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Attitude of National Institute for Legislative and Democratic Studies Library User Towards the use of the Library Services

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Attitude of National Institute for Legislative and Democratic Studies Library
User Towards the use of the library Services: by Catherine Enatta Ikokoh.

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Abstract

The study reviewed the attitude of National Instituted for legislative and Democratic studies library users towards the use of the library services offered. The population for the study was 198. The coefficient of the variance method was used to draw the sample from each cluster using proportion. The sample size for the study was 117. One hundred and seventeen (117) questionnaires were administered to the users based on the different categories such as NILDS staff, Contract/ Secondment / Posted staff, Students, Nass/ Others, and at the end 78 questionnaires where returned which determined the output of the survey using SPSS. The study concluded that the users preferred the electronic library effort put in place by NILDS library management.

Keywords: Attitude, Library services, Information and Communication Technology (ICT), Electronic Library, Library Users,

Introduction

A Library strives to play a role in the teaching, learning and provision of research activities to its parent institution. It is aggressively dynamic in the provision of its services and is manned by staff professional, who have proper background knowledge to meet the challenges of modern library setting. Users expectation of any library and information setting is to make available directly or remotely and timely the needed information, notwithstanding the format, to the satisfaction of the information seekers or library users.

The nature of the traditional library has changed drastically with the advent of Information and Communication Technology (ICT). The Information and communication technology has enabled most library to cope with the great increases in demand without increases in staffing and has enabled library to provide a much wider ranges of services, to improve the quality of work performed by the users in searching for information

The application of Information and Communication Technologies in Libraries has improved usefulness in assisting the information processing aspect of the traditional library operations such as acquisition, registration of users, by enhancing effective function of the circulation sections and keeping track of users and their research interest. This help in avoiding repetition and routine data processing task which is common in library operations especially in the traditional library setting.

An automated library or an Information and Communication Technology inclined library consist of not only the facilities and formats, but also the essential human elements of the library users and staff. According to Issa, (2011) “The Success of any library system, after all, rests not on how well the design works on paper, in abstract, but on how readily people will accept it, and how effectively they can use it”. This bring us to the attitude of the users of the library toward the library and the library staff toward encouraging them on the resources or facilities available in the library. According to (Venkatesh et al., (2003). Attitude is an important concept in social judgments and behaviors and thus, is one of the most important concepts in decision making.

One of the major barriers in implementing new innovations in the libraries is not only the technical aspect but also the attitudinal, this is because positive attitude towards the library resources and its technology contributes to a better performance in the provision of the resources as well as the technology in a technologically advanced environment.

Brief on NILS Library

The National Institute for Legislative and Democratic Studies (NILDS) Library Data and Documentation Unit is a special library that focuses on the collection, preservation and dissemination of information resources in the social sciences such as legislature, political science, law, economic etc. The library was inherited from Policy Analysis and Research Project (PARP),

and fall in place with the inception of NILDS in 2012. The library was set up to serve information and knowledge needs of members of the Nigeria National Assembly, NILDS postgraduate students, NILDS staff and researcher in the community. The National Institute for Legislative and Democratic Studies (NILDS) Library, Data and Documentation consist of the following main service departments. The Readers Service Department, The Technical Services Department, the Archival services Department and The Automation Services Department.

Statement of the Problem

The use of library services to enhance learning and research cut across all institutions in which they are attached to. The role of any library is to provide understanding to the users and meet their needs and to enhance their attitudes towards seeking those needs. It is only when this is properly done that user can optimize the benefits that such services can offer. However, not much is known about attitudes of NILDS library users as regard the use of library services. It against this backdrop that it become imperative to take a closer look at those attitudes, which have effect on how the users of NILDS library use the services available to them.

Justification of the Study

Previous studies have discussed the attitudes of students, staff etc towards university libraries, school libraries, information and communication technology etc. However, none has looked into the attitudes of NILDS library users with respect to the use of NILDS library which justified the need for this study.

Objective of the Study

The broad objective of this study is to examine the attitude of National Institute for Legislative and Democratic Studies Library user towards the use of the library Services.

Specific objectives of the study are to:

- (i) Find out the services offered by NILDS library to her users
- (ii) Examine the users attitudes towards the library services

(iii) Find out the hindrances to the effective use of these services and how they could be curbed

Research Questions

The study has the following research questions:

- (1) What library services does NILDS offer her users?
- (2) What is the attitude of the users to these library services?
- (3) What are the barriers to the use of these services in NILDS library and how can such barriers be removed?

Significant of the Study

The study aims at contributing to the limited information on attitudes of library users towards library services. The study is important because it is very relevant and could affect status of the library. The study therefore attempt to fill in the gap in area of the dearth of literature.

Methodology

A survey research method was used. The methodology involved a survey of the following categories of users NILDS staff, Secondment /consultant/ posted staff, NILDS students, NASS Member and others. Questionnaires were administer to all these categories of users to ascertain their usage of the library. SPSS statistical package was used to run the data collected.

Determination of Questionnaire Sample Size

To derive the sample size for this study, the coefficient of variation method following Kelley (2007) was adopted. The coefficient of variation approach to sample size determination proposes that if the variability of the population is large, then the sample size should be large. Conversely, a small population variance means a sample size should be drawn. To determine the sample size therefore, the following the framework was adopted:

The Coefficient of Variation method (Kelly 2007)

If the variability of the population is large, then the size should be large. Conversely, a small population variance means a small size should be drawn.

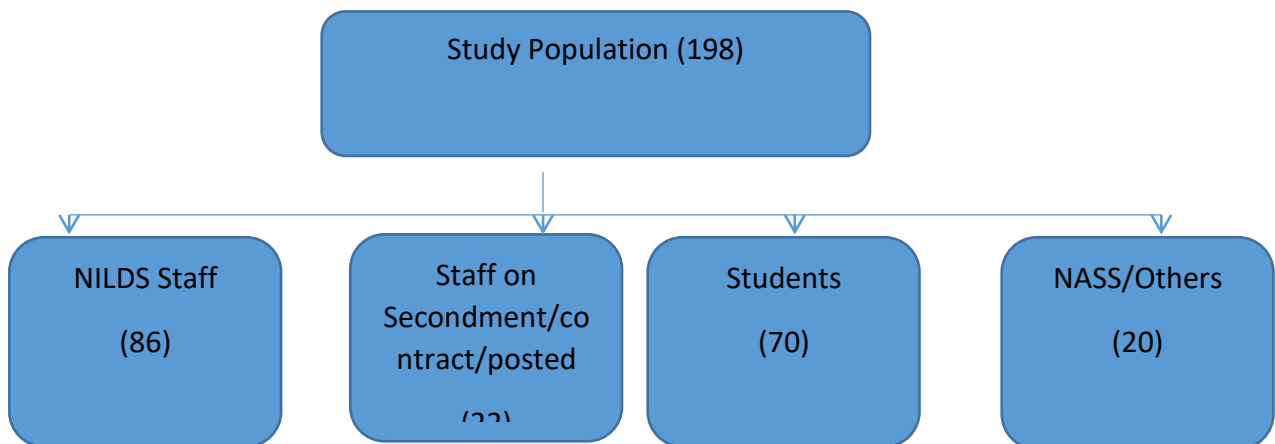
It calculate the “cv” proportion and draws the sample from each cluster using the proportion

$cv = \frac{\sigma}{\mu}$, where cv is the coefficient of variation; σ is the standard deviation and μ is the mean,

and multiply by 100 such that the formula becomes

$$cv = \frac{\sigma}{\mu} .100$$

The proportion of the cv is then used to draw the sample size for the study. The population for each sample cluster is presented below.



Determination of the Sample Size

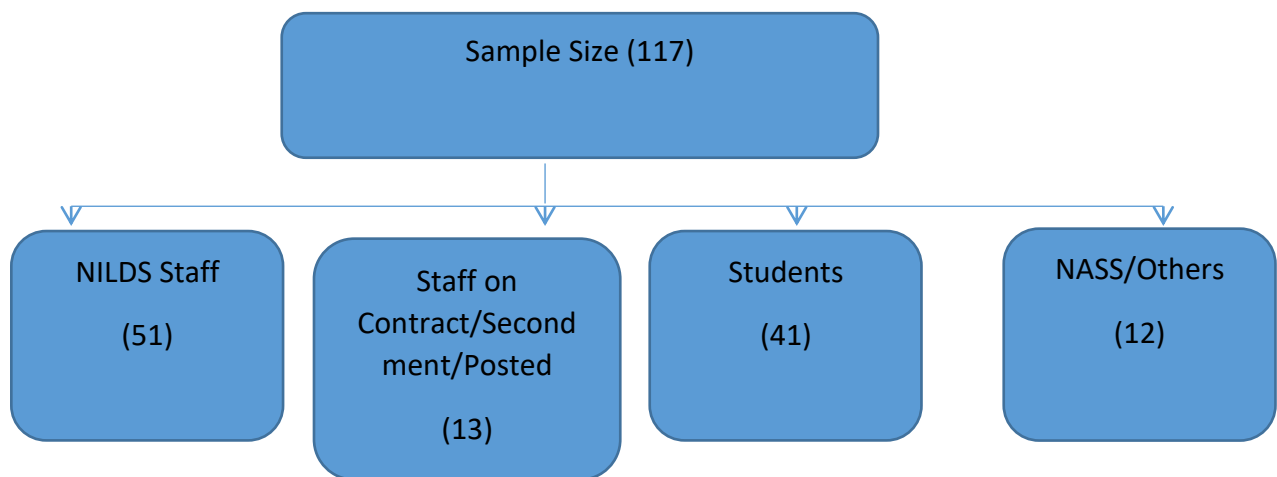
To determine the sample size for each cluster,

$$N = [n1, n2, n3, n4] = [86, 22, 70, 20]$$

The mean (μ) of 49.5 and 11 is 26.5 while the standard deviation (σ) is 29.06. Thus,

$cv = \frac{29.06}{49.5} \cdot 100 = 58.71\% \approx 60\%$. Therefore the sample size for each cluster would be 60% of each. That is, 51; 13; 41 and 12 for NILDS staff, staff on contract/secondment, students and NASS/others respectively. Thus, out of a total population of 198, the sample size for the study will be 117.

Sample Size



Literature Review

The literature is reviewed under concept of attitude towards library us as shown below

Concept of Attitude

The study of attitudes has been approached with different emphasis and methods in the past years. Attitude theories have been organised into four categories as follows: Consistency theories, Learning Theories, Social Judgment theories and functional theories. For the purpose of this study our emphasis will be on functional theories. This is because it brings out why the users exhibit such attitude.

According to Katz (1960). A fundamental question about attitudes concerns their purpose: that is, what function do attitudes serve? Understanding the purpose of attitude is the identifying characteristic of functional theories.

Katz (1960) opines functional theory. Daniel Katz proposed a functional theory of attitudes. He takes a view that attitudes are determined by the functions they serve for us. People hold attitude because these attitudes help them achieve their basic goals. He further identified four types of psychological functions that attitudes meet as follows: instrumental, knowledge, value-expression and ego-defensive.

Attitudes are important element in a wide variety of interpersonal behaviours and in almost every field it involves human beings. According to Almahboub's (2000, p.16-17) unpublished thesis in which he quoted (Fishbein, 1967; Fishbein & Ajzen, 1975 p.10). In the educational field, teachers need to understand students attitudes in order to influence them toward learning (Mager, 1984 p.14). Collis and Sakamoto (1996 p.7), for examples, emphasized that students' attitudes must receive attention from school staff. Based on the above attitude can either be favorable or unfavorable.

Thorndike and Skinner also emphasised that the organism has to be rewarded in order to reinforce the elicited response and to enhance chances of similar behaviour occurring in future (Kaiser, 1985 p.9) Fishbein and Ajzen (1975 . 10) and Mager (1984,p.14) pointed out that learners should consider positive or favorable attitude toward the subject matter they study. Considering unpleasant or unfavorable attitude causes negative attitudes toward learning. Skinner (1968 P.19) stated that interesting subjects could strengthen Positive attitudes toward school.

Boser, Daughter, Palmer (1996 p.3) stated that "this position is supported also by Popham (1994 p.3) who suggested that students who exhibit a positive attitude towards a subject are more likely to actively engage in learning during and after instruction". Therefore, based on the literature suggestions concerning the importance of development of positive attitudes toward school subjects, according to Boser et al. (1996 p.3)," Thurstone and Chave (1929) (as cited in Dwyer, 1993 .p.10) considered issue of misinformation and suggested the following: All that we can do with an attitude scale is to measure the attitude expressed with full realization that the subject may be consciously hiding his true attitude or that the social pressure of the situation made him really believe what he expresses... All we do is minimize as far as possible the

conditions that prevent our subject from telling the truth, or else to adjust our interpretation accordingly.

Maio and Haddock (2010) as cited by Farshad Maghnati¹ & Kwek Choon Ling¹(2013) argued that both negative and positive reactions in the psychological science can be reflected in attitude. Based on the above, the usefulness of NLS library to the users can enhance their positive attitude towards the services available in the library.

Attitudes Towards Library Services

Studies have shown beyond theoretical bases that the use of library by the users will lead to effective learning and good performance on work. Some of these studies are highlighted below. Ray, and Day, (1998 p23) carried out a study on “Student attitudes towards electronic information resources” The study revealed that students are increasingly expected to use electronic resources while at university. Studies were undertaken to determine the level of use of this type of resources, how students feel about the various issues surrounding electronic resources and whether attitudes change dependent upon subject studied. The conclusion to the findings of this small sample population suggest many respondents do use some electronic resources and are aware of their benefits, but the majority still like to use printed material to complement this technology.

Mahmood (2009, p.206) carried out a study on Gender, subject and degree differences in university students’ access, use and attitudes towards information and communication technology (ICT). This study reported the findings of a questionnaire survey conducted to see the gender, subject and degree differences in access, use and attitudes toward information and communication technology (ICT) of 625 students of the University of Punjab, Lahore, Pakistan. Some differences are found based on gender, subject and degree levels. Female students, although having strongly positive attitude towards ICT, but still fewer users than male.

According to Omera (2013) in his study which centered on the utilization of secondary school libraries by teachers and students in Idah Local Government Council of Kogi State. A survey

method was adopted for the study with questionnaire constructed, validated and used for the collection of data related to the research questions formulated to guide the study. The population of the study was 182 teachers and library staff from the seven (7) secondary schools and colleges in the Local Government Area. There was no sampling procedure as the population was considered small. Interview and observation was also used to collect data where questionnaire could not be used. Simple percentage and means were used for data presentation and analysis, the researcher in the course of this study found out that the school libraries have limited resources, by way of personnel, library material resources, funding and accommodation and that most of the teachers do not patronize the school libraries despite their claims as to the importance of school libraries.

Suleiman and Aliyu (2013) in their study which investigates the use of internet facilities by the academic staff of School of Management and information Technology (SMIT) in Modibbo Adama University of Technology (MAUTECH), Yola. The findings of the study was intended to be used to improve teaching and research not only in SMIT but to the entire university and the society at large. The study use the survey research design, the population of the study consist of all the 62 academic staff of SMIT comprising of the Departments of Accountancy, Economics, Information Technology, Library and Information Science and Management Technology. Questionnaire was used to collect data. The data collected was been analyzed through descriptive statistics using frequency table and percentage. The study revealed that the University provide staff of the University with Internet access at a fee and also academic staff of SMIT use Google, Yahoo and free database search engines for their teaching and research. It was recommended that the university management should provide free Internet access to the university community to encourage and enhance teaching and research.

Popoola (2001) in his study of faculty awareness about library and information services universities in South-west, Nigeria, discovered that there was a significant difference in faculty awareness of available library information products and services. The study further revealed that the faculty members did not have sufficient knowledge of library products and services pertinent to their teaching and research activities. The survey also revealed that the level of knowledge of

faculty staff had positive relationship with the frequency of use. Consultation with the librarians, User education programs etc.

Ijirigho (2009) hinted that despite the increasing availability of online resources, faculty staff members do not want to part with a paper-based library as they preferred information in print format. She therefore advocated for the integration of traditional and modern librarianship through hybrid collections and that efforts should be made by academic libraries to intensify the teaching of information literacy.

Aina (2004) observed that users require different services; hence librarians are expected to provide a variety of services to them. Even within one type of library, users will demand different services. The services demanded are not static, as users' needs are dynamic, requiring different services at different times.

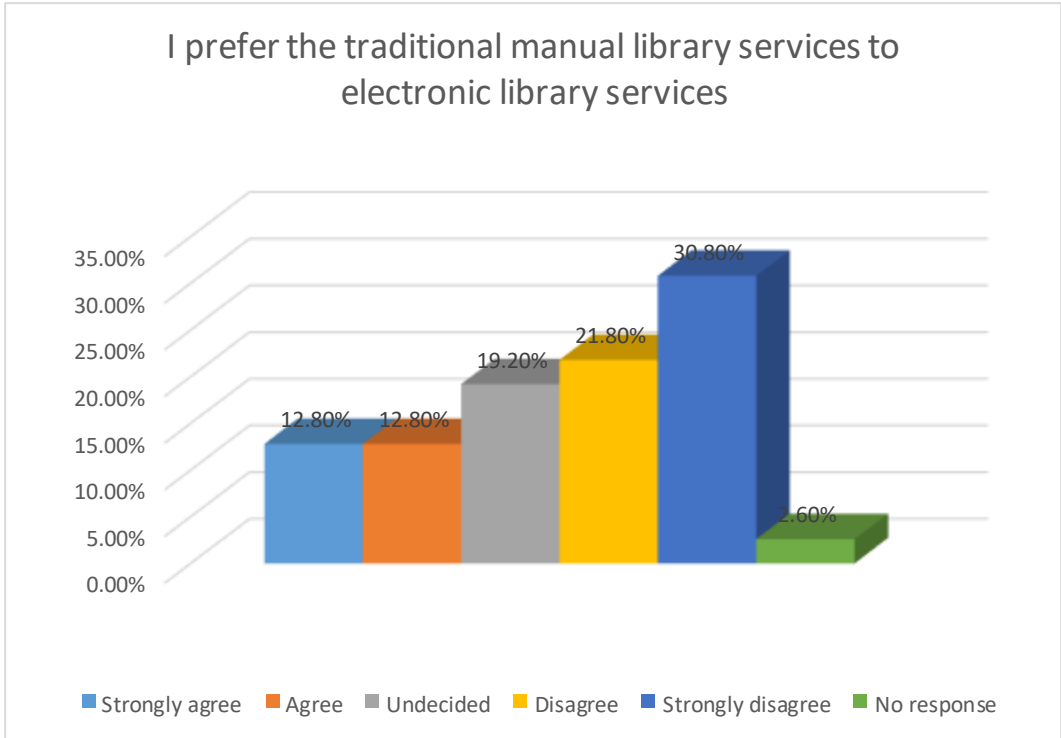
Nitecki (1996) also echoed that the assessment of how well a library succeeds depends on the user as a judge of quality. It is in line with this notion of users are great determinants in deciding the existence and survival that compel libraries to continuously adjust products and services in consonance with the dictates of their customers' expectations.

In view of the above it became necessary to find out the attitude of NILDS users to the services offered to know the way forward.

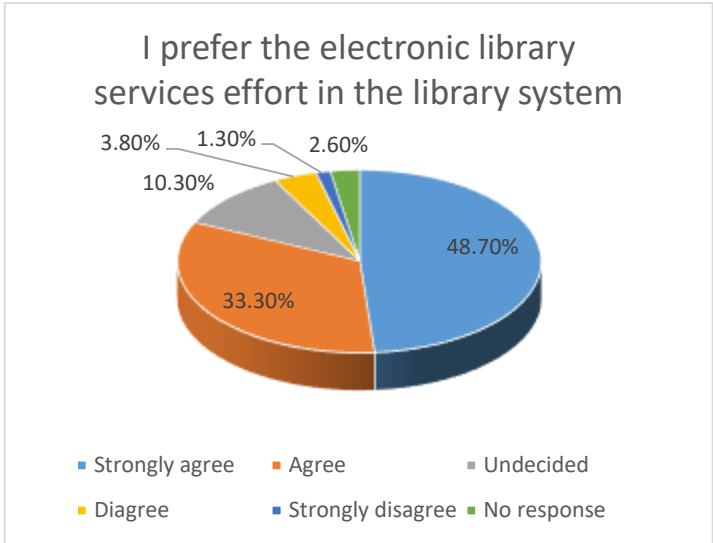
Discussion

This is the discussion of the survey carried out on the attitude of NILDS library users towards the use of the library services. Questionnaires were distributed to 117 users of NILDS library based on these categories, NILDS staff (51), seconded/contract/posted staff (13), students (41) and NASS/ others (12). The discussion was based on the returned 78 questionnaires as follows.

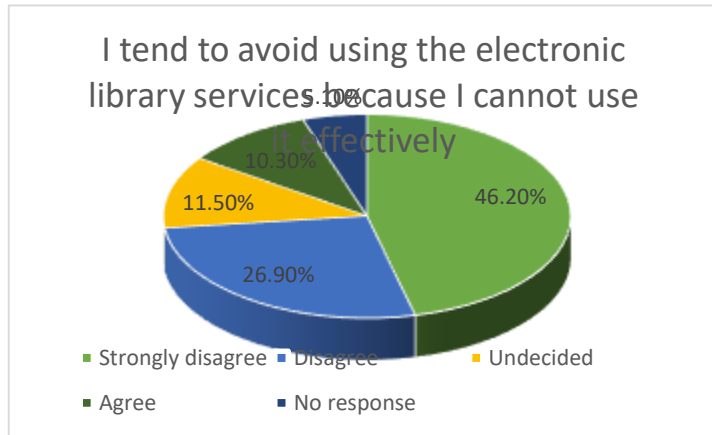
From the above graph, users of NILDS library prefer the e-library services with 40.40% as the highest, 38.50% indicated all of the above (meaning, they do not mind if offered all the services they offer) and serial services respectively, 11.50% prefer reference services and 1.30% prefer selective dissemination of information.



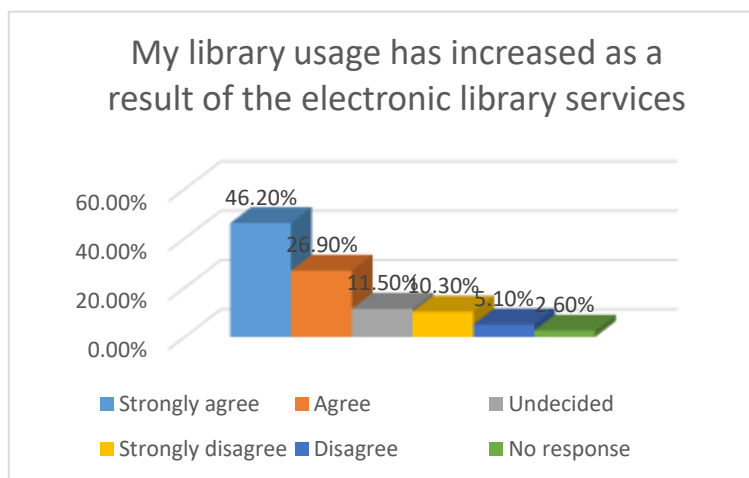
From the above graph we discover that the user of NILDS library strongly disagree with the use of manual library services with 30.80% which is the highest, 19.20% are not sure, 21.80% disagree, 12.80% each strongly agree and agree.



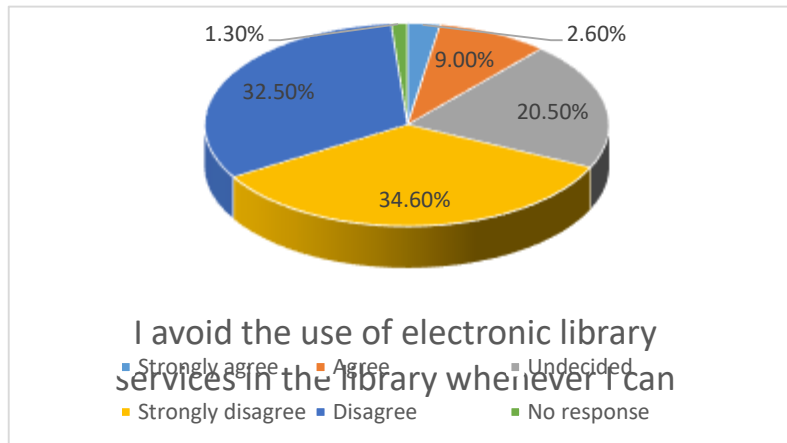
The chart above refers to electronic library effort being put in place in NILDS, 48.70% which is the highest strongly agreed with it, 33.30% agree with it, 10.30% are not sure whether they prefer the effort, 3.80% disagree, 2,60 % (3%) did not respond to the question while 1.30 % strongly disagree.



The chart above shows that the users of NILDS library use the electronic library services because they disagree with the fact that they cannot effectively use it and so avoid the usage, 46.20% strongly disagree in avoiding the usage, 26.90% disagreeing to avoiding the usage , 11.50% being undecided, 10.30% agreed to avoid using it and 9.10% did not responds



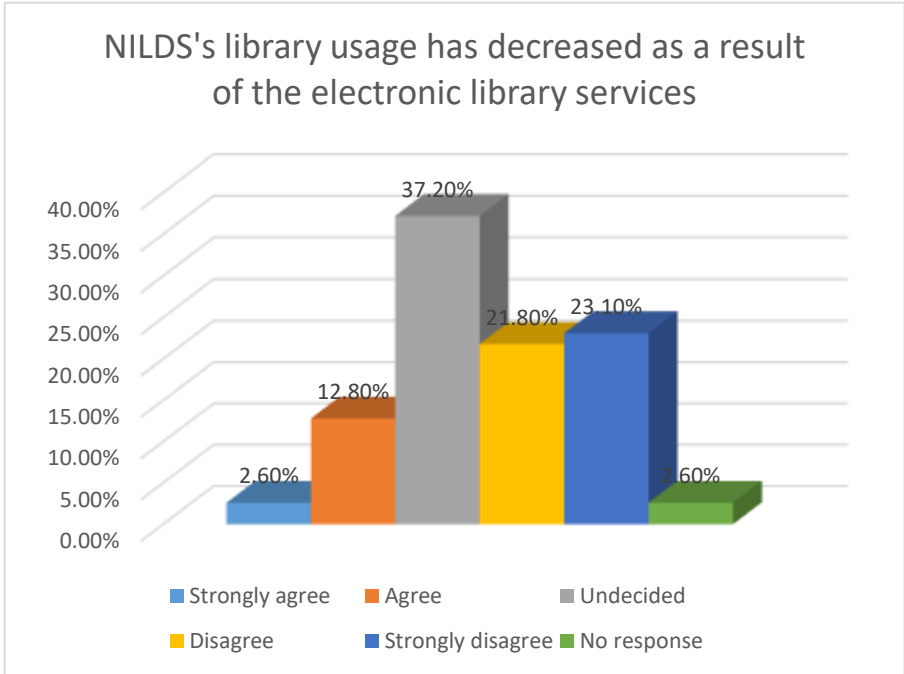
From the graph above the users indicated that their usage of the library increased with the introduction of electronic library services as 46.20% strongly agree, 26.90% agree, 11.50% undecided, 10.30% strongly disagree, 5.10% disagree and 2.60% with no responds.



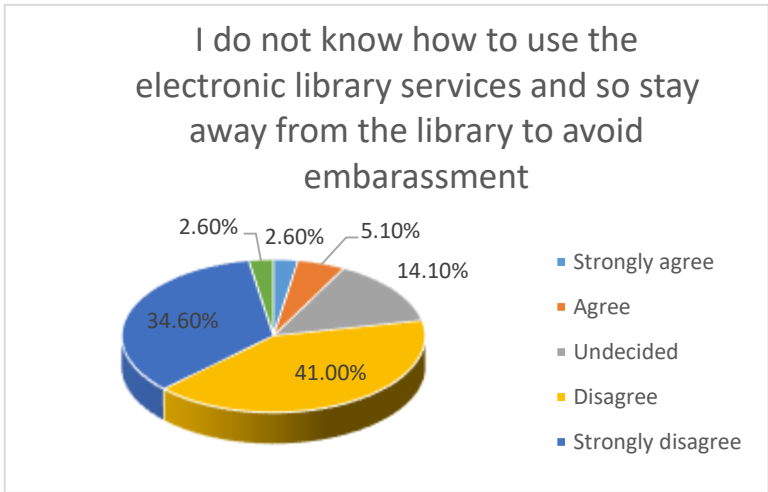
The chart above shows that the user do not avoid the usage of electronic services whenever they can. 34.60% strongly disagree to avoiding the usage, 32.50% disagree with avoiding the usage, 20.50% are undecided as to avoiding the usage, 9% agreed to the statement that they avoid the usage of the services, 2.60% strongly agree and 1.30% did not respond to the question.

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The graph above shows that users liked the electronic services offered, with 46.2% strongly agreeing, 30.80% agreeing, 11.50% undecided, 6.40% strongly disagreeing and 2.60% disagreeing and not responding to the question.

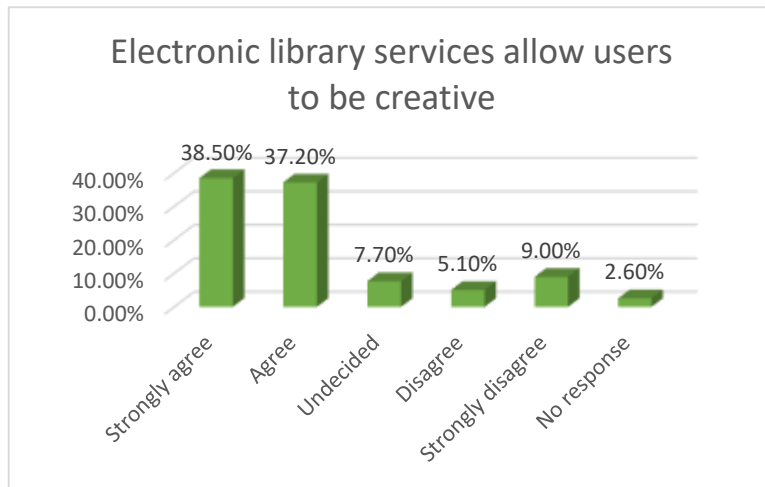


The graph above shows that the library usage has not decrease as a result of the electronic library services, with 37.20% not being sure, 23.10% strongly disagreeing, 21.80% disagreeing, 2.60% not responding, 12.80% agreeing and 2.60% strongly agreeing.

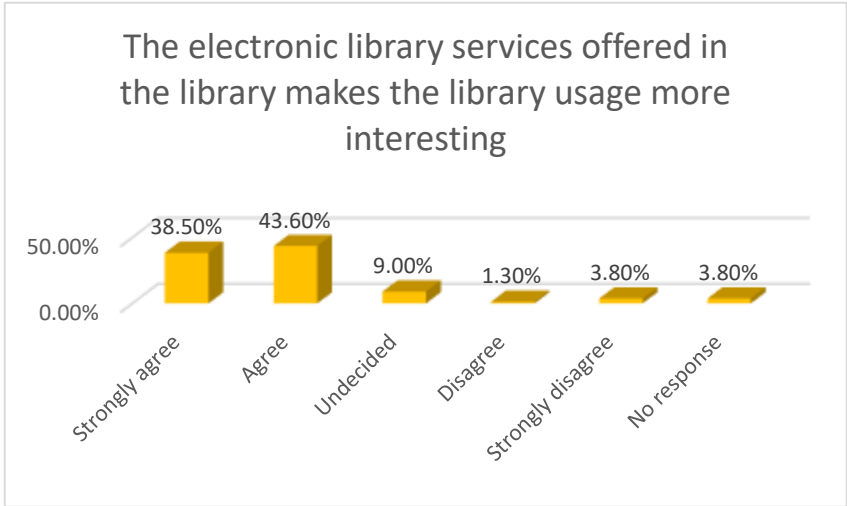


The chart above shows that the library users use the library even with the electronic services because it does not embarrass them, with the following as the highest 41% disagree, 34.60%

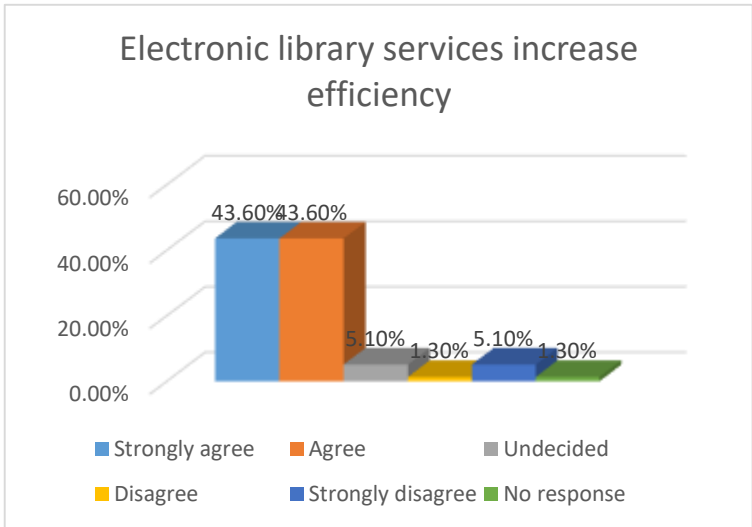
strongly disagree, 14.10% undecided, 5.10% agree, while 2.60% each strongly agree and no response.



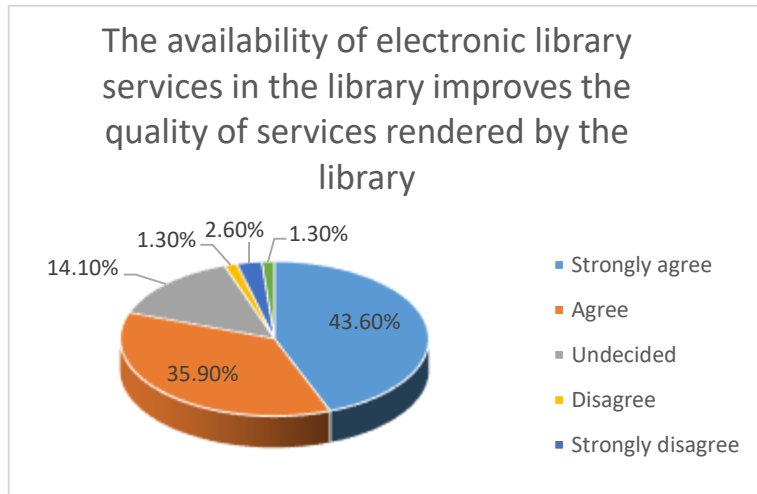
The above graph shows that the electronic library services allow users to be more creative, with 38.50% strongly agreeing with the statement and 37.20% agreeing, 9.00% strongly disagree, 5.10% disagree, 7.70% undecided and 2.60% no response, thus making the neutral and negative responses non significant.



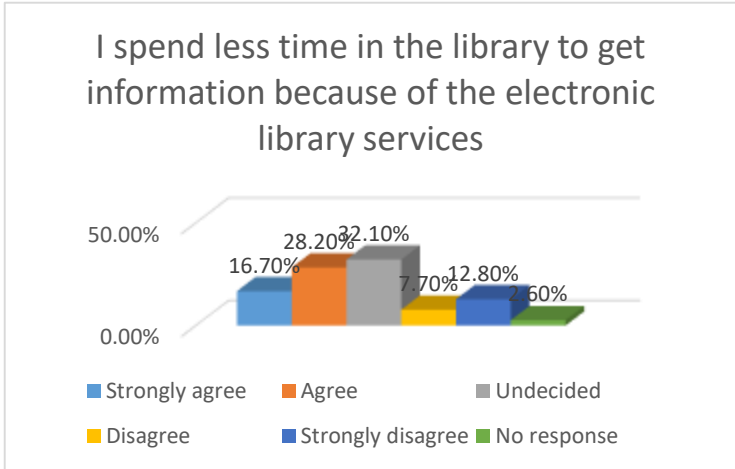
The above graph shows that the electronic library services offered in NILDS make the library more interesting with 43.60% agreeing to the assertion, 38.50% strongly agreeing to it, 9.00% undecided, 3.80% strongly disagreeing and did not respond responsively and 1.30% disagreeing.



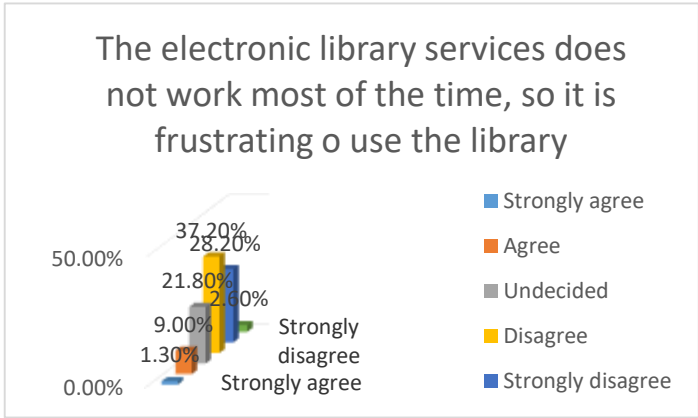
The above graph shows that the electronic library services increase users' efficiency, with 43.60% each responding strongly agree and agreed respectively, 5.10% undecided and strongly disagreed respectively, and 1.30% disagreed and with response.



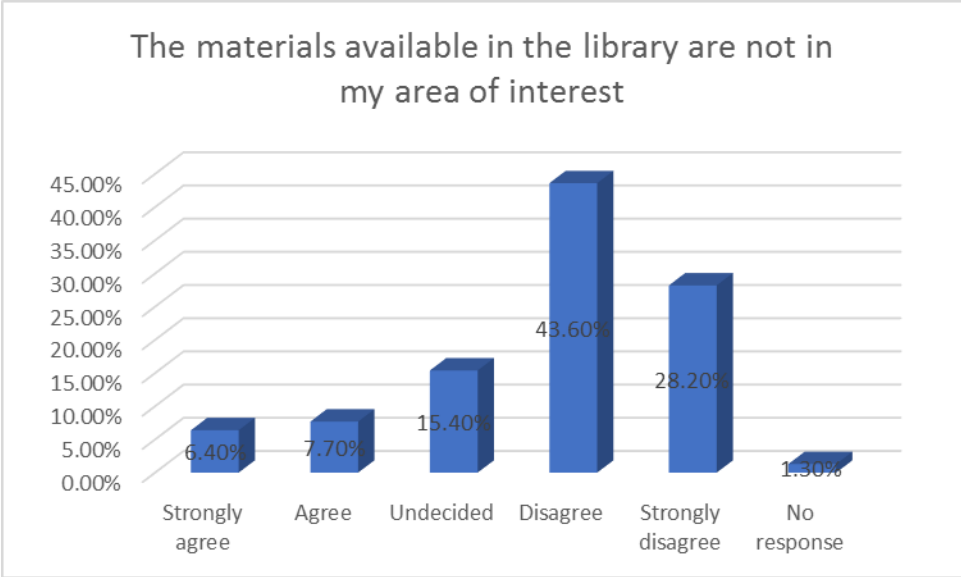
The above chart shows that the availability of the electronic library services improved the quality of the services offered in NILDS library, with 43.60% strongly agreeing and 35.90% agreeing, which shows that the availability of electronic library services improves the quality of services rendered by the library. On the other hand 14.10% were undecided, 2.60% strongly disagreed and 1.30% each disagree and no response.



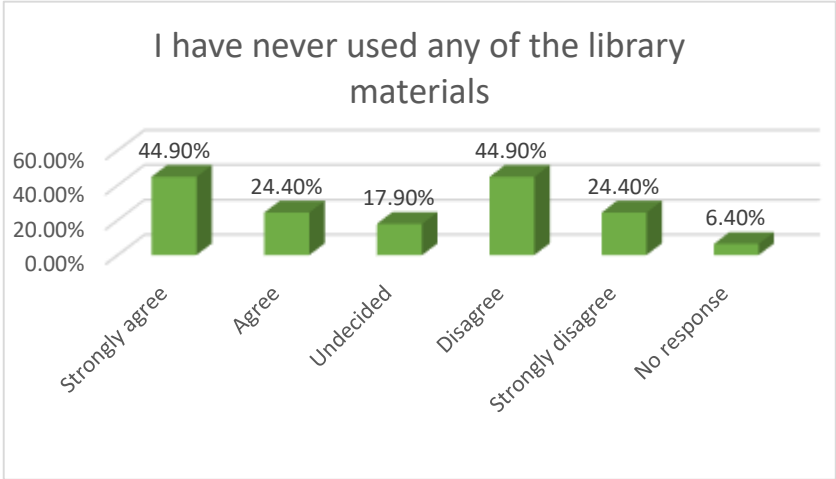
The above graph shows that users spend less time to get information with the electronic library services in NILDS, with 28.30% agreeing to it, 16.70% strongly agree, 32.10% undecided, 12.80% strongly disagree, 7.70% disagree while 2.60% no response.



The above graph shows that the electronic library services is not frustrating and it works all times with 37.20% supporting this fact which is the highest disagreeing, 28.20% strongly disagree, 21.80% undecided, 9.00% agree, 1.30% strongly agree and 2.60% no response.

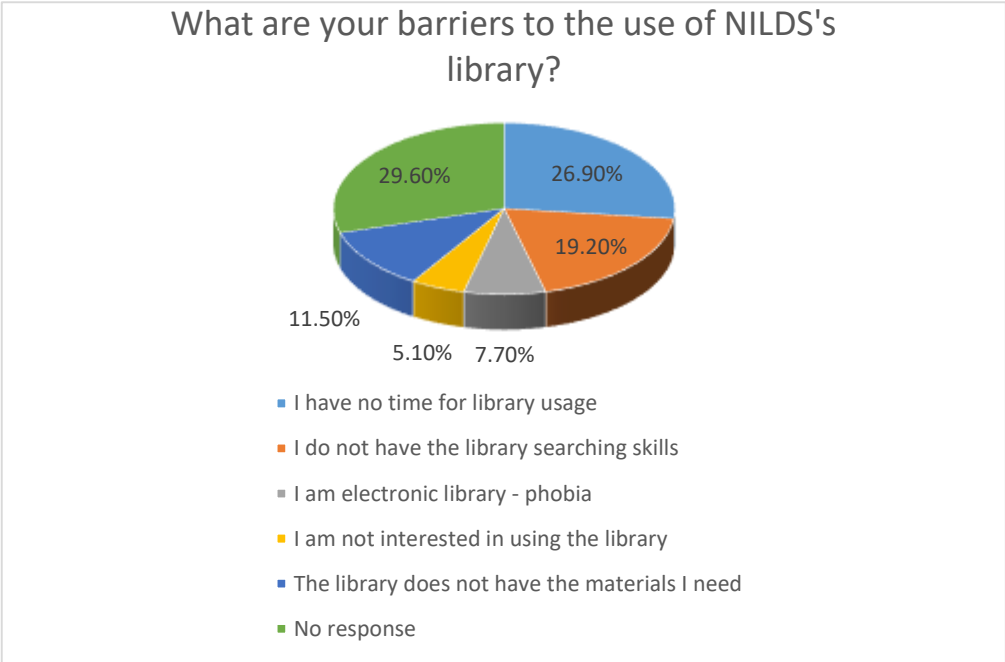


The graph above shows that the materials available in the library are in the area of the users interest, with 43.60% disagree, 28.20% strongly disagree, 15.40% undecided, 7.70% agree, 6.40% strongly agree and 1.30% no response.

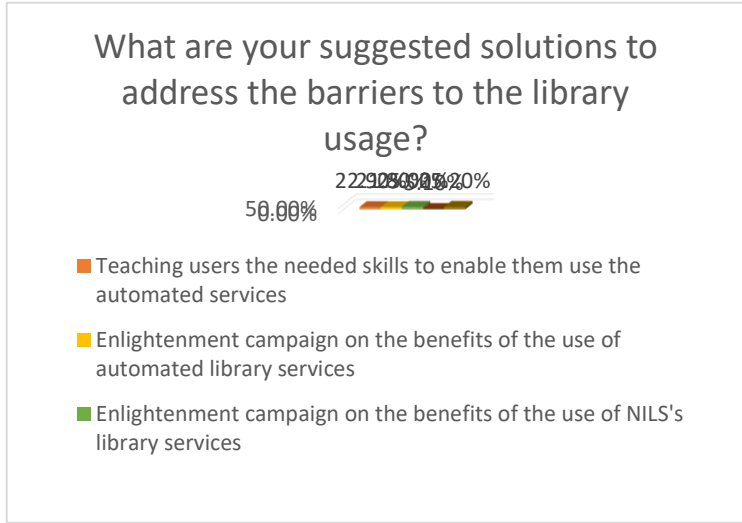


The above graph shows that 44.90% of users have used materials in the library and also another 44.90% have not used the materials , this might be as a result of materials not in the area of their interest and need to get other areas apart from legislative studies, law and social science by including areas like management, engineering for other staff of the institute and the community

of users. 24.40% agree and strongly disagreed respectively, 17.90% undecided and 6.40% no response.



The above chart shows that the barriers to the use of NILDS library are as following, with 26.90% of users not having time for library usage, 19.20% do not have library searching skills, 11.50% showing that the library does not have materials they need, 7.70% being electronic phobia, 5.10% not interested in the library and the remaining 29.60% did not respond to the question.



The above shows the solutions to the barriers to library usage as follows: 25.00% suggested enlightenment campaign on the benefits of the use of NILDS’s library services, 22.90% indicated teaching users the needed skills to enable them use the automated services, 21.80% indicated enlightenment campaign on the use of automated library services, 5.10% indicate the training on manual system and the largest 25.20% did not make any suggestions.

Conclusion and Recommendation

Conclusion

In conclusion, the study reviews the situation of services at NILDS library with regards to the user and their attitude to the use of the services offered in NILDS library. It show that the users prefer the use of e-library services offered in the library, as well as the effort put in place because it increases their usage of the library, make user more creative and the library more interesting, with less time spent in searching for information; and it enhances their efficiency owing to the fact that the electronic library work well at all time, as well as meet their needs. The study also review some issues that serves as barrier in the library such as not having time for the use of the library, not having searching skills, having electronic phobia and not interested

in library. There are also suggestions as to how to improve the service by providing enlightenment campaign on electronic and library system.

Overall of the study provide a great learning experiences. The finding will help NILDS's library determine the services area, where improvements are most needed, and develop the necessary training programme to address them. The study is an eye opener to how library services work at NILDS library, and library users attitude towards these services offered.

Recommendation

Based on the findings the research study recommends that all stake holders, including teachers, lecturers, the government and individuals involved in educating people and / or Interested in the legislators should rally round NILDS library to Provide conditions that facilitate studying. And study skills should be taught the library users so that their academic and work performance can be greatly improved through the following Recommendations.

- ▶ Enlightenment campaign on the benefit of the use of NILDS library services;
- ▶ Teaching users the needed skills to enable them use the automated services;
- ▶ Enlightenment campaign on the use of automated library services;
- ▶ The training of the users' on the manual library system
- ▶ Taking care of other users' areas of interest, in order to enhance their productivity and library usage.

In view of all the above, the management of NILDS should place a reward system for the individual who utilizes the library more, as well as increasing awareness campaign to users who are yet unaware of such services provided by the library, since there cannot be enough of such campaigns.

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