

# Librarian Perspective of Library User's Attitude Towards Maintaining Conducive Reading Environment in Tertiary Institution Libraries

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## Abstract

The study examined librarian perspective of library user's attitude towards maintaining conducive reading environment in tertiary institution libraries. The study sought to determine: the factors that constitute conducive reading environment, the attitude of library users towards maintaining conducive reading environment, librarian perspective on the negative attitude of Library users in maintaining conducive reading environment and librarian perspective on the remedies to negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries. The population of the study comprised all the librarians in the six tertiary institutions in Rivers State. The sample size was 15. A questionnaire on the librarian perspective of Library user's attitude towards maintaining conducive reading environment in tertiary institution libraries was developed. The research questions were analyzed using Mean and Standard Deviation, while the hypotheses were tested with the use of ANOVA. The study found that majority of the respondents agreed that factors that constitute conducive reading environment include absolute quietness, neat and well ventilated library, enough reading space, strict adherence to library instructions and rules among others. The study also revealed that majority of the respondents agreed that attitudes of library users towards maintaining conducive reading environment in the libraries include, quiet reading technique, self discipline of users, proper management of borrowed textbooks and no stealing of reading materials among others. The study revealed that theft of library materials, eating, making of phone call and discussion in the library are librarian perspective on the negative attitude of library users. It was also found that proper ventilation, supervision of library users, provision of constant electricity, and computerization of library services, among others are librarian perspective on the remedies of negative attitude of library users in maintaining conducive reading environment in tertiary institution libraries. The result revealed that there was no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the factors that constitute conducive reading environment in tertiary institution libraries. The study recommended that Phones, IPADs, laptops among others should have a restricted area in the library to maintain conducive reading environment for readers.

**Keywords:** Library user, librarian, attitude, environment, conducive, tertiary, institution and reading

## Introduction

The librarian perspective of library user's attitude towards maintaining conducive reading environment is inevitable in tertiary institution libraries. Ilori and Abdullahi (2016) noted that librarian actively take part in promoting, motivating and orientating library user's towards maintaining conducive reading environment.

According to Krolak, (2005), Libraries are dedicated to providing free and equitable access to information for all, be it in written, electronic or audiovisual form . Creating conducive environments for reading and promoting literacy by offering relevant and attractive reading material for all ages in the society are functions of effective libraries. Libraries assist in finding, using and interpreting appropriate information which opens up opportunities for lifelong learning, literacy enhancement, recreation, creative imagination, individual research, and ultimately empowerment in an increasingly complex world. By providing equitable access to information for all, libraries encourage critical citizenship in a global democratic society. Libraries also play important role in helping to bridge the information gap by providing free access to information and communication technologies, especially the internet ( UNESCO, 2011). Suchi (2002) asserted that university library has long been viewed as the center of academic life on campus, but the library environment has evolved dramatically in recent years.

Library environment is pertinent in encouraging library users towards effective use of library resources. Although, libraries are expected to be competent in providing a literate and conducive reading environment to it's users, yet library users sometimes jeopardize librarians' effort in ensuring a conducive reading environment. It is in this view that Omosekejimi, Ojeme, Eghworo (2015) posited that, in making sure that the library provides an environment suitable for the teaching-learning process, library etiquette is a "sine qua non" in university libraries. It was further explained that library etiquette encompasses various library rules and regulations to guide library users in their use of the library and also to effectively use the library resources and its services by them among others. Conducive reading environment can only be maintained when library users strictly adhere to library rules and regulations. Libraries sometimes may not have sufficient resources to meet the demand of the

users which also may leads to total inconvenience of the library users.

Luke and Evelyn (2015) observed that inadequate material resources, poor infrastructures, inadequate ICT facilities, poor network, inadequate information resources, staff training, and inadequate power supply are factors militating against conducive reading environment for effective educational performance in Nigerian university libraries. Adekanye (2004) revealed that some library buildings in Nigerian universities were revoltingly inadequate for educational needs of the students. Hence, recommendation were made for improvement in reading space, resources, stack and climatic control, availability and adequacy of needed resources by the library users helps in creating an enabling environment for effective study. Basically, provision of conducive environment for reading in the library is necessary for library users to derive an optimum satisfaction when using the library. Awadh (2012) attested that suitable reading environment in the library enhance concentration when studying and thus improve students' performance.

Academic librarians have undertaken a lot of research on planning and developing effective library instruction towards maintaining a conducive environment. But in recent years, reduced attention has been directed at the users' attitudes toward maintaining conducive reading environment in the library. According to Jato (2005), scandalous deviant attitude such as theft and mutilation, hiding library materials, refusal to return overdue borrowed materials, drinking and eating in the library, among others have become a common occurrence in academic library. If this is not checked, it will lead to serious drought of information materials in the library. Also Anunobi and Okoye (2008) noted that, academic libraries are faced with hybrid challenges of managing resources and one challenge is the problem of disruptive and deviant attitude among library users for print and non-print resources. The rate at which materials disappear in the university libraries cannot be overemphasized. Mutilation and maltreatment of library resources are not only the problems librarian encounter for library users. Eruvwe, Akpojotor, Okonoko (2015) posited that in this era of emerging technologies it is difficult to stop students from entering the library with their phones, laptops and others. They further explained that when students get bored reading, they often switch to their various phones for fun by watching movies or music display. Also majority receives calls while using the library which drastically pollutes the quietness of the reading environment. These defiant attitudes of the library users lead to unfavorable environment for reading. Isyaku (2010) asserted that students' use of cell phones in the library constitute noise, distraction and nuisance which makes concentration difficult for library users. It is against this backdrop that the researcher tend to examine librarian perspective of Library users' attitudes towards maintaining conducive reading environment in tertiary institution libraries

### **Purpose of the study**

The purpose of the study was to examine librarian perspective of Library user's attitude towards maintaining conducive reading environment in tertiary institution libraries. The study specifically sought to:

1. determine the factors that constitute conducive reading environment in tertiary institution libraries.
2. determine the attitude of library users towards maintaining conducive reading environment in tertiary institution libraries
3. determine librarian perspective on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.
4. determine librarian perspective on the remedies of negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.

### **Research Questions**

1. What are the factors that constitute conducive reading environment in tertiary institution libraries?
2. What are the attitude of library users towards maintaining conducive reading environment in tertiary institution libraries?
3. What are librarian perspectives on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries?
4. What are librarian perspective on the remedies of negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries?

### **Hypotheses**

The following hypotheses were tested at 0.05 level of significance.

**H<sub>01</sub>**: There is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the factors that constitute conducive reading environment in tertiary institution libraries.

**H<sub>02</sub>**: There is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the attitudes of library users towards maintaining conducive reading environment in tertiary institution libraries.

**H<sub>03</sub>**: There is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.

## Methodology

The population of the study comprised all the librarians in the six tertiary institutions in Rivers State. Out of these six tertiary institutions, Rivers State University, Ignatius Ajuru University of Education and Federal College of Education (Technical) Omoku were selected using simple random sampling method. From these selected institutions, five librarians were randomly selected from each of the three institutions, making a total sample size of fifteen (15). A descriptive survey design was used for the study. A questionnaire on the librarian perspective of Library user's attitude towards maintaining conducive reading environment in tertiary institution libraries was developed for this study using strongly agree (SA = 4), agree (A = 3), Disagree (D = 2) and strongly disagree (SD = 1). The questionnaire was used for data collection. The research questions were analyzed using Mean and Standard Deviation, while the hypotheses were tested with one-way ANOVA.

## Result and discussion

What are the factors that constitute conducive reading environment in tertiary institution libraries?

**Table 1: Factors that constitute conducive reading environment in tertiary institution libraries**

S/N	Statement	RSU (n=5)			IAUE (n=5)			FCET (n=5)		
		Mean	S.D	Remark	Mean	S.D	Remark	Mean	S.D	Remark
1.	Absolute quietness	3.00	1.22	Agreed	2.80	1.10	Agreed	3.20	0.84	Agreed
2.	Neat and well ventilated library	3.40	0.89	Agreed	3.80	0.45	Agreed	3.40	0.89	Agreed
3.	Enough reading space	3.00	0.71	Agreed	3.20	0.84	Agreed	2.80	1.10	Agreed
4.	Library users' concentration	3.20	0.84	Agreed	3.40	0.89	Agreed	3.20	0.84	Agreed
5.	No eating and drinking	3.60	0.55	Agreed	3.00	1.22	Agreed	3.40	0.55	Agreed
6.	Proper supervision	3.40	0.55	Agreed	3.00	0.71	Agreed	3.00	0.71	Agreed
7.	Strict adherence to library instructions and rules	3.00	1.22	Agreed	3.20	0.84	Agreed	3.00	1.22	Agreed
8.	Good restroom facilities for users	3.20	1.30	Agreed	3.20	1.30	Agreed	3.20	1.30	Agreed
9.	Adequate lightening in the library.	3.20	0.84	Agreed	3.40	0.55	Agreed	3.00	1.22	Agreed
10.	Adequate electronic resources in the library	3.40	0.55	Agreed	2.80	1.30	Agreed	3.60	0.55	Agreed
11.	conductive temperature within the library	3.00	0.71	Agreed	3.60	0.55	Agreed	3.20	0.84	Agreed
12.	Internet facilities for easy accessibility of materials	3.00	1.22	Agreed	3.40	0.55	Agreed	2.60	1.14	Agreed
13.	Adequate textbooks	2.80	1.30	Agreed	3.00	0.71	Agreed	3.40	0.89	Agreed
14.	Qualified librarian for morning and evening shift.	2.60	1.14	Agreed	3.00	1.22	Agreed	3.20	0.84	Agreed

### Field survey, 2018.

### S.D- Standard Deviation

The result from Table 1 shows librarian perspective on the factors that constitute conducive reading environment. It was revealed that absolute quietness (3.00, 2.80 & 3.20), neat and well ventilated library (3.40, 3.80 & 3.40), enough reading space (3.00, 3.20 & 2.80), library users' concentration (3.20, 3.40 & 3.20), no eating and drinking (3.60, 3.00 & 3.40), proper supervision (3.40, 3.00 & 3.00), strict adherence to library instructions and rules (3.00, 3.20 & 3.00), good restroom facilities for users (3.20, 3.20 & 3.20), adequate lightening in the library (3.20, 3.40 & 3.00), adequate electronic resources in the library (3.40, 2.80 & 3.60), conducive temperature within the library (3.00, 3.60 & 3.20), internet facilities for easy accessibility of materials (3.00, 3.40 & 2.60), adequate textbooks (2.80, 3.00 & 3.40), qualified librarian for morning and evening shift (2.60, 3.00 & 3.20) are factors that constitute conducive reading environment from RSU, IAUE and FCET respectively. According to Elliot (2015) the first port of learning is the physical environment hence, library environment should be neat, well ventilated, spacious (allow free movement), and attract users interest.

Research Question 2: What are the attitude of library users towards maintaining conducive reading

environment in tertiary institution libraries?

**Table 2. Attitude of library users towards maintaining conducive reading environment in tertiary institution libraries**

S/N	Statement	RSU n=5			IAUE n=5			FCETn=5		
		Mean	S.D	Remark	Mean	S.D	Remark	Mean	S.D	Remark
1	Strict adherence to library rules and regulation	3.00	0.71	Agreed	3.40	0.89	Agreed	3.00	0.71	Agreed
2	Humility of library users	3.00	1.22	Agreed	3.20	1.30	Agreed	3.60	0.55	Agreed
3	Quite reading technique	2.80	1.30	Agreed	3.40	0.55	Agreed	2.80	1.30	Agreed
4	Proper management of borrowed textbooks	3.40	0.55	Agreed	3.40	0.89	Agreed	3.40	0.89	Agreed
5	No stealing of journals, books, magazines and other important materials	3.80	0.45	Agreed	3.40	0.55	Agreed	3.40	0.55	Agreed
6	Self- coordination of library users	3.20	1.30	Agreed	3.00	1.22	Agreed	3.00	1.22	Agreed
7	Expertise in the use of online public access catalogue (OPAC).	3.60	0.55	Agreed	3.00	0.71	Agreed	3.00	0.71	Agreed
8	User's expertise in accessing library resources in catalogue	3.20	0.84	Agreed	3.00	1.22	Agreed	3.00	1.22	Agreed
9	No discussion while reading	3.20	0.45	Agreed	3.60	0.55	Agreed	3.01	0.87	Agreed
10	Reporting of library defaulters	3.40	0.55	Agreed	3.20	0.84	Agreed	3.60	0.55	Agreed

**Field survey, 2018.**

**S.D- Standard Deviation**

The result from Table 2 shows the perception of librarian on the attitudes of library users towards maintaining conducive reading environment in the libraries. Strict adherence to library rules and regulation (3.00, 3.40 & 3.00), humility of library users (3.00, 3.20 & 3.60), quite reading technique (2.80, 3.40 & 2.80), proper management of borrowed textbooks (3.40, 3.40 & 3.40), no stealing of journals, books, magazines and other important materials (3.80, 3.40 & 3.40), self- coordination of library users (3.20, 3.00 & 3.00), expertise in the use of online public access catalogue (OPAC) (3.60, 3.00 & 3.00), user's expertise in accessing library resources in catalogue (3.20, 3.00 & 3.00), no discussion while reading (3.20, 3.60 & 3.01) and reporting of library defaulters (3.40, 3.20 & 3.60) are attitudes of library users towards maintaining conducive reading environment in the libraries environment from RSU, IAUE and FCET respectively as discovered on the course of study. The findings is in conformity with UCSD (2013) library policy that states library users are expected to promptly return borrowed textbooks, care in the use of library materials and equipment, comply with library policies and guidelines and show polite behavior in the library.

**Research Question 3:** What are librarian perspectives on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries?

**Table 3: Librarian perspectives on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.**

S/N	Statement	RSU (n=5)			IAUE (n=5)			FCET (n=5)		
		Mean	S.D	Remark	Mean	S.D	Remark	Mean	S.D	Remark
1.	Theft of library materials	3.20	0.44	Agreed	3.00	1.00	Agreed	3.20	0.83	Agreed
2.	Eating in the library	3.00	1.41	Agreed	3.60	0.54	Agreed	3.40	0.89	Agreed
3.	Making of phone call in the library	3.80	0.45	Agreed	3.40	1.34	Agreed	2.80	1.09	Agreed
4.	Discussion in the library	3.00	1.22	Agreed	2.80	1.30	Agreed	3.20	0.83	Agreed
5.	Using fake library identity card into the library	3.40	0.89	Agreed	3.40	0.54	Agreed	2.80	1.09	Agreed
6.	Noise making	2.60	1.14	Agreed	3.20	1.30	Agreed	2.80	0.83	Agreed
7.	Hiding of materials on different location	3.20	0.83	Agreed	3.00	0.70	Agreed	2.80	1.30	Agreed
8.	Unnecessary holding of overdue borrowed materials	3.60	0.54	Agreed	3.20	1.30	Agreed	3.40	0.54	Agreed
9.	Shoveling of legs while walking in the library	3.00	0.70	Agreed	2.80	0.83	Agreed	3.00	0.70	Agreed
10.	Mutilation of books	3.20	0.44	Agreed	3.20	0.44	Agreed	3.20	0.44	Agreed
11.	Walking with high heeled shoes	2.80	1.09	Agreed	3.40	0.89	Agreed	3.00	1.22	Agreed

**Field survey, 2018.**

**S.D- Standard Deviation**

The result from Table 3 shows that theft of library materials (3.20, 3.00 & 3.20), eating in the library (3.00, 3.60 & 3.40), making of phone call in the library (3.80, 3.40 & 2.80), discussion in the library (3.00, 2.80 & 3.20), using fake library identity card into the library (3.40, 3.40 & 2.80), noise making (2.60, 3.20 & 2.80), hiding of materials on different location (3.20, 3.00 & 2.80), unnecessary holding of overdue borrowed materials (3.60, 3.20 & 3.40), shoveling of legs while walking in the library (3.00, 2.80 & 3.00), mutilation of books (3.20, 3.20 & 3.20), walking with high heeled shoes (2.80, 3.40 & 3.00) are the librarian perspectives on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries from RSU, IAUE and FCET respectively. This conforms to the assertion of Isyaku (2010) that students' use of cell phones in the library constitute noise, distraction and nuisance which makes concentration difficult for library users. These attitudes constitute irresponsible behavior, deprive the library environment of the serene and comfortable climate it should possess. Serene and safe environments promote concentration attract users and encourage learning. Contrarily, the above negative attitudes can create insecure environment, minimize concentration and discourage users.

**Research Question 4:** What are librarian perspective on the remedies of attitude of library users in maintaining conducive reading environment in tertiary institution libraries?

**Table 4: Librarian perspective on the remedies to negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.**

S/N	Statement	RSU (n=5)			IAUE (n=5)			FCET (n=5)		
		Mean	S.D	Remark	Mean	S.D	Remark	Mean	S.D	Remark
1.	Proper supervision of library user's	3.30	0.63	Agreed	3.14	0.71	Agreed	3.26	0.87	Agreed
2.	Proper ventilation of library room	3.21	0.78	Agreed	3.00	0.83	Agreed	3.11	0.81	Agreed
3.	Provision of constant electricity supply	3.18	0.66	Agreed	3.09	0.84	Agreed	2.87	0.94	Agreed
4.	computerization of library services	3.27	0.70	Agreed	3.01	0.91	Agreed	2.84	0.82	Agreed
5.	Sufficient copies of books for all users.	3.21	0.64	Agreed	3.15	0.80	Agreed	3.13	0.80	Agreed
6.	Library policies/rules and regulation should be placed on the library identity card	3.07	0.80	Agreed	3.02	0.84	Agreed	2.77	1.01	Agreed
7.	Formulation of a good library policy	2.95	0.98	Agreed	3.11	0.74	Agreed	3.12	0.91	Agreed
8.	Proper utilization of library catalogue index	3.03	0.72	Agreed	3.01	0.88	Agreed	3.00	0.71	Agreed
9.	Proper recording of book borrowers	3.12	0.88	Agreed	3.05	0.92	Agreed	2.90	1.06	Agreed
10	Proper orientation of library user's	2.89	1.02	Agreed	3.16	0.70	Agreed	2.55	1.13	Agreed

**Field survey, 2018.**

**S.D- Standard Deviation**

The result from Table 4 shows that proper supervision of library user's (3.30, 3.14 & 3.26), proper ventilation of library room (3.21, 3.00 & 3.11), provision of constant electricity supply (3.18, 3.09 & 2.87), computerization of library services (3.27, 3.01 & 2.84), sufficient copies of books for all users (3.21, 3.15 & 3.13), library policies/rules and regulation should be placed on the library identity card (3.07, 3.02 & 2.77), formulation of a good library policy (2.95, 3.11 & 3.12), proper utilization of library catalogue index (3.03, 3.01 & 3.00), proper recording of book borrowers (3.12, 3.05 & 2.90), proper orientation of library user's (2.89, 3.16 & 2.55) from RSU, IAUE and FCET respectively are librarian perspective on the remedies of the negative attitude of library users in maintaining conducive reading environment in tertiary institution libraries. This findings is buttressed by Eruvwe, Akpojotor, Okonoko (2015) that formulation of a high-quality library policy addresses certain deviant attitudes among students/users in order to meet up with set goals of the library.

**Hypothesis**

$H_{01}$ : There is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the factors that constitute conducive reading environment in tertiary institution libraries.

**Table 5: ANOVA analysis on the mean responses of RSU, IAUE and FCET librarians on the factors that constitute conducive reading environment in tertiary institution libraries**

Source	Sum of Squares	Df	Mean Square	F-cal	F-crit	Decision
Between Groups	.065	2	.033	.762	3.25	NS
Within Groups	1.670	39	.043			
Total	1.735	41				

The result from Table 5 shows the F-calculated value was 0.762. using the statistical table, at 0.05 level of significance with degrees of freedom 41, the F-critical value was 3.25. Since the calculated F is lesser than the F-crit, the null hypothesis is thereby accepted. Hence, there is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the factors that constitute conducive reading environment in tertiary institution libraries.

$H_{02}$ : There is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the attitude of library users towards maintaining conducive reading environment in tertiary institution libraries.



**Table 6: ANOVA on the mean responses of RSU, IAUE and FCET librarians on the attitude of library users towards maintaining conducive reading environment in tertiary institution libraries.**

Source	Sum of Squares	df	Mean Square	F-cal	F-crit	Decision
Between Groups	.042	2	.021	.287	3.33	NS
Within Groups	1.960	27	.073			
Total	2.002	29				

The result from Table 6 shows the F-calculated value was 0.287, using the statistical table, at 0.05 level of significance with degrees of freedom 29, the F-critical value was 3.33. Since the calculated F is lesser than the F-crit, the null hypothesis is thereby accepted. Hence, there is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on attitudes of library users towards maintaining conducive reading environment in tertiary institution libraries.

**H<sub>03</sub>:** There is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.

**Table 7: ANOVA on the mean responses of RSU, IAUE and FCET librarians on the negative attitude of Library users in maintaining conducive reading environment in tertiary institution libraries.**

Source	Sum of Squares	df	Mean Square	F-cal	F-crit	Decision
Between Groups	.104	2	.052	.644	3.30	NS
Within Groups	2.429	30	.081			
Total	2.533	32				

The result from Table 7 shows the F-calculated value was 0.644 using the statistical table, at 0.05 level of significance with degrees of freedom 32, the F-critical value was 3.30. Since the calculated F is lesser than the F-crit, the null hypothesis is thereby accepted. Hence, there is no significant difference between the mean responses of librarians in RSU, IAUE and FCET on negative attitudes of library users in maintaining conducive reading environment in tertiary institution libraries. This implies that the three universities are faced with similar challenges of negative attitudes of library users in maintaining conducive environment.

### Conclusion

Based on the findings in the study it was deduced that enough reading space, library users' concentration, restroom for facilities, adequate lightening in the library, conducive temperature, adequate reading materials among others are the factors that constitute conducive reading environment in Libraries.

Secondly, self- coordination of library users, expertise in the use of online public access catalogue, strict adherence to rules and regulations, user's expertise in accessing library resources in catalogue, no discussion and reporting of library defaulters among others are attitudes of library users towards maintaining conducive reading environment in the library.

The study also revealed that theft of library materials eating in the library, making of phone call in the library, discussion in the library, noise making, hiding of materials on different location, unnecessary holding of overdue borrowed materials, shoveling of legs while walking in the library, mutilation of books are negative attitudes of library users towards maintaining conducive reading environment.

Furthermore, proper supervision of library user's, proper ventilation of library room, provision of constant electricity supply, computerization of library services, sufficient copies of books for all users, formulation of a good library policy, proper utilization of library catalogue index, proper recording of book borrowers and proper orientation of library user's are librarian perspective on the remedies of negative attitude of library users in maintaining conducive reading environment in tertiary institution libraries.

### Recommendations

Based on the finding the following recommendations were made;

Phones, Ipads, laptops should have a restricted areas in the library to maintain conducive reading environment for readers

periodic supervision and inspection should be made in the libraries to ensure users strictly adhere to library rules and instruction.

Users should be trained on the accessibility of library materials through the use of online public access catalog.

Library building should be made comfortable for users in terms of space, ventilated environment, lightning among others.

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