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Funding, Communication and Marketing as Correlates of Library Service Delivery to Persons With Hearing Impairment in Nigeria

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Akerele, Johnson Ayodeji, "Funding, Communication and Marketing as Correlates of Library Service Delivery to Persons With Hearing Impairment in Nigeria" (2018). *Library Philosophy and Practice (e-journal)*. 1718.

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**FUNDING, COMMUNICATION AND MARKETING AS CORRELATES OF
LIBRARY SERVICE DELIVERY TO PERSONS WITH HEARING IMPAIRMENT
IN NIGERIA**

BY

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Abstract

This study investigated the extent to which funding, communication and marketing predict library service delivery to Persons With Hearing Impairment, PWHI, in Nigeria. Descriptive survey research design was adopted. Two states were randomly selected from each of North-Central, North-West, South-South and South-West geo-political zones. They are the Federal Capital Territory, FCT, Abuja, Niger State, Kaduna State, Kebbi State, Edo State, Delta State, Oyo State and Ondo State respectively. FCT was considered a state in the study because, it has a standard facility for the research. One school of the deaf with standard library was randomly selected from each of the eight states. Purposive sampling technique was used to select the Federal College of Education (Special) Oyo, being the only higher institution for special students in Nigeria, and also to select one public library from each of the eight states. Moreover, random sampling technique was used to select one academic library from each of the eight states. Finally, purposive sampling technique was used to select one each of central market, church, mosque in the states capital so as to interview the public PWHI. Total enumeration sampling technique was used to select 687 respondents comprising 218 senior class two students, 148 NCE III students of FCE (Special) Oyo, who made use of PWHI resources in the college library, 8 school of the deaf librarians, 13 FCE (Special) librarians, 97 academic librarians, 48 public librarians and 168 public PWHI. Three instruments were used: Library Service Delivery to Students with Hearing Impairment Questionnaire ($\alpha=0.84$) (Students), Library Service Delivery to People with Hearing Impairment Questionnaire ($\alpha=0.81$) (librarians) and Interview Checklist ($\alpha=0.69$) (Public

PWHI). Data were analysed using descriptive statistics, Pearson's product moment correlation and multiple regression.

Funding, ($r=0.231$), and marketing ($r=0.141$) had a significant positive correlation with service delivery to PWHI. Only communication had a significant negative correlation ($r=-0.034$). Library funding in respect of information resources acquisition for PWHI was inadequate ($\bar{x}=1.64$), high level of communication barrier was found between the PWHI and the library ($\bar{x}=3.45$), poor marketing of library to PWHI existed ($\bar{x}=1.55$) and service delivery to PWHI was generally on the average ($\bar{x}=2.61$). It could be recommended based of these findings that deaf experts/interpreters should be employed in all Nigerian libraries, library staff should be regularly trained on how to serve PWHI, advocacy towards the use of Library by PWHI should be enhanced, librarians should regularly market their services to PWHI and modern PWHI communication equipments should be provided in all categories of libraries.

Key words: Library service delivery, library funding, library communication, information marketing.

Background to the Study

Chima and Eskay (2013) described Persons With Hearing Impairment, PWHI, as all types of hearing defects, ranging from slight loss to profound deafness. They include the deaf (those that cannot perceive any sound), hard of hearing (those whose sense of hearing, while deficient, is still somewhat functional since they can comprehend speech to some extent), congenitally deaf (those who are born with profound deafness), adventitiously deaf (those who loss hearing later after infancy), pre-lingual deafness (those who loss hearing before acquisition of language; usually before three years of age) and post-lingual deafness (those who loss hearing long after acquisition of language).

Persons With Hearing Impairment in Nigeria has been relegated to the background in the area of information dissemination in the sense that there is no clear cut policy which spell out how they can be integrated into the society through reasonable availability and access to information especially in public libraries. This has consequently reduced a larger percentage of them to street urchins and illiterates; who have very little to contribute to national development. However, in developed nations, well informed PWHI commonly make impact in governance, sport, businesses, economy and politics. They communicate very well and usually offer constructive criticism even better than able bodied ones. This is not unconnected with utilisation of public information resources and services.

Statistics have shown that more than 70,000 Nigerians suffer hearing impairment, nearly 7000 of them are of school age and 10% are between six and 18 years old (Deaf Statistics, 2010). Many of the public libraries and integrated schools lack state-of-the-art teaching and learning technologies such as electronic blackboard, multimedia projectors, CART, induction loops, hearing aids, captioned telephones and other indispensable information resources of PLWHI. Meretighan (2007) stated that in Igbo land, South Eastern part of Nigeria, the word deaf means “cursed by the devil.” According to the Excellence and Education Network (2016), out of the 36 states in Nigeria only 13 have schools for the deaf. These indicate the height of neglect and negative perception towards PWHI. Nweze (2013) affirmed that nearly 16.8 million deaf, about 10 per cent of the Nigerian population, lives in anguish, facing uncertain economic and social future. He explained that as adults, the victims suffer discrimination and social exclusion because of difficulties in communication, while as children, 90 per cent of them are excluded from school for the same reason.

A pilot study in this area of research revealed that hardly can one find a public library in Nigeria that integrate fully, services to PWHI as part of its activities. This is contrary to the provisions of the International Federation of Library Association (IFLA) (of which Nigerian Library Association is an affiliate) which states that adequate provisions should be made in libraries for PWHI in respect of personnel, communications, collections services and marketing (IFLA, 2000). The situation is so appalling to the extent that PWHI rarely visit such libraries since they are of the opinion that they were not taken into consideration in the process of library collections development. This implies that they have been cut off from information dissemination and their right to information is grossly abused.

Persons With Hearing Impairment have been found to possess potentials of which if well harnessed could significantly impact the nation's development (Hall, 2005 and Vogel, 2005). However, these set of people have been grossly relegated to the background due to the inability of librarians and other educational stakeholders to put in place relevant information resources (electronic board, multimedia projectors, CART, induction loops, hearing aids, captioned telephones, closed caption reader) and services that would ensure that they are well informed and adequately fit for Nigerian developmental project. Some of these services include teaching library use skill, reading culture promotion, information dissemination, Internet services, curriculum development, loan services, and organising activities such as book club, author visit, story time, literary debate and so on. Only a clear cut policy on service delivery to PWHI can make the aforementioned services to have significant effects on them.

Mehta (2010) described service delivery as a process that involves effective communication, building strong relationship, identifying problems, providing solutions, sound planning and all round the clock support with the sole aim of ensuring that the goals of the organisation are met. This implies that any organisation that does not take this process seriously is bound to lose patrons. Therefore, Nigerian public libraries and libraries in the schools of the deaf, as organisations, should have good service delivery as its watch word. This will in the long run assist in making information available timely to the PWHI, enhance their information literacy level and make them more useful to themselves, their immediate society, the country and the world at large.

Previous studies on library services delivery concentrated largely on persons without disabilities (Egunjobi, 2011), but have not adequately investigated factors such as funding,

communication and marketing, which are likely hindrances to the people with special needs, especially, PWHI, that want to maximise the benefits of using library. For instance, hardly can one find researches on availability, accessibility and use of resources such as assistive listening system, closed caption television decoders, sign language and oral interpreters, computer-assisted real time captioning and visible warning signals. This has further integrated those with physical challenges into the clime of social exclusion thereby preventing them from discovering and maximising their potentials.

A very germane factor while considering factors affecting library services to PWHI is funding. A library has to be well funded before all necessary information needs could be procured. Even though there is likely hood that librarians would love to acquire materials mostly for unchallenged readers, pretending as if PWHI do not exist, but where there is a clear policy that makes money available and state the certain percentage or portion that should be used to procure materials for PWHI, they (librarians) fall in line. The complaint has been, there are insufficient fund for libraries at all levels.

Fund should be adequately made available to libraries by government at all levels in order to fulfil their own part of social contract with the citizen. This is so because the library service is one of the social services to the community. Fund is needed to procure materials to all categories of people (challenged or unchallenged), and maintenance of staff, facilities and services. Walking through Nigerian streets opens our eyes to neglected libraries here and there. Many are dilapidated, not painted, some have been turned to archives, while large population of them only perform reading services. Staff often complain of insufficient fund to organise activities and procure facilities. Hardly can one find a library that has unit for PWHI or other disabilities.

The only library in Nigeria that seems not to face the aforementioned challenges is the academic library. This is sequel to the fact that there is a standing order being monitored by the Nigerian University Commission (NUC) that 5% of every university or academic institution recurrent budget should be for the library. Besides, the Tertiary Education Trust Fund, TETFund, usually makes fund available to academic library. Upon this, these funds are still not enough just as the academic libraries are not mandated to vote certain portion for information needs of the disabled.

Library's main source of funding is from the government. Unfortunately the prevailing economic challenges has made salary payment difficult and has grossly reduced social

services which therefore call for a pragmatic steps on the side of library managers to ensure that funds are realised from alternative sources such as overdue fines, photocopying, binding, registration, endowment and foundation. If these sources are well harnessed there is the possibility of enough funds on ground to create effective communication system that will cater for the people with or without disabilities.

Chima and Eskay (2013) noted that, to ameliorate communication barrier in a library and enhance service delivery to the deaf, a librarian should be trained on art of communication with the deaf, a text telephone should be available at service points (circulation and reference desks) and provisions should be made for communication aids such as assistive listening system, closed caption television decoders, sign language and oral interpreters, and computer-assisted real time captioning. In addition to these is the installation of visible warning signals in order to alert deaf clientele to problems and emergencies. Observation shows that these resources are rarely available in public libraries which claim to be the university of the people.

This has generally frustrated the PWHI and has made them to have a feeling that they have been socially excluded from the society. Apart, in spite of huge money from TETFund to academic libraries, observation shows that communication resources with PWHI are rarely available in their service points. Ifidon and Ugwuanyi (2015) explained that without effective communication, information dissemination would be seriously hampered in libraries as communication would be distorted. Besides, communication usually has positive and significant correlation with staff performances in organisation. Therefore, since library is a work place emphasis should be well placed on effective communication so as to properly include PWHI.

When the library is well funded, and the librarians are able to communicate effectively with PWHI, this would likely prompt the effective marketing of the library. Essien and Umanah (2014) explained marketing to mean an exchange process through which individuals, groups and organisations obtain benefits and value. Equally, it is the analysis, planning, implementation and control of carefully formulated programmes designed to bring about quality exchange of value with targeted customers for the purpose of achieving organisational objectives. This implies that library marketing is the process of giving benefits and values to readers having formulated the collection development policy and ensuring that its terms are well implemented. Librarians find it very difficult to market libraries to PWHI because, first,

fear of labelling prevents them from visiting the library and secondly, it is very difficult to identify them among the masses. These therefore, debar librarians from formulating policies that will adequately cater for the information needs and resources of PWHI. In the long run, larger percentage of services rendered and resources acquired center on non-challenged users, hence, library services to PWHI is likely hindered.

This study is on the influence of funding, communication, and marketing on library service delivery to PWHI. PWHI are parts of the society who need to be well integrated in order to rescue them from social exclusion and prepare them adequately towards contributing their own knowledge to nation's building. A thorough understanding of funding of various categories of libraries is likely to assist in paying more attention to the amount allotted for acquisition of information resources needed by PWHI. This pragmatic step would promote effective communication between information experts and users thereby expanding the scope of library services to the larger society. This would in addition prepare the managers of libraries, especially public ones to purchase more resources like electronic blackboard, multimedia projectors, CART, induction loops, hearing aids, captioned telephones, closed caption reader and make them accessible for the use of PWHI. This in the long run would further market the library and enhance its rate of use by PWHI. It is in the light of this that this study investigated funding, communication and marketing as correlates of library service delivery to PWHI in Nigeria.

Statement of the Problem

For any nation to develop, everybody; young, old, able and disabled should contribute its quota. One of the ways to achieve this is ensuring unparalleled access to information through library service delivery. However, observation has shown that poor service delivery to Persons With Hearing Impairment, PWHI, is a common problem in Nigeria. This could be due to poor funding, communication barriers, and poor marketing strategies. The fact that no PWHI has ever been elected to the houses of assembly, houses of representative and senate is affecting negatively the level of advocacy and concern for such group of citizens. This has of course led to allocation of insignificant amount in the local, state and national budgets to cater for information accessibility of the PWHI. Hence poor funding is being experienced. Apart from this, workshops, seminars, conferences, for deaf instructors are very rare in Nigeria. This has grossly enhanced communication barrier between the library and the PWHI. Moreover, poor access to the resources has been observed and this has affected every

process to market the library to PWHI. It is in this direction that this study investigated funding, communication and marketing as factors predicting library service delivery to PWHI in Nigeria.

Objectives of the Study

The main objective of this study was to investigate funding, communication and marketing as predictors of library service delivery to Persons With Hearing Impairment, PWHI, in Nigeria. The specific objectives were to:

1. Determine the level of funding of information resource for PWHI in Nigerian libraries;
2. Investigate the communication level that exist between librarians and PWHI;
3. Assess how library is being marketed to PWHI in Nigeria;
4. Ascertain the library service delivery level to the PWHI;
5. Suggest ways by which service delivery to PWHI can be improved in Nigerian libraries; and
6. To find the relationship between the independent variables (funding, communication and marketing) and the dependent variable (library service delivery) in Nigerian libraries.

Research Questions

Answers were provided to the following research questions in this study:

1. How is library service delivery to PWHI being funded in Nigeria?
2. What is the level of communication between librarians and PWHI in Nigeria?
3. How is the library being marketed to PWHI in Nigeria?
4. What is the level of service delivery to PWHI in Nigerian libraries?
5. How can service delivery to PWHI be improved in Nigerian libraries?

Hypotheses

The following hypotheses were tested in the study at 0.05 level of significance:

Ho1: There is no significant correlation between funding and library service delivery to PWHI in Nigeria.

Ho2: There is no significant correlation between communication and library service delivery to PWHI in Nigeria.

Ho3: There is no significant correlation between marketing and library service delivery to PWHI in Nigeria.

Scope of the study

This study covered the Federal College of Education (Special), Oyo, schools of the deaf, public libraries and academic libraries in some state capitals across Nigeria that have well established libraries, engage services of librarians and have been delivering professional services to students, staff and members of the public. It focused on funding, communication barriers and marketing as predictors of service delivery to Persons With Hearing Impairment, PWHI, in Nigerian libraries. Service delivery covered effective communication, relationship, identifying problems, providing solutions, sound planning and regular support.

METHODOLOGY

Research Design

This study adopted the descriptive survey research design. The design was considered appropriate because the study's population was large and geographically separated. Besides, none of the study's variables were manipulated.

Population of the Study

The study's population comprised 218 senior class 2 students of (8) schools for the deaf, 8 school librarians, 168 public Persons With Hearing Impairment, PWHI, in markets, churches and mosques, 48 librarians working in public libraries and 97 academic librarians in the state capital where the school for the deaf exist across four geopolitical zones in Nigeria. The population also include 148 NCE III students of Federal College of Education Special, Oyo, who made use of PWHI resources in the College Library and 13 librarians working in it. This is further illustrated in Table 1.

Table 1: Population Distribution of Student, Public PWHI and Librarians in Eight States in Four Geopolitical Zones in Nigeria

Geo Zone	Name of School	Student Pop	School Library Pop	Name of Capital	Pop of PWHI in Mkt/ Church/Mosques	Librarians in Public library	Aca Lib Librarian	Total
N/C	Government Secondary School, Kuje, Abuja, FCT	31	1	Abuja	20	7	13	72
	Niger State School for Special, Minna, Niger State	26	1	Minna	18	5	8	58
N/W	Government Technical Coll. Kaduna, Kaduna state	23	1	Kaduna	33	5	8	70
	School of the Deaf, Zauro, Kebbi State	19	1	Birni Kebbi	21	4	7	52
S/S	Ihogbe College, Benin, Edo State	18	1	Benin	17	6	12	54
	Dom-Domingos College, Warri, Delta State	24	1	Asaba	19	6	9	59
S/W	Methodist Grammar School, Ibadan, Oyo State	22	1	Ibadan	21	7	15	66
	Akure High School, Akure, Ondo State	55	1	Akure	19	8	12	95
	FCE (Special), Oyo	148					13	161
Total		366	8		168	48	97	687

Sampling Techniques and Sample Size

Multistage sampling technique was adopted in the process of selecting sample size in this study. Simple random sampling technique by ballot was used to select four geopolitical zones from the six that exist in Nigeria. The selected zones were South-West, South-South, North-Central and North-West. In each of the selected geopolitical zones, simple random sampling technique was used to select one school of the deaf each from two different states. This means that eight schools of the deaf in eight states including the Federal Capital Territory, FCT, were covered across Nigeria. FCT's Schools of the deaf were considered for the North Central zone because they possess standard facilities for the research. The eight schools were Government Secondary School Kuje, Abuja, Federal Capital Territory; Niger State School for Special, Minna, Niger State; Government Technical College, Kaduna, Kaduna State; School of the Deaf, Zauro, Kebbi State; Ihogbe College, Benin, Edo State; Dom-Domingos College, Warri, Delta State; Methodist Grammar School, Ibadan, Oyo State and Akure High School, Akure, Ondo State. Purposive sampling technique was used to select the Federal College of Education (Special) Oyo, being the only higher institution in Nigeria for special students and also to select one public library from each of the eight state capitals where the school for the deaf exist. The eight public libraries were State Library Boards of Abuja, Niger State, Kaduna State, Kebbi State, Edo State, Delta State, Oyo State and Ondo State. Moreover, random sampling technique was used to select one academic library each from the eight state capitals. The selected academic libraries were those of University of Abuja, FCT, Federal University of Technology, Minna, Kaduna State University, Kaduna, Kebbi State University of Science and Technology, Aliero, University of Benin, Benin, Delta State University, Abraka, University of Ibadan, Ibadan, and Federal University of Technology, Akure. To cater for the public Persons With Hearing Impairment, PWHI, purposive sampling technique was used to select one each of central market, church, and mosque in each of the state capitals. Total enumeration sampling techniques was used to distribute questionnaire to all the 218 senior class 2 students of the 8 schools of the deaf, 148 NCE III students of Federal College of Education (Special), Oyo, who made use of PWHI resources in the College Library, all librarians working in the school for the deaf (8), FCE (Special) Oyo (13), academic libraries (97) and public libraries (48). Also, all the available 168 PWHI in the central market, church and mosque were selected for interview. Therefore the study sample size was 687 as reported in table 2.

Table 2: Sample Size of Student, Public PWHI and Librarians in Eight States in Four Geopolitical Zones in Nigeria

Geo/ Zone	Name of School	Student S/Size	School Lib S/Size	Name of Capital	Sample Size of PWHI Mkt/Church/Mosques	S/Size of Lib in Pub library	S/Size of Aca Lib	Total
N/C	Government Secondary School, Kuje, Abuja, FCT	31	1	Abuja	20	7	13	72
	Niger State School for Special, Minna, Niger State	26	1	Minna	18	5	8	58
N/W	Government Technical Coll. Kaduna, Kaduna state	23	1	Kaduna	33	5	8	70
	School of the Deaf, Zauro, Kebbi State	19	1	Birni Kebbi	21	4	7	52
S/S	Ihogbe College, Benin, Edo State	18	1	Benin	17	6	12	54
	Dom-Domingos College, Warri, Delta State	24	1	Asaba	19	6	9	59
S/W	Methodist Grammar School, Ibadan, Oyo State	22	1	Ibadan	21	7	15	66
	Akure High School, Akure, Ondo State	55	1	Akure	19	8	12	95
	FCE (Special), Oyo	148					13	161
Total		366	8		168	48	97	687

Research Instruments

Three instruments were developed and used in this study. This comprised two structured questionnaire each for students and librarians and an interview checklist for public Persons With Hearing Impairment, PWHI. The questionnaire has sections which are categorized as: A, B, C, -Z.

Instrument for Students

This was a 4-section questionnaire, titled: Library Service Delivery to Students with Hearing Impairment Questionnaire (LSDSHIQ).

Section A

This comprised demographic variables such as school name, age and gender.

Section B

This gathered data on library services delivery to PWHI using 20 items. The researchers developed a 4-point likert-type scale to measure this. The points were: Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD). The reliability coefficient of this scale was 0.88 using Cronbach-alpha method.

Section C

This gathered data on communication between the Library and PWHI. The researchers developed a 4-likert type scale to measure this. The points were: Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD). The reliability coefficient of this scale was 0.91 using Cronbach-alpha method.

Section D

This asked questions on marketing of the library to PWHI. The researchers developed a 4-likert type scale to measure this. The points were: Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD). The reliability coefficient of this scale was 0.82 using Cronbach-alpha method.

Instrument for Librarians

This was a 3-section questionnaire titled Library Service Delivery to Persons With Hearing Impairment Questionnaire (LSDPWHIQ).

Section A

This gathered data on demographic variables such as school name, age, gender and working experience.

Section B

This gathered data on library service delivery to PWHI using 20 items. The researchers developed a 4-point likert-type scale to measure this. The points were: Strongly Agree (SA),

Agree (A), Disagree (D), and Strongly Disagree (SD). The reliability coefficient of this scale was 0.71 using Cronbach-alpha method.

Section C

This section was on funding in the library. The researchers developed a 4-point likert-type scale to measure this. The points were: Strongly Agree (SA), Agree (A), Disagree (D), and Strongly Disagree (SD). The reliability coefficient of this scale was 0.83 using Cronbach-alpha method.

Interview Checklist

A 5-section interview checklist was designed for public Persons With Hearing Impairment, PWHI, in markets, churches and mosques. This asked questions on all the variables in the study in respect of how they affected service delivery to PWHI. The reliability coefficient of this scale was 0.69 using Cronbach-alpha method.

Validation and Reliability of Instrument

The validation of the instrument was carried out by showing them to experts in the field of librarianship and special education in the Adeyemi College of Education Ondo and University of Ibadan, Ibadan. Reliability was conducted by distributing questionnaire to 20 students and 03 library staff of a school of the deaf; Ijokodo High School, Ibadan, which was not part of the study's sample size. Interview was also conducted on 7 persons from Dugbe market, 3 persons from central mosque and 1 person from the Anglican Church Cathedral in Ibadan. Cronbach-alpha method was used to analyse the data collected and reliability coefficient for each of the instrument were determined. They were: ($\alpha = 0.87$) for Library Service Delivery to Students with Hearing Impairment Questionnaire, ($\alpha = 0.77$) for Library Service Delivery to Persons With Hearing Impairment Questionnaire and ($\alpha = 0.69$) for the interview checklist.

Data Analysis Technique

Analysis of data was done using both descriptive and inferential statistics. Descriptive statistics such as frequency count, percentages, means and standard deviation were used to provide answers to the research questions, while inferential statistics such as Pearson Product Moment Correlation and Multiple Regression were used to test the hypotheses formulated at 0.05 level of significance.

Descriptive Analysis of Data

Response Rate of the Study

Table 3: List of Questionnaire Retrieved from Selected Students (PWHI), Public PWHI, and Librarians in Four Geopolitical Zones in Nigeria

Geo Zone	Name of School	Que Dist to Std	Que Retr from Student	Que Dist to Sch lib	Que Retr. fro Sch Lib	Name of Capi	Que Dist to Public PWHI	Que Retr fro Public PWHI	Que to Public Lib	Que Retr from Pub Lib	Que Dist to Lib in Acad Lib	Que Retr from Aca Lib	Total Que Distrib uted	Total Que Retrie ved
N/C	Govt sec schl Kiye, Abuja, FCT	31	29	1	1	Abuja	20	11	7	5	13	10	72	56
	Niger State schl for Special, Minna Niger State	26	24	1	1	Minna	18	10	5	4	8	8	58	47
N/W	Govt Tech coll Kaduna, Kaduna state	23	22	1	1	Kaduna	33	24	5	5	8	6	70	58
	Schl of the Deaf, Zauro Kebbi State	19	19	1	1	B Kebi	21	12	4	4	7	5	52	41
S/S	Ihogbe College, Benin, Edo State	18	15	1	1	Benin	17	11	6	4	12	9	54	40
	Dom-Domingos College, Warri, Delta State	24	21	1	1	Asaba	19	12	6	5	9	8	59	47
S/W	Methodist Gran Sch, Ibadan, Oyo State	22	20	1	1	Ibadan	21	13	7	6	15	11	66	51
	Akure High schl, Akure, Ondo State	55	51	1	1	Akure	19	13	8	5	12	10	95	80
	FCE Special, Oyo	148	101	1	1						13	10	161	111
Total		366	302	8	8		168	106	48	38	97	77	687	531

Table 3 shows that a total of three hundred and sixty six (366) questionnaire were administered to students with hearing impairment in eight (8) schools for the deaf selected for the study across Nigeria and the federal college of education (special) Oyo. Three hundred and two (302) copies were completed, returned and found useful, which represented 82.51% response rate. Beside, a total of eight (8) school librarians were administered questionnaire and all the eight (8) questionnaire were returned and fund useful. The response rate was therefore 100%. Moreover, one hundred and sixty eight (168) copies of questionnaire were administered to public Persons With Hearing Impairment (PWHI) out of which one hundred and six (106) were completed and found useful, with the response rate of 63.10%. Equally, out of the forty eight (48) questionnaire distributed to librarians in public libraries, 38 were returned and found useable, with the response rate of 79.17%. Lastly, ninety seven (97) academic librarians were administered questionnaire and seventy seven (77) were returned and found useful which made a response rate of 79.38%. Out of the six hundred and eighty seven (687) questionnaire distributed, a total of five hundred and thirty one (531) were returned and found usable. The general response rate was therefore 77.29%.

Profile of Respondents

Table 4: Gender Distribution of Respondents

Gender	Students (PWHI)		School Librarian		PWHI in Market/ Church/Mosque		Librarians in Public Library		Library in Academic Library	
	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Male	200	66.23	4	50.0	57	53.77	20	52.63	42	54.55
Female	102	33.77	4	50.0	49	46.23	18	47.37	35	45.45
Total	302	100	8	100	106	100	38	100	77	100

Table 4 presents the gender distribution of students with hearing impairment, school librarians, PWHI in the market/church/mosque and librarians in public and academic libraries. The table reveals that male constituted majority of the respondents.

Table 5: Age Distribution of Students, Public Persons With Hearing Impairment and Librarians

Age	Students		Public PWHI		Librarians	
	Freq.	%	Freq.	%	Freq.	%
15-19	152	50.33	25	23.59	00	00.00
20-24	86	28.48	21	19.81	00	00.00
25-29	25	8.28	23	21.70	10	8.13
30-34	14	4.64	10	9.43	10	8.13
35-39	09	2.98	12	11.32	46	37.40
40-44	07	2.32	08	7.55	32	26.02
45-49	07	2.32	03	2.83	19	15.45
50- others	02	0.66	04	3.77	06	4.88
Total	302	100	106	100	123	100

Table 5 reveals that students, illiterates and librarians highest age bracket are 20-24 (86[28.48%]), 15-19 (25[23.59%]) and 35-39 (46[37.40%]) respectively.

Answers to Research Questions

Research Question 1: How is library service delivery to PWHI being funded in Nigeria?

Table 6: Funding and Library Service Delivery to PWHI in Nigeria

S/N	Items	School Librarian		Public Librarian		Academic Librarian		FCE Oyo	Special Librarian
		\bar{x}	SD	\bar{x}	SD	\bar{x}	SD	\bar{x}	SD
1.	There is enough money to fund the library	1.10	1.02	1.22	1.51	1.52	0.69	1.38	0.66
2.	The library annual budget is regular	1.26	1.81	1.06	0.41	1.31	0.42	1.11	0.87
3.	New materials are regularly purchased	1.11	0.16	1.07	0.71	1.41	0.16	1.26	0.60
4.	Equipment maintenance in the library is okay	1.41	0.16	1.17	0.76	1.10	0.14	1.77	0.50
5.	The library sources of fund is consistent	1.02	0.76	1.01	0.52	1.11	1.02	1.77	0.40
6.	Library available fund is well managed	3.04	0.16	3.12	1.10	3.44	0.11	3.19	.20
7.	Government seems insensitive to library funding	1.10	0.41	1.21	0.87	1.21	0.40	1.03	0.02
8.	Public private partnership funding of the library is constant	1.16	0.01	1.07	0.21	1.23	0.66	1.12	0.01
9.	Library being managed by non-professionals affects its finances	3.11	0.41	3.26	0.61	3.06	0.76	3.33	1.01
10.	General funding of the library is adequate	1.25	0.52	1.60	0.17	1.03	0.01	1.76	1.00
	Weighted Average	1.56		1.58		1.64		1.77	
	Grant Weighted Average	1.64							

Out of 10 items listed in table 6, as indicated by school librarians only 2 yielded a high means score of between 3.04 and 3.11, while others yielded a low means score between 1.02 and 1.41. The weighted average of 1.56 showed that school librarians were of the opinion that library service delivery to PWHI was not being adequately funded in Nigeria. Findings indicated that in school libraries, there was no enough fund to procure information materials for PWHI (\bar{x} =1.10) the school library annual budget is irregular (\bar{x} =1.26) and the school library source of funding is inconsistent (\bar{x} =1.02).

The experience of public librarians was in line with that of school librarians with a weighted average of 1.58. The public librarians agreed that the library annual budget was irregular (\bar{x} =1.06), new materials are irregularly purchased for PWHI (\bar{x} =1.07) and that public private partnership is lacking in the process of library development (\bar{x} =1.07). Equally, the academic librarians in the 8 investigated academic libraries together with the librarians in FCE (Special) Oyo with weighted average of 1.64 and 1.77 respectively agreed that academic libraries were not well funded towards enhancing service delivery to PWHI in Nigeria. They indicated that new information materials for PWHI are not regularly procured (\bar{x} =1.41, \bar{x} =1.26), government is insensitive to the information plights of PWHI (\bar{x} =1.21, \bar{x} =1.03) and that the general funding of academic library is inadequate (\bar{x} =1.03, \bar{x} =1.76).

Generally, the four weighted means of 1.56 (school librarians), 1.58 (public librarians), 1.64 (academic librarians) and 1.77 (FCE [Special] Librarians) taken together generated a general mean of 1.64 which implied that funding of the library towards enhancing service delivery to PWHI in Nigeria was inadequate.

Research Question 2: What is the level of communication between librarians and PWHI in Nigeria?

Table 7: Communication between Librarians and PWHI in Nigerian Libraries

S/N	Items	SA 4	A 3	D 2	SD 1	\bar{x}	SD
1.	Use of jargons.	199 65.89	100 33.11	01 0.33	2 0.66	3.64	0.16
2.	Inability to express oneself well.	281 93.05	20 6.62	01 0.33	0 0.00	3.93	0.72
3.	Use of ambiguous word by library staff.	255 84.44	41 13.58	4 1.33	2 0.66	3.82	1.00
4.	Library staff are hard to come by.	156 51.66	104 34.44	41 13.58	1 0.33	3.37	0.00
5.	Lack of translator.	280 92.72	16 5.30	3 0.99	3 0.99	3.90	1.10
6.	Lack of hearing aids.	251 83.11	33 10.93	8 2.65	10 3.31	3.74	0.00
7.	Library staff negative attitude.	101 33.44	100 33.11	66 21.85	35 11.59	2.88	1.41
8.	Not knowing who to communicate with in the library.	106 35.10	156 51.66	22 7.29	18 5.95	3.16	0.01
9.	Lack of signs on library wall.	89 29.47	201 66.56	9 2.98	3 0.99	3.25	0.06
10.	Lack of shelf guide.	100 33.11	150 49.67	22 7.29	30 9.93	3.06	0.00
11.	Library staff usually misinterpret my request.	77 25.50	199 65.89	21 6.95	5 1.66	3.15	1.00
Weighted Average		3.45					

Table 7 indicated that all the 11 items listed yielded a high means score of between 2.88 and 3.93. The weighted average of 3.45 attested to the fact that high level of communication barrier existed between librarians and PWHI in Nigeria. Findings indicated that students of deaf school faced communication barriers such as use of Jargons (\bar{x} =3.64) inability to express oneself well (\bar{x} =3.93), use of ambiguous word (\bar{x} =3.82), lack of translator (\bar{x} =3.90), lack of hearing aids (\bar{x} =3.74), lack of signs on library wall (\bar{x} =3.25) and misinterpretation of PWHI request (\bar{x} =3.15). All these and other indices indicated that high level of communication barrier existed between the library and PWHI in Nigerian libraries.

Research Question 3: How is the library being marketed to PWHI in Nigeria?

Table 8: Marketing of the Library to PWHI in Nigeria

S/N	Items	SA	A	D	SD	\bar{x}	SD
1.	The library usually anticipate my information needs.	09 2.98	05 1.66	08 2.65	280 92.7	1.15	0.00
2.	The library usually display information about my needs.	07 2.32	17 5.63	10 3.31	268 88.74	1.22	0.77
3.	The library attract me with publicity activities.	04 1.33	15 4.97	18 5.96	265 87.75	1.20	0.46
4.	I am satisfied with my library operations.	05 1.66	10 3.31	10 3.31	277 91.7	1.15	1.00
5.	I will always visit the library.	49 16.23	41 14.58	152 50.33	60 19.87	2.26	0.81
6.	Library staff relationship with reader is fine.	50 16.56	52 17.22	100 33.11	100 33.11	2.17	0.00
7.	The library always look for new ways to satisfy me.	55 18.21	31 10.26	08 2.65	208 68.87	1.78	0.93
8.	Its communication style is straight forward.	06 1.99	19 6.29	22 7.29	255 84.44	1.26	1.00
9.	Its staff are business conscious.	18 5.96	16 5.30	100 33.11	168 55.63	1.62	0.52
10.	Its staff portray it well.	33 10.93	20 6.62	66 21.85	183 60.60	1.68	0.11
Weighted Average		1.55					

Table 8 revealed the marketing of library to PWHI in Nigeria. Findings revealed that the weighted average on the marketing of library to PWHI in Nigeria was 1.55 which was poor. It was revealed that all the 10 listed items have low means score of between 1.15 and 2.26. the result of the finding showed that majority stated that the library did not usually anticipate their needs, the library did not usually display information about their needs, the library did not attract them with publicity activities, they are not satisfied with library operations, would not always visit the library, library staff relationship with reader was not fine, the library did not look for new ways to satisfy user, its communication style was not straight forward, its staff were not business conscious and did not portray the library well. The result revealed poor marketing of library to PWHI in Nigeria, which must be strategically be improved upon.

Research Question 4: What is the level of service delivery to PWHI in Nigerian Libraries?

Table 9: Service Delivery to PWHI in Nigerian Libraries

S/N	Items	Students		Librarians	
		\bar{x}	SD	\bar{x}	SD
1.	Our library provides services this meet readers needs.	2.31	0.66	3.12	0.79
2.	Our library provides regular user education on user of resources.	2.10	0.00	3.16	0.56
3.	Service delivery is timely in our library.	2.33	0.11	3.62	0.71
4.	The library staff are always on desk to attend to us.	2.26	0.00	3.18	0.61
5.	Our library keep us informed about its services.	2.26	0.46	3.18	0.24
6.	It has new equipments for information delivery.	1.12	0.71	2.18	0.10
7.	The books are majorly new.	1.46	0.91	2.16	0.11
8.	The library always meet my need.	1.99	0.78	2.89	0.00
9.	Computers, projectors, multimedia are not in use in our library.	2.46	0.46	1.19	0.00
10.	Our library always provide current information.	2.41	0.41	3.17	0.11
11.	Our library always organize activities.	1.16	0.00	2.14	0.19
12.	It does not enables serious study.	2.99	0.93	1.09	0.00
13.	Resources can easily be located in our library.	2.06	0.00	3.41	0.19
14.	Services are promptly delivered in our library.	2.44	0.33	3.42	0.12
15.	I am satisfied with the library services.	2.01	0.19	3.66	0.88
16.	Library staff are courteous.	2.36	0.74	3.66	0.63
17.	Our library do not regularly exhibit materials.	3.51	0.11	3.04	0.11
18.	It provides answers to our questions readily.	2.82	0.00	3.16	0.42
19.	Its opening hour is okay.	3.11	0.61	3.58	0.28
20.	Its staff always assist students to get materials.	2.48	0.01	3.66	0.00
Weighted Average		2.28		2.93	
Grand Weighted Average		2.61			

Table 9 is the result of service delivery to PWHI in Nigerian libraries. The weighted average of the result for students and librarians were 2.28 and 2.93 respectively. Students had low weighted average while librarians' opinions were higher. Student have high mean score in the following items in table 4.13; it does not enables serious study (\bar{x} =2.99), our library do not regularly exhibit materials (\bar{x} =3.51), it provides answers to our questions readily (\bar{x} =2.82), its opening hour is okay (\bar{x} =3.11). Although the four items had high mean scores, according to the students, library did not regularly exhibit materials and serious study could not be done in the library. Items from the students' response with low mean score ranges between 1.12 and 2.46. Students responses with low mean scores are: our library provides services that meet readers needs (\bar{x} =2.31), our library provides regular user education on use of resources (\bar{x} =2.10), it has new equipment for information delivery (\bar{x} =1.12), the books are majorly new (\bar{x} =1.46), our library always organise activities (\bar{x} =1.16) among others. Librarians' responses

on service delivery to PWHI in Nigeria had high mean score on 15 out of 20 items listed. Results of the service delivery to PWHI by librarians revealed that: the library does not have new equipments for information delivery ($\bar{x}=2.18$), the books are not majorly new ($\bar{x}=2.16$) and library does not always organise activities ($\bar{x}=2.14$). The results of the service delivery to students mean that librarians need to improve their service delivery to PWHI in their libraries. The user of the library are the beneficiary of library service delivery and they are in best position to rate the services been delivered by librarians whether they are high or low.

Research Question 5: How can service delivery to PWHI be improved in Nigerian libraries?

Table 10: Improvement of Library Service Delivery to PWHI in Nigerian Libraries

S/N	Items	SA	A	D	SD	\bar{x}	SD
1.	Library staff should be regularly trained on serving people with hearing impairment information resources.	185 61.26	55 18.21	32 10.60	30 9.93	3.31	0.01
2.	There should be experts to relate with PWHI in our library.	202 66.89	68 22.52	17 5.63	15 4.97	3.51	1.00
3.	Presence of experts in the library who can operate PWHI equipment enhances service delivery.	231 76.49	31 10.27	20 6.62	20 6.62	3.57	0.41
4.	Interpreters' presence will help reduce communication barrier.	232 76.82	31 10.27	19 6.29	20 6.60	3.57	0.15
5.	There should be increased advocacy for users with hearing impairment by librarians.	188 62.25	52 17.22	29 9.60	33 10.93	3.31	0.73
Weighted Average		3.45					

Table 10 revealed the results of suggestions from students on improvement of library service delivery to PWHI in Nigerian libraries. The weighted average of the 5 items listed was 3.45, which was a very high response. Result revealed that all the five (5) items received a very high agreement (strongly agree and agree); library staff should be regularly trained on serving people with hearing impairment information resources 240(79.47%) there should be experts to relate with PWHI in our library 270(99.41%), presence of experts in the library who can operate PWHI equipment enhance service delivery 262(86.76%), interpreters presence will help reduce communication barrier 263(0.09%) and there should be increased advocacy for users with hearing impairment by librarians 240(79.47%).

4.5 Hypotheses Testing

Hypothesis One: There is no significant correlation between funding and library service delivery to PWHI in Nigeria

Table 11: Correlation between Funding and Library Services Delivery to PWHI in Nigeria

Variable	N	Mean	Std D	Df	R	Sig (P)	Remark
Funding	123	16.40	0.53	121	0.231	0.000	Sig
Library Service Delivery	123	58.60	0.30				

Positive ($r = 0.231$), sig. $P = 0.000 < 0.05$

Table 11 shows that the correlation coefficient between funding and library service delivery to PWHI is positive ($r=0.231$). Since $P=0.000 < 0.05$, it is implied that there is positive significant correlation between funding and library service delivery to PWHI in Nigeria. Therefore, the null hypothesis is rejected.

Hypothesis Two: There is no significant correlation between communication barrier and library service delivery to PWHI in Nigeria

Table 12: Correlation between Communication and Library Service Delivery to PWHI in Nigeria

Variable	N	Mean	Std D	Df	R	Sig (P)	Remark
Communication	302	37.95	0.496	300	- 0.034	0.007	Sig
Library Service Delivery	302	45.60	0.28				

Positive ($r = - 0.034$) sig. $P = 0.007 < 0.05$

Table 12 revealed that the correlation coefficient between communication and library service delivery to PWHI in Nigeria is negative ($r=-0.034$). Since $p=0.007 < 0.05$, this shows that there is negative significant relationship between communication barrier and library service delivery to PWHI in Nigeria. Therefore, the null hypothesis is not rejected.

Hypothesis Three: There is no significant correlation between marketing and library service delivery to PWHI in Nigeria

Table 13: Correlation between Marketing and Library Service Delivery to PWHI in Nigeria

Variable	N	Mean	Std D	Df	R	Sig (P)	Remark
Marketing	302	15.50	0.56	300	0.141	0.000	Sig
Library Service Delivery	302	45.60	0.28				

Positive (r = 0.141) sig. P = 0.000<0.05

Table 13 indicates that correlation coefficient between marketing and library service delivery to PWHI in Nigeria is positive (r=0.141). Since 0.141<0.05, it reveals that there is positive significant correlation between marketing and library service delivery to PWHI in Nigeria. Therefore, the null hypothesis is rejected.

Library Service Delivery and Public Persons With Hearing Impairment

Out of the selected 106 public Persons With Hearing Impairment, PWHI, interviewed through the use of checklist, only 42 (39.62%) were aware that there were libraries that could meet their information needs in their community. Out of the 42, 26 (61.91%) did make use of the libraries. 50% of those who made use of the library stated that they came to know about the services of the library in their community through friends, 40% through leaders, while 10% affirmed that they were aware about the library through self/personal effort.

Out of the 26 (61.91%) that made use of the library, 4 (15.39%) had ever loaned books, 10 (38.46%) enjoyed reference services, 16 (61.54%) has ever read textbooks and newspapers, while 2 (7.69%) had enjoyed captioned television programmes in libraries. According to the 26 that had ever used the library, political factor (80.77%), funding (84.62%), awareness (96.15%), training (76.92%), expertise (76.92%), communication barrier (80.77%), resources availability (57.69%), resource accessibility (73.08%) and marketing (76.92%) were the factors that affected library service delivery to PWHI.

Among the 42 (39.62%) public PWHI interviewed, 16 (38.09%) did not make use of the library. 12 out of the 16 (75%) did not visit library due to lack of awareness, 13 (81.25%) did not visit due to lack of information materials for PWHI in public libraries, 15 (93.75%) did

not visit due to lack of experts that could communicate effectively with them, 15 (93.75%) did not make use of library due to insufficient time and 14 (87.50%) stated that they could not read or write.

The remaining 64 (60.38%) out of the 106 interviewed who were not aware of library services in their environment attributed this to illiteracy (100%), poverty (93.75%) and government insensitivity (68.75%).

Discussion of Findings

Funding and Library Service Delivery to Persons With Hearing Impairment in Nigeria

It was revealed in this study that library service to PWHI was not well funded as indicated by school librarians, public librarians and academic librarians. This was attested to by evidences such as insufficient fund to procure information materials for PWHI, library irregular annual budget, inconsistent source of funding, and government insensitivity. These findings are in tandem with those of Omotosho and Okiki (2012), Ebiwolafe (2010) and Azubogu et al (2009) who affirmed that library's main challenge in Nigeria was funding. Eskay and Chima (2013) also found that Nigerian libraries experience limited financial resource towards funding the information resources/services of PWHI. It was also found that there was a positive significant correlation between funding and library service delivery to PWHI in Nigerian libraries. Omotosho and Okiki (2012) and Eskay and Chima (2013) corroborated this by stating that service delivery effectiveness in a library depends on funding. This implies that government and educational managers should see the library as a very integral part of educational sector and ensure steady flow of fund into the unit towards the procurement of latest equipment that could meet the information needs of PWHI. To achieve this, the stock of PWHI information materials and the population of PWHI should be taken country wide with due regard to their environment, so that necessary and adequate information materials can be procured.

Communication and Library Service Delivery to Persons With Hearing Impairment in Nigeria

It was revealed in the study that high level of communication barrier existed between libraries and PWHI in Nigeria. Factors that attested to this were use of jargons, inability to express oneself, use of ambiguous words, lack of translator, lack of hearing aids, lack of signs on library wall and misinterpretation of PWHI request. This was in line with the findings of Sear and Okor (2013) who identified communication barrier as a challenge in library service

delivery to the PWHI and concluded that libraries should make different communication channels available for PWHI. Findings revealed that there was a negative significant correlation between communication and library service delivery to PWHI in Nigeria. Therefore, the null hypothesis is rejected. The implication of the result is that all communication barriers affecting service delivery to PWHI in Nigeria must be removed. Appropriate machinery must be put in place to make deaf interpreter(s) available and accessible for the use of PWHI in Nigerian libraries. Information resources must be captioned to make them more understandable to PWHI.

Marketing and Library Service Delivery to Persons With Hearing Impairment in Nigeria

This study revealed that the level of marketing of library to PWHI in Nigeria was low. Majority of the respondents responded to the 10 listed items negatively, meaning that marketing of library to PWHI was at lower ebb. Libraries must market their service to users in order to be aware of their resources and services in order to be able to make use of them. The result confirms the finding of Alemana (2001) that many librarians still hold myopic view that the services and products are so essential that people will use them as they have always done without any additional effort on their part. They erroneously assume that users' needs are also satisfied because they will come to use the library. In Nigeria, Ekpeyong (2003) found that lack of effective marketing strategy of library resource has been found to be the main reason why targeted users – university teachers, researchers and students are not using the Kenneth Dike Library of the University of Ibadan as they should.

Librarians are therefore enjoined to market their services to users to enable them to know the available services and resource being offended by them which will enable them to use the services and resources. PWHI are special users; they need to be consulted and convinced about the products and services available for them in the library Nwegbu (2005) asserted that, the essence of marketing as applicable to libraries is designing and presenting the library books and non-books materials in terms of the needs and desires of the users of the library and using effective techniques to motivate, inform and service the library clientele (PWHI) both present and potential. Captioned videos can be used on the television to promote library services and products. Librarians can also, visit PWHI with an interpreter and present their products and services to them.

The study also revealed that there was a positive correlation between marketing and library service delivery to PWHI in Nigerian libraries. Since the correlation was significant, the null hypothesis was rejected. The implication of the finding is that marketing is one of the strategies that must not be neglected in rendering quality service delivery to PWHI in Nigerian libraries. Librarians serving PWHI must ensure systematised marketing of their information products and services. Appropriate strategies useful and understandable to PWHI should be used by librarians in sensitizing them of the available and accessible information resources in their libraries. If library information products and services are marketed to PWHI in Nigerian libraries, there will be improvement in the use of the library by PWHI. This would in the long run enhance the library service delivery to PWHI.

Service Delivery to Persons With Hearing Impairment in Nigerian Libraries

Table 9 revealed that librarians rated their services very high with a weighted average of 2.93 while students rated the services low with a weighted average of 2.28. Librarians are expected to look inward and examine services that are been rendered to PWHI and improve on them. The result from the students' view confirms the findings of Akolade, Tella, Ademolake and Adisa (2015) that PWHI's satisfaction to some investigated libraries was very low. It was concluded that PWHI are not properly catered for in terms of materials, services and accessibility that can make them derive the utmost satisfaction they desire.

Librarians should conduct researches in their environment on how to improve service delivery to PWHI in Nigeria. Developed nations like the United States of America (USA) and Australia have standard guidelines for library services to PWHI. According to Baker (2010), the Americans With Disability Act was passed in 1990 to protect the rights of the handicapped and provide them the same access to all areas where non-disabled have traditionally held control such as the job market, public building access, and public services such as that of the library. Such act can be replicated in Nigeria to cater for the needs of PWHI.

Improvement of Library Service Delivery to Persons With Hearing Impairment in Nigeria

Table 10 revealed that all the five items listed for the improvement of library service delivery to PWHI in Nigeria libraries were highly accepted by majority of the students with the weighted average of 3.45. The suggestions for improvement of library service delivery to PWHI in Nigerian libraries are: there should be experts to relate with PWHI in our library 270 (99.41%), interpreters presence will help reduce communication barrier 263 (90.09%)

presence of experts in the library who can operate PWHI equipment enhances service delivery 262 (86.76%), library staff should be regularly trained on serving people with hearing impairment information resources 240 (79.47%) and there should be increased advocacy for users with hearing impairment by librarians 240 (79.47%).

All these if properly taken care of may enhance library service delivery to PWHI in Nigerian libraries. In line with suggestions for improving library service to PWHI as suggested by the respondents which have the highest percentages (1-3), Chima and Eskay (2013) asserted that when selecting staff to be involved in the provision of information materials for the hearing impaired, libraries should attempt to employ persons who have or are likely to obtain credibility within the deaf community. In line with Chima and Eskay (2015), International Federation of Library Associations and Institutions, IFLA, (2000) guidelines for library services to deaf people stated that in order to provide adequate and appropriate services to deaf people, it is necessary for staff persons to have an understanding of their special needs, deaf culture, special collections of materials, captioning of video programs, assistive listening devices, specialised alerting devices, technological communication aids, reading levels, etc.

IFLA guidelines further stated that, libraries with a large deaf clientele should seriously consider ensuring that at least one staff member who had responsibilities for the provision of services to deaf people be moderately fluent in sign language and that other public service personnel have experience with basic signing as appropriate. Librarians' advocacy for PWHI will enable the library to receive more attention from the government at all levels and Non Governmental Organisation (NGOs) in providing adequate resources and services to PWHI in Nigeria.

SUMMARY OF FINDINGS

Major findings in this study are summarily presented as follows:

1. Majority of Persons With Hearing Impairment, PWHI, in Nigerian schools of the deaf were male;
2. Funding of the library towards enhancing service delivery to PWHI in Nigeria was inadequate;
3. High level of communication barrier existed in the process of delivering services to PWHI;
4. Marketing of Nigerian libraries to PWHI by librarians was poor;
5. Service delivery to PWHI in Nigerian libraries was moderate;

6. Funding is a positive and significant predictor of library service delivery to PWHI in Nigeria;
7. Marketing is a positive and significant predictor of library service delivery to PWHI in Nigeria; and
8. Communication is a negative and significant predictor of library service delivery to PWHI in Nigeria.

Recommendations

Based on the findings of this study, the following recommendations are hereby made to improve library service delivery to Persons With Hearing Impairment, PWHI, in Nigeria:

1. The Federal Government should make a policy that will mandate libraries to employ the service of interpreters in order to reduce communication barrier affecting service delivery to PWHI in Nigeria;
2. Library staff should be regularly trained on serving people with hearing impairment. This will bring about acquiring knowledge on how to serve PWHI in Nigeria adequately. Also they should be trained on how to use PWHI communication tools;
3. There should be increased advocacy for users with hearing impairment by librarians. This will enable government and Non-Governmental Organisations to be further sensitised on the need to provide adequate resources through adequate funding and donations for the use of PWHI in Nigeria;
4. The study revealed that there was low level of marketing of library to PWHI in Nigeria; hence, librarians should aggressively market their resources and services to PWHI in Nigerian libraries; and
5. Modern PWHI communication equipment should be provided in all categories of libraries.

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