and lack of interest by the library users hindered effective library services. The study recommended that increase in funding, recruitment of qualified personnel was considered as the panacea for libraries to play their roles in providing relevant information to policy makers, political office holders and those charged with positions of leadership in Nigeria.
**Keywords**: Effective library services, Information, Good governance, Nigeria.

## Introduction
The vital roles played by libraries in human societies cannot be over-emphasized. Libraries signify the collective memories of human societies which are crucial to understanding the cultures and histories of such societies. Libraries can be seen as compendium of knowledge in diverse areas which are consciously acquired, organized, documented, preserved and made available for use. They constitute invaluable treasures of human activities from the pre-historic society to the modern society. The evolution of libraries can be traced to the period when people realized the need to document and preserve records of their civilization in the form of writings. These writings were done on papyrus rolls, clay tablets, parchments and velum. The need to collect these writings for preservation so that they can be passed from one generation to the other could have been the harbinger of libraries (Aina, 2004). These improvements in the methods of recording events accelerated the development of libraries (Edoka, 2000).

Unlike modern libraries, ancient libraries were not accessible to everyone. They were exclusive preserve of the privileged ones. These ancient libraries served as repositories of information on political, religious, economic and socio-cultural activities for the elites. Hence, they were located in palaces, monasteries and private residences. The proliferation of libraries can be attributed to the Renaissance period which ushered in increased desire for more knowledge, establishment of universities and the invention of printing by Johannes Gutenberg. Nowadays, there are different types of libraries which offer services that are essential to good governance in human societies.

Good governance, according to the World Bank (1992), is the manner in which power is exercised in the management of a country's economic and social resources for development. It is responsive to the immediate and future needs of the society. It is a kind of governance in which there is sustained development in the economic, political, educational and social spheres of the citizens. Good governance ensures that the living standards of the people are high, creativity and intellectual development are fostered, human rights are respected, leaders are responsible and accountable, poverty and inequality are significantly reduced, and there is freedom from fear and oppression. The rate of development in a country is dependent on how good or otherwise the governance of such country is. Developed countries of the world attained their feat due to the existence of good governance in their locality while underdeveloped countries owed their infantile nature to the absence of good governance in their domain. In essence, good governance is a sine qua non for national development.

National development involves economic growth, modernization, equitable distribution of income and national resources and socio-economic transformation for improved living standards of people through the use of a country's human, natural and institutional resources (Aboyade, 1984; Brooks, 1990; Mohammed, 1996). Good governance can be entrenched in countries through the provision and usage of accurate information. This view was affirmed by Dutta, (2003), who noted that one of the ways of achieving good governance is by ensuring easy access to information. Information is now the key to development and an essential tool for developmental activities. It is the recognized capacity of information to bring about significant changes within a society that makes it so critical in the development process (Aboyade, 1987).

Information is processed data which have meaning and value to the recipients. Information is essential

to good governance. The importance of information was affirmed by Aguolu (1994) who expressed that information is needed in all spheres of life to facilitate decision making and to engender progress. Several authors have also noted the importance of information by stressing that government needs information to make sound decisions, policies and plans. Useful application of information can be noticed in societies where there is development. Good governance thrives in societies which place high premium on information and its utilization. Accurate information acquaints government with the needs of the people thus enabling them to serve the people effectively.  The realization of the enormous power of information has made libraries and information resource centres inevitably present in all sectors of a nation's economy (Okiy, NA). In this scenario, the most appropriate source of obtaining quality information is through effective library services.

Libraries offer a wide range of services which are germane to good governance. Olanlokun and Salisu (1993) defined library as an agency which engages in the collection, processing, preservation and dissemination of recorded information in the various formats most convenient to its target users. Libraries, generally, are saddled with the responsibility of acquiring information from different sources and making such information available to their users. Information is synonymous to knowledge and it has been recognized as the driver of economic growth and productivity (Oyeronke, 2012). Information is needed by policy makers to perform optimally.  There should be an unrestricted flow of information from the policy makers to the people and a concerted effort should be made to ensure a proper feedback from the people to them. Therefore, in order to foster good governance in a country, there should be adequate provision of information and equitable access to such information by everyone must be ensured. Nigeria, as a third world country, is not exempted from this reality.

Nigeria is the most populous nation in Africa with a population of 178.5 million (World Population Review, 2014). It is located in West Africa on an area of 923,768 square kilometers. Nigeria shares borders with countries like Benin Republic, Niger, Chad and Cameroun. Nigeria gained her independence from Britain in 1960 and it became a republic in 1963. Since the attainment of her sovereignty, Nigeria has been under parliamentary, military and democratic systems of government. These systems of government have impacted tremendously on the socio-political, economic and educational lives of Nigerians. Unfortunately, despite the vast human and mineral resources available in Nigeria, she is still in the league of underdeveloped nations which are characterized by low gross domestic product and per capital income, low life expectancy rate and low standard of living.

## Statement of the Problem

Good governance still remains an elusive reality in most African countries, particularly Nigeria.  This ugly situation is manifested in abject poverty and widespread malnourishment of vast majority of Nigerians with about 70% living below the poverty line, high level of illiteracy (64 million adult illiterates), alarming level of unemployment among the youths (54%), dismal performance of numerous government initiatives and empowerment programmes, appalling level of corruption and impunity among government officials and civil servants, high incidence of communicable diseases among the populace due to unhygienic living conditions prevalent in their communities as well as deplorable state of socio-economic infrastructure and amenities due to neglect and embezzlement. These unfortunate circumstances have excluded Nigeria from the group of nations that are impacting positively on the lives of their citizens.

Regrettably, adequate information, which ought to ameliorate this predicament and promote good governance, is still seen as a luxury and not considered as an essential commodity in Nigeria. This is evident in the delay witnessed before the Freedom of Information Act (FOIA) was signed into law in May, 2011 and the lip service which policy makers pay to library services in terms of funding and recognition. This worrisome trend incapacitates libraries in Nigeria from performing their services effectively. Effective library services guarantees ample provision of information to all tiers of government, thus promoting good governance. Adequate access to information and its proper utilization by policy makers will serve as a driving force in the promotion of good governance in Nigeria. Hence, the importance of effective library services in ensuring sufficient information for the promotion of good governance in Nigeria cannot be overemphasized.

## Objectives of the Study

The main objective of this study is to examine effective library services for good governance in Nigeria. The specific objectives are to:
  i.    Find out the effectiveness of services offered by libraries in Nigeria.
  ii.   Assess the level of library services in ensuring good governance in Nigeria.
  iii.  Examine the relevance of library services to the promotion of good governance in Nigeria.
  iv.   Investigate the challenges hindering effective library services for good governance in Nigeria.
  v.    Proffer solutions to the challenges militating against effective library services for good governance in Nigeria.

**Research Questions**
This study aims at answering the following questions.
  i.    How effective are the services offered by libraries in Nigeria?
  ii.   What is the level of library services in ensuring good governance in Nigeria?
  iii.  What is the relevance of library services to the promotion of good governance in Nigeria?
  iv.   What are the challenges hindering effective library services for good governance in Nigeria?
  v.    What are the solutions to the challenges militating against effective library services for good governance in Nigeria?

**H0**: **Research Hypotheses**
The following null hypotheses will be tested in this study.
H1:   There is no significant relationship between library services and good governance in Nigeria.
H2:   There is no significance relevance of level of library services and good governance.
H3:   There is no significant relationship between the challenges of libraries and good governance.

**Significance of the Study**
This study will be of immense benefit to government officials, librarians and other citizens of Nigeria who are affected by the governance in their locality. It will acquaint government officials with the vital services which libraries offer and the relevance of such services to good governance. This study will enable librarians to know how to improve their services and how to further direct such services to the needs of the people. Finally, it will enlighten Nigerians on the importance of library services vis-à-vis good governance, thus enabling them to know how these services can ensure good governance in their area.

**Scope and Limitation of the Study**
The scope of this study covers libraries found within the Kwara state library services. Hence, three (3) academic libraries and one (1) public library in the state will be used. The selected libraries include the University of Ilorin Library, Ilorin, the Federal Polytechnic Library, Offa, Kwara State Library Board, Ilorin, and the College of Education Library, Oro, Kwara state, Nigeria. This study is expected to cover a period of one year and it will be limited to the librarians practicing in these institutions.

**Literature Review**
Library services, according to Metzger (1991), are needed to enable the individual develop full potentials and widening the horizons of perception, interests and skills. In the same vein, Adio and Olasina ( N.A) stated that the need for library services include; public enlightenment or rights in the society, understanding social values and expected conduct in public life; assisting to adjust to existing social, political, spiritual and economic activities of the society, to cultivate and maintain reading culture and promotion of good literatures. From the views of Metzger and Adio respectively, one can infer that library services are central to good governance in human societies.
    The United Nations Development Programme (UNDP, 1997) defined governance as the exercise of economic, political and administrative authority to manage a country's affairs at all levels. Hence, good governance is the act of making decisions and exercising authority over a group of people in order to achieve desired goals. Such goals include the provision of the basic necessities of life, employment opportunities, enabling environment where investments will thrive, security, infrastructure and social amenities, as well as equity and justice. All these goals of good governance can be achieved through adequate access and effective usage of information. Information plays the most critical role in any policy process and by extension, in governance (Olowu, 2004).
    Webreck (2003) posited that information is a stock of knowledge. It bridges the gap between knowledge and ignorance (Yusufu, 2011). Libraries, as storehouse of knowledge, provide their clients with access to accurate, timely and relevant information. Olowu (2004) averred this role of libraries by stating that librarians are devoted to improving access to information and satisfying the user's information needs. Easy and unlimited access to information will ensure that knowledge and new innovations on important technologies are brought to the doorsteps of rural communities for improved lifestyle of the populace (Obidike, 2009). Access to information is of utmost importance in the promotion of good governance in human societies. Uhegbu (2001) argued that people will have to be provided with a continuous access to information, which will guide them through and where necessary to translate that information into action. Improved access to information hastens the level of intellectual development of people thus making good governance more feasible. This role can be effectively carried out with well-structured and well-planned library services, which include the packaging and repackaging of information (Iwhiwhu, 2008). While endorsing the need for increased access to information, Mchombu (2005), advocated that information services that addresses economic and business issues serves as a

hub to all other services because without economic development, recreational, cultural and educational pursuits become very difficult. Therefore, one can succinctly declare that adequate access to information is a prerequisite for good governance in human society.

Oyeronke (2012) further asserted that "policy makers need a very strong information base to discharge their duties. All decisions they make depends largely on how informed they are. For the national development, policy makers in Nigeria must be served with valuable and timely information to facilitate their decision making process". Ogunsola (2008) also observed that at the level of policy formulation, policy errors have been known to occur as a result of inadequate policy analysis and inaccurate and untimely data or outright unavailability of relevant information. Information is a vital ingredient in policy formulation and there is no replacement for it. Libraries strive to provide adequate information to their clienteles, including policy makers. These policies have a significant effect on governance. Hence, library services are pivotal to good governance in Nigeria.

Apart from the provision of accurate information, libraries offer other services which are essential to needs of the society. Seymour (1980) expressed that responsive library service is not simply a product of the Dewey Decimal system but it also requires intelligent planning, ability to learn from experiences, and sensitivity to human needs. One vital need of people in Nigeria, where an estimated 64 million adults are illiterates, is education.

Education, in the views of Adio and Olasina (NA), is a complex of social processes of acquiring knowledge and experience, formally or otherwise. It connotes the process of transferring knowledge, norms, ideas and experience from one generation to another. Apart from being a basic necessity of life, education remains a viable tool for good governance and subsequently, national development. Libraries, as extension of education, offer services which promote literacy in the society. The library enables the individual to obtain spiritual, inspirational, and recreational activity through reading, and therefore the opportunity of interacting with the society's wealth and accumulated knowledge (Omojuwa 1993).

Education can be obtained in formal, semi-formal and informal settings. There is a need to augment the knowledge acquired through any of these forms by using the library. This is necessary because education and libraries cannot be separated. Libraries, especially public libraries, cater for the educational needs of the general public. Ogbonna (2010) stated that public libraries are seen as institutions through which government provide free educational and social services to the people. Saliu (1999) corroborated this by expressing that "Public library also links the immediate community to the outside world as regards acquisition of knowledge. It also enriches the educational development programmes of the society by supporting continuous education programme, such as adult education programme". Through this function of libraries in the educational process, illiteracy is reduced and subsequently, good governance is promoted.

Libraries also enhance the activities of their users by providing them with adequate resources needed in their economic activities. Glass et al. (2000) opined that "public libraries can play a large role in economic development by providing resources for existing businesses and for potential business startups. These resources should be seen as a source of value-added information that is got in time and accurately". Saliu (1999) posited that "public libraries can develop local economic capabilities by making available necessary information on income generating projects, self employment activities, credit facilities, state assistance schemes, etc. This can be achieved through symposia, seminars, workshops and trainings which are geared toward making people to be self-reliant economically.

Ocholla and Ocholla (2013) defined research as a way of finding answers to unknown or lesser known problems emerging from natural and artificial phenomena within our environment through a systematic, logical and verifiable process. It is a diligent and careful inquiry or investigation, systematic study of phenomena, and a scientific investigation (Cassel, 1994). In the broadest sense of the word, the definition of research includes any gathering of data, information and facts for the advancement of knowledge (Shuttleworth, 2008). It is a crucial process which aims at ascertaining the causes of problems, the effects of such problems and how such problems can be tackled. All over the world, people conduct research in different disciplines in order to fill gaps in human knowledge. Research is invaluable in human society due to its attendant socio-economic and intellectual benefits. The product of research is information and this information must be made available to the right people effectively and efficiently using the appropriate means. Adequate information enables policy makers to formulate policies that will be compatible with needs of the citizens and subsequently assist them to make decisions that will benefit the people. Thus, the level of utilization of information generated from different researches determines how successful governance will be.

Owing to this germane role of information in governance, policy makers rely heavily on the input of research institutes. These research institutes furnish policy makers with adequate information on political, educational and socio-economic issues. They ensure this by engaging in extensive research in forms of surveys, studies, feasibility studies, need assessments and interacting with other agencies in the societies. Research institutes cannot perform effectively without the existence of a functional library services. This accounts for the reason why research institutes have libraries attached to them. These libraries are known as special libraries.

Special libraries cater for the information needs of research institutes.  This assertion was buttressed by Edoka (2000) who stresses that "each special library is maintained by its parent body and it provides information resources and services which are of direct relevance to the interest and activities of that body.  Hence, special libraries provide services that are tailored towards the specific needs of their parent organizations.

Special libraries provide relevant information materials to researchers. Researchers need information from numerous sources in order to perform optimally. Some of these information sources include "newspaper, magazines, learned journals, books, monographs, in-house memoranda, (files), indexes, abstracts, conference proceedings, these and dissertation, bulletin from the private sector, government publications, consultancy reports and feasibility reports" (Aiyepeku, 1989).  This enhances research activities because no meaningful research can be carried out without the use of appropriate information materials. In addition, special libraries provide specialized library services such as selective dissemination of information, indexing and abstracting, current awareness services, bibliographic searches, Internet services as well as translation services for researchers. Through these functions of special libraries, research activities are greatly enhanced and good governance is further advanced because policy makers need robust information base to perform optimally. The effectiveness or otherwise of governance depends on the availability of information at their disposal.

**Research Design**
A survey research design will be used in carrying out this study. This method is desirable because the study will rely on the opinion expressed by the experts on the field relating to the issues raised in the research study. Purposive sampling technique was used to select forty (40) respondents from the Kwara state library services. Questionnaire was the major instrument used for data collection and it was complemented with interview. This will be based on Likert rating scale.

**Response Rate of Respondents**
A total of forty copies of questionnaire were administered to the respondents and about 38 copies were duly filled and returned giving a response rate of 95% (Table 1).

**Table 1: Response Rate of Respondents**

| S/N | Institution | Number of Questionnaire Administered | Number of Questionnaire Returned |
|---|---|---|---|
| 1 | University of Ilorin Library | 20 | 20 |
| 2 | Federal Polytechnic Offa Library | 6 | 5 |
| 3 | College of Education Oro Library | 4 | 3 |
| 4 | Kwara State Library Board, Ilorin | 10 | 10 |
| | | **40** | **38** |

**Presentation of Results and Data Analysis**
**Data analysis for Research Questions**
**Research Question 1**
How effective are the services offered by libraries in Nigeria?
*Legend: HA= Highly Available, A=Available, U=Undecided, NA=Not Available, AWR=Average Weighted Response*
**Table 2: Availability of library services**

| S/N | Library services | HA (5) | A (3) | U (1) | NA (0) | AWR |
|---|---|---|---|---|---|---|
| 1 | Mass literacy campaigns | 20 | 9 | 2 | 0 | 0.816 |
| 2 | Mobile library services | 5 | 3 | 6 | 0 | 0.368 |
| 3 | Reference services | 125 | 39 | 0 | 0 | 4.316 |
| 4 | Internet services | 80 | 36 | 5 | 0 | 3.184 |
| 5 | Adult and continuing education programmes | 30 | 27 | 5 | 0 | 1.711 |
| 6 | Seminars and workshops | 70 | 36 | 4 | 0 | 2.895 |
| 7 | Interactive sessions and public enlightenment programmes | 35 | 30 | 5 | 0 | 1.942 |
| 8 | Selective dissemination of information | 60 | 54 | 2 | 0 | 3.105 |
| 9 | Current awareness services | 55 | 57 | 3 | 0 | 3.026 |
| 10 | Information repackaging and translation services | 20 | 36 | 4 | 0 | 1.579 |
| | **AWR** | | | | | **2.2842** |

Of the library services surveyed, it can be seen that reference services, internet services, selective dissemination of information and current awareness services are significantly offered by libraries in Nigeria. All

other services have not made the impact significantly in Nigeria.

**How would you rate the services offered by your libraries?**
Although, effectiveness is not easy to measure but data on respondents rating of services is used here.

**Table 3: Respondents Rating**

| Response | Weighted Response | Average Weighted Response |
|---|---|---|
| Highly effective | 50 | 1.3 |
| Effective | 100 | 2.6 |
| Undecided | 6 | 0.2 |
| Ineffective | 2 | 0.1 |
| Highly ineffective | 0 | 0 |
|  | 158 | 4.2 |

Mean = 4.2
Services offered in the selected libraries are highly effective because 4.2 fall between 3.1 or 5 inclusive which is at the upper limit of the interval 1-5.

**Research Question 2:**
What is the level of library services in ensuring good governance in Nigeria?
**Table 4: Level of library services**

| S/N | Items | Directional services | Interactive services | Inactive | Referral services | Research services | AWR |
|---|---|---|---|---|---|---|---|
| 1 | What is the volume of the services offered by your library to its clients? | 1.71 | 1.05 | 0 | 0.26 | 0.26 | 3.28 |
|  |  | Optimum | Good | Undecided | Inadequate | Grossly Inadequate | AWR |
| 2 | How would you rate these services offered by your library? | 1.32 | 2.63 | 0.12 | 0.05 | 0 | 4.12 |
|  |  | Highly satisfied | Fairly satisfied | Satisfied | Undecided | Unsatisfied | AWR |
| 3 | What is your level of satisfaction to the services offered by your library? | 0.95 | 1.68 | 0.79 | 0.16 | 0.08 | 3.66 |
|  |  | Highly Effective | Effective | Dormant | Ineffective | Highly Effective |  |
| 4 | How would you rate your library services feedback mechanism to the library users? | 1.32 | 2.21 | 0.39 | 0.11 | 0 | 4.03 |

It can be clearly seen that the volume of services is partially directional (AWR is 1.71 out of 3.28), the services offered is rated as been good (AWR is 2.63 out of 4.12). The services offered are fairly satisfied to the respondents (AWR is 1.68 out of 3.66) and the services feedback mechanism is effective (AWR is 2.21 out of 4.03).

**Research Question 3:**
What is the relevance of library services to the promotion of good governance in Nigeria?

**Table 5: Average Weight Response (AWR) Table**
*Legend: SA= Strongly Agree, A= Agree, U= Undecided, SD= Strongly Disagree, D= Disagree, AWR= Average Weighted Response*

| S/N | Items | SA | A | U | SD | D | AWR |
|---|---|---|---|---|---|---|---|
| A | Library services are of immense benefits to the socio-economic, political and educational lives of the library users | 1.58 | 2.42 | 0.16 | 0.05 | 0 | 4.21 |
| B | Library services reduce illiteracy among the populace thus promoting good governance | 1.97 | 1.79 | 0.16 | 0.11 | 0.05 | 4.08 |
| C | Library services ensures meaningful participation of people in governance | 1.58 | 1.37 | 0.63 | 0.26 | 0 | 3.84 |
| D | Library services enable people to convey their diverse needs to the policy makers | 1.32 | 1.89 | 0.08 | 0.32 | 0.08 | 3.68 |
| E | Through library services, policy makers have accurate information at their disposal for good governance | 2.11 | 2.11 | 0.08 | 0 | 0.03 | 4.32 |
| F | Libraries in Nigeria made no preparation about information services delivery for good governance | 0.39 | 0.53 | 0.32 | 0.68 | 0.34 | 2.26 |

Item A, B and E are strongly relevant to the promotion of good governance in Nigeria (AWR is between 4 and 5 inclusive) while items C and D are relevant as well. But item F is not relevant to good governance in Nigeria (AWR is 2.26).

**Research Question 4:**
What are the challenges hindering effective library services for good governance in Nigeria?

**Table 6: Average Weight Response (AWR) Table**
*Legend: SA= Strongly Agree, A= Agree, U= Undecided, SD= Strongly Disagree, D= Disagree, AWR= Average Weighted Response*

| S/N | Items | SA | A | U | SD | D | AWR |
|---|---|---|---|---|---|---|---|
| A | Inadequate funding | 1.32 | 2.63 | 0.24 | 0 | 0 | 4.17 |
| B | Insufficient qualified manpower | 0.53 | 3.37 | 0.08 | 0 | 0.03 | 4.01 |
| C | Inadequate support from the parent institutions | 2.37 | 1.47 | 0.16 | 0.05 | 0.24 | 4.29 |
| D | Weak and ineffective legislation | 1.58 | 0.53 | 1.03 | 0.11 | 0.16 | 3.41 |
| E | Lack of interest by the library users | 1.97 | 2.32 | 0 | 0.11 | 0.03 | 4.43 |

Challenges A, B, C and E strongly hinder effective library services for good governance in Nigeria (AWR is between 4 and 5 inclusive) while D also hinders effective library services for good governance in Nigeria (AWR is between 3.1 and 3.9)

**Research Question 5:**
What are the solutions to the challenges militating against effective library services for good governance in Nigeria?

**Table 7: Average Weight Response (AWR) Table**
*Legend: SA= Strongly Agree, A= Agree, U= Undecided, SD= Strongly Disagree, D= Disagree, AWR= Average Weighted Response*

| S/N | Items | SA | A | U | SD | D | AWR |
|---|---|---|---|---|---|---|---|
| A | Increased funding | 3.55 | 0.84 | 0.08 | 0 | 0.05 | 4.52 |
| B | Recruitment of trained and qualified personnel | 3.03 | 0.53 | 0.16 | 0.26 | 0.08 | 4.06 |
| C | Formulation of appropriate legislation | 3.16 | 0.74 | 0.08 | 0.16 | 0.08 | 4.22 |
| D | Sensitization of library users | 3.68 | 0.53 | 0.16 | 0.05 | 0.05 | 4.47 |
| E | Proper remuneration of library personnel | 1.71 | 2.11 | 0.08 | 0.11 | 0.05 | 4.06 |

All the listed items are strong solutions to the challenges militating against effective library services for good governance in Nigeria since all the AWR lies between 4 and 5 AWR.

**Test of Research Hypotheses**

**1. H$_0$: There is no significant relationship between library services and good governance in Nigeria.**

Data on research Question 3 is appropriate for the test of hypothesis using Chi-Square test.

$E_{11} = \dfrac{68 \times 38}{228} = 11$

$E_{12} = \dfrac{96 \times 38}{228} = 16$

$$\text{Where } E_{ii} = \frac{CT \times RT}{GT}$$

$E_{13} = \frac{18 \times 38}{228} = 3$

$E_{14} = \frac{27 \times 38}{228} = 5$

$E_{15} = \frac{19 \times 38}{228} = 3$

| O | E | O-E | $(O-E)^2$ | $\frac{(O-E)^2}{E}$ |
|---|---|---|---|---|
| 12 | 11 | 1 | 1 | 0.091 |
| 23 | 16 | 7 | 49 | 3.063 |
| 2 | 3 | -1 | 1 | 0.333 |
| 1 | 5 | -4 | 16 | 3.200 |
| 0 | 3 | -3 | 9 | 3.000 |
| 15 | 11 | 4 | 16 | 1.455 |
| 17 | 16 | 1 | 1 | 0.063 |
| 2 | 3 | -1 | 1 | 0.333 |
| 2 | 5 | -3 | 9 | 1.800 |
| 2 | 3 | -1 | 1 | 0.333 |
| 12 | 11 | 1 | 1 | 0.091 |
| 13 | 16 | -3 | 9 | 0.563 |
| 8 | 3 | 5 | 25 | 8.333 |
| 5 | 5 | 0 | 0 | 0.000 |
| 0 | 3 | -3 | 9 | 3.000 |
| 10 | 11 | -1 | 1 | 0.091 |
| 18 | 16 | 2 | 4 | 0.250 |
| 1 | 3 | -2 | 4 | 1.333 |
| 6 | 5 | 1 | 1 | 0.200 |
| 3 | 3 | 0 | 0 | 0.000 |
| 16 | 11 | 5 | 25 | 2.273 |
| 20 | 16 | 4 | 16 | 1.000 |
| 1 | 3 | -2 | 4 | 1.333 |
| 0 | 5 | -5 | 25 | 5.000 |
| 1 | 3 | -2 | 4 | 1.333 |
| 3 | 11 | -8 | 64 | 5.818 |
| 5 | 16 | -11 | 121 | 7.563 |
| 4 | 3 | 1 | 1 | 0.333 |
| 13 | 5 | 8 | 64 | 12.800 |
| 13 | 3 | 10 | 100 | 33.333 |
| | | | | **98.318** |

$$x^2 = \sum \frac{(0i - Ei)2}{Ei} = 98.318$$

$$x^2_{(c-1)(r-1),\ \alpha/2} = x^2_{20,\ 0.025} = 34.170$$

Since 98.318 is greater than 34.170, we reject the null hypothesis that there is no significant relationship between library services and good governance in Nigeria and conclude that significant relationship exists between the two.

**2.   $H_0$: There is no significance relevance of level of library services and good governance.**

Data on Research Question 3 is also appropriate for the test using Averages (Arithmetic Mean) Weighted Response by item

| Questionnaire Items | Strongly Agree (5) | Agree (4) | Undecided (3) | Strongly Disagree (2) | Disagree (1) | AWR |
|---|---|---|---|---|---|---|
| A | 60 | 92 | 6 | 2 | 0 | 4.211 |
| B | 75 | 68 | 6 | 4 | 2 | 4.679 |
| C | 60 | 52 | 24 | 10 | 0 | 3.842 |
| D | 50 | 72 | 3 | 12 | 3 | 3.684 |
| E | 80 | 80 | 3 | 0 | 1 | 4.316 |
| F | 15 | 20 | 12 | 26 | 13 | 2.263 |
| **AWR** | | | | | | **3.7325** |

Average weight response (AWR) between 3.1 or 5 inclusive means significance. In this test, AWR falls into this interval. Then, the hypothesis that there is no significance relevance of level of library services and good governance is rejected. Therefore, there is significant relevance of level of library services and good governance. However, item E is the most relevant and item F does not make significant relevance contribution. Using data on Research Question 2 for the same test

**Weighted Responses by Items**

| Questionnaire items | 5 | 4 | 3 | 2 | 1 | AWR |
|---|---|---|---|---|---|---|
| A | 65 | 40 | 0 | 10 | 10 | 3.289 |
| B | 50 | 100 | 6 | 2 | 0 | 4.158 |
| C | 36 | 64 | 30 | 6 | 3 | 3.658 |
| D | 50 | 84 | 15 | 4 | 0 | 4.026 |
| **AWR** | | | | | | 3.78 |

Since 3.78 falls within the second interval of 3.1 interval or 5 inclusive then, the test is significant. This further confirms that there is significant relevance of level of library services and good governance.

**3.   $H_0$: There is no significant relationship between the challenges of libraries and good governance.**

Data on Research Question 4 is appropriate.

Using the Chi-Square        test

$E_{ii} = \dfrac{CT \times RT}{GT}$

$E_{11} = \dfrac{57 \times 38}{190} = 11$

$E_{12} = \dfrac{98 \times 38}{190} = 20$

$E_{13} = \dfrac{19 \times 38}{190} = 4$

$E_{14} = \dfrac{5 \times 38}{190} = 1$

$E_{15} = \dfrac{11 \times 38}{190} = 2$

| O | E | O-E | (O-E)$^2$ | $\frac{(O-E)^2}{E}$ |
|---|---|---|---|---|
| 10 | 11 | -1 | 1 | 0.091 |
| 25 | 20 | 5 | 25 | 1.250 |
| 3 | 4 | -1 | 1 | 0.250 |
| 0 | 1 | -1 | 1 | 1000 |
| 0 | 2 | -2 | 4 | 2.000 |
| 4 | 11 | -7 | 49 | 4.455 |
| 32 | 20 | 12 | 144 | 7.200 |
| 1 | 4 | -3 | 9 | 2.250 |
| 0 | 1 | -1 | 1 | 1.000 |
| 1 | 2 | -1 | 1 | 19.500 |
| 18 | 11 | 7 | 49 | 0.091 |
| 14 | 20 | -6 | 36 | 1.800 |
| 2 | 4 | -2 | 4 | 1.000 |
| 1 | 1 | 0 | 0 | 0.000 |
| 3 | 2 | 1 | 1 | 0.500 |
| 12 | 11 | 1 | 1 | 0.091 |
| 5 | 20 | -15 | 125 | 11.250 |
| 13 | 4 | 9 | 81 | 20.250 |
| 2 | 1 | 1 | 1 | 1.000 |
| 6 | 2 | 4 | 16 | 8.000 |
| 13 | 11 | 2 | 4 | 0.364 |
| 22 | 20 | 2 | 4 | 0.200 |
| 0 | 4 | -4 | 16 | 4.000 |
| 2 | 1 | 1 | 1 | 1.000 |
| 1 | 2 | -1 | 1 | 0.500 |
| | | | | 81.042 |

$$x^2 = \sum \frac{(0i - Ei)2}{Ei} = 81.042$$

$$x^2_{(c-1)(r-1),\ \alpha/2} = x^2_{16,\ 0.025} = 28.845$$

Since 81.042 is greater than 28.845, we reject the null hypothesis that there is no significant relationship between the challenges of libraries and good governance. Challenges of libraries affect good governance.

**Conclusion**
Effective library services are crucial to the attainment of good governance in human societies. These services bridge the gap between the government and the governed. There is an urgent need for effective library services which will serve as lubricants in ensuring good governance. The presence of challenges such as poor funding, insufficient qualified manpower, inadequate support from parent institutions, weak and ineffective legislations as well as lack of interest by library users could hamper the realization of good governance in Nigerian society.

**Recommendations**
The following recommendations were made in order to promote good governance in Nigeria through effective library services.
1. Libraries in Nigeria should ensure that the various services which they offer to their users are at the highest level of satisfaction in order to bring about the desired good governance in Nigeria.
2. Libraries in Nigeria should endeavour to tailor their services towards the specific needs of the Nigerian populace.
3. Adequate funding should be provided to libraries in Nigeria by all tiers of government as this will curb the problem of insufficient funding for effective library services for good governance.
4. Qualified personnel should be recruited into libraries in order to bring about good governance in Nigeria.
5. The Nigerian government should legislate on fundamental library issues bordering on good governance

so as to give the expected dividend to the entire populace.

6. Finally, libraries in Nigeria should embark on public enlightenment programmes on services available in their domain in order to acquaint people on the availability of these services.

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