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**Managing Deviant Behaviours among Undergraduate Student Users of Federal University
Libraries in Southwest, Nigeria**

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Abstract

This study investigated the causes, prevalence and effect of deviant behaviours among undergraduate student users of Federal university libraries in Southwest, Nigeria. Using a descriptive survey research design, 108 librarians from the six Federal university libraries participated in the study. A self-devised structured questionnaire was used for data collection. Data collected were analysed and results presented using table of descriptive statistics, frequencies and percentages. The study revealed that deviant behaviours are opportunistic crimes caused by situational factors including a pervasive view that there is little or no danger of being caught, Porous library security, Poor illumination, lack of vigilance on the part of the employees and feeling that there is little or no punishment when caught. The findings of the study showed that the prevalent deviant behaviours which include stealing, mutilation, defacement of library materials, rudeness to library staff and misuse of library computers, can affect sustainable library growth, destroy library materials, frustrate librarians efforts, affect library image and cost taxpayers money. They reduce library's service capacity, quality of library resources/ services, increase educational inequality, discourage library usage and reduce users' perceived value of library services. The study suggests that situational crimes occur when the perceived cost is low and the net benefits associated with the crime is high. Therefore, managing situational crimes in the library implies achieving a balance between situational factors that increase the criminal's perceived cost and those that decrease the criminal's perceived benefit. The study recommends the establishment of student disciplinary and counselling units in addition to increasing the cost of crime and the risk of getting caught by increasing library security and imposing stiffer penalties for offenders in order to minimising crime commissioning among undergraduate students in federal university libraries.

Keywords: Deviant behaviour, Situational causes, Prevalent deviant behaviour, Crime management, University libraries, Southwest, Nigeria

1. Introduction

One fundamental aim of libraries and librarians has been to formulate a philosophy of intellectual freedom, excellent learning condition and provide access to all sources of information in a serene environment. This explains why our mental concept of the library does not entail harsh reality of violence, risk, danger, fear or anxiety. Libraries are normally perceived as tranquil places, where one may spend quiet time in contemplation and study and may feel free to explore, find and use information contained in the human intellectual records. Demonstrably however, library material, employees and patrons are increasingly at risk because some of the users for whom library services are provided often violate library rules by exhibiting deviant behaviours.

Deviant behaviour has been described as any action and inaction that violates the normative rules, understandings, or expectations of social systems. A deviant is someone whose behaviours or beliefs are different from what is normally considered acceptable. When library users' belief is at variance with what is considered normal and acceptable, they act contrary or infringe on library rules. Hence, Eruvwe and Enite (2019) view a deviant library user as anyone who violates the rules and regulations of the library and constitute themselves a threat to the library intellectual properties, personnel and other users. Deviant behaviours in libraries occur in form of property theft, mutilation, defacement, misuse of facilities, rudeness, abuse etc.

Accordingly, there are two kinds of deviant behaviours in libraries: violence against library properties and violence against people. Regardless of motives, most library deviant behaviours are opportunistic in nature and occur when the risk of getting caught is low and the likelihood of succeeding is high. In any case, the typical punishment for getting caught according to Shuman (1999) is a nominal fine. Hence, the whole situation is usually considered by administration and staff as well as the discovered perpetrator as more embarrassing than serious. Thus, libraries have become easy targets for opportunistic crimes and lawless behaviours, possibly because of their policies, their architecture, lack of vigilance on the part of the employees, and a pervasive view by the perpetrators that there is little or no danger of being caught- and even if they are, their punishment will be minimal.

Deviant behaviours among users of university libraries have been identified as a universal phenomenon with negative impact on the users as well as library service delivery (Fashola and Oyadeji, 2019). Various issues of deviant behaviours have also been reported in Nigerian Federal university libraries. According to Jato (2005), indecent or deviant attitude such as theft and

mutilation, hiding library materials, refusing to return overdue borrowed materials, answering phone calls in the reading hall, smuggling food and drinks into the library reading room, mutilation/ defacing library books among others have become a common occurrence in Nigerian university libraries. These growing behaviours, if not controlled can render most of the library services ineffective (Fashola and Oyadeji, 2019). Controlling deviant behaviours in the library brings into focus three prong objects of all efforts towards management of crime which is that of understanding the causes, prevalence and effect of deviant behaviours on library service delivery.

Deviant behaviours in Nigerian federal university libraries can be attributed to two factors: internal or dispositional and external or situational. Dispositional attributions say that a person's actions are due to their disposition, or personality. According to McLeod (2012), dispositional attribution assigns the cause of deviant behaviours to some internal characteristics of a person (such as individual personality traits, temperament, and genetics), rather than to outside forces. In contrast, situational attributions basically say that a person's actions are due to the situation that they are in. The external or situational factor assigns the cause of deviant behaviours to some situational factors or events outside a person's control (such as situational or environment characteristics of the library) rather than to some internal characteristic (McLeod, 2012).

While dispositional attribution assigns blames to the perpetrators of deviant behaviours, situational attribution assigns blame to the library environment for users' misdemeanours. According to Cromwell, Alexander and Dotson (2008: 149), "It begins with an analysis of the circumstances that give rise to a criminal event and introduces discrete, manageable environmental changes to reduce the opportunity for those events to occur". Rather than focusing on those who commit crimes, situational attributions focus on the setting for crime.

Statement of the problem

Federal university libraries in Nigeria are dedicated to the advancement of learning, and firmly committed to a philosophy of mutual tolerance and respect. However it is not every transaction with readers that is perfectly pleasant, though the vast majority of services are, deviant behaviour and misdemeanours of various sorts occur in library buildings all the time. People are constantly stealing books, mutilating periodicals, misusing computers, abusing staff verbally, assaulting one another, or otherwise preying upon or harassing other people. While most library violations

appeared insignificant, they are nevertheless crimes and indirectly cost taxpayers money, reduce library resources and service capability.

While most studies including Jato (2005), Ubogu (2019) and Bakare, Adekanbi & Orejoko (2021) have attributed deviant behaviours among library users to dispositional factors such as individual personality traits, temperament, genetics, age, sex, choice, educational backgrounds and so on, little attention has been paid to the situational attribution of deviant behaviours in Federal university libraries in Nigerian. Considering that an understanding of the situational factors is very essential for the management of library crimes, this study is carried out to investigate the situational causes, prevalence and effect of deviant behaviours among undergraduate student users of Federal universities libraries in Southwest, Nigeria. The study answers the following research questions:

- what are the situational causes of deviant behaviours among undergraduate student users of Federal university libraries in southwest, Nigeria?
- what are the prevalent deviant behaviours among undergraduate student users of Federal university libraries in southwest, Nigeria?
- what is the effect of deviant behaviours on library service delivery in Federal universities in southwest, Nigeria?
- how can libraries manage deviant behaviour among undergraduate student users of Federal university libraries in southwest, Nigeria?

Literature review

Deviant behaviour among student users of a library is used to refer to the disobedient, destructive or negative attitude of students to library rules and regulations. Library rules are designed to create and maintain an orderly environment for effective library and information service delivery in support of teaching, learning research and community service mandates for which universities are established. Considering negative impact of deviant behaviours, various negative terms such as illegal practices (Gadekar & Golwal, 2013), defiant attitude (Eruvwe, Apkojotor & Okonoko, 2015), security challenges and threat (Dzarma & Jibasen, 2015), delinquent acts or behaviours (Jato, 2005; Ubogu 2019), resources vandalism (Omoike & Ikegune, 2020) and disruptive or inappropriate behaviours (Bakare et al., 2021) have been used to describe deviant behaviours in libraries.

According to Bakare et al (2021), behaviours are considered disruptive if they violates the code of conduct, rules and regulations of the library resulting in physical damage to the collections, facilities or equipment and disrupting the free flow of activities and operations of the libraries. Disruptive behaviours violate the privileges of other users to freely benefit from the range of services offered by university library facilities in support of academic activities. Hence Awujola and Olapade (2015) maintain that a deviant user is such who violates library rules and regulations through theft, mutilation and other forms of abuse and thus, becomes a threat not only to the library intellectual properties, but to library personnel as well as other users.

Deviant behaviours in Nigerian university libraries have recently received growing interest among library and information science writers. Bakare et al (2021) did a comparative assessment of disruptive behaviours among users in selected university libraries in Kwara State, Nigeria and revealed that the most practiced disruptive behaviours exhibited by users in the libraries were incessant noisemaking, theft and mutilation of library materials as well as struggle, fight, and misuse of library space. Akinola (2020) examines the security situation of library resources and crime challenges in Nigerian university libraries using Joseph Ayo Babalola University, Ikeji Arakeji as a case study. The study revealed that the library is confronted with various types of security and crime problems and recommends the intensification of security in the library premises and in the various reading halls through increased supervision, patrolling of the porters, surveillance, and installation of electronic security gadgets (CCTV) in the library building and the enactment of a written security policy for the library. Enidiok, Bassey and Olalekan (2019) examine vandalism and security problems in academic libraries using Lagos State Polytechnic library as a case study. The study attributes vandalism and insecurity to poor and inadequate security in the library and recommends improved security system, preferably modern gadget that will ensure that the bulk of available resources are protected. Eruvwe and Enite (2019) investigate the control mechanism of deviant behaviours among library users in government owned universities in Delta State, Nigeria and recommends proper orientation of new library users especially on library rules and regulations, during library instruction classes.

In a study of deviant behaviours among users of two academic libraries in Oyo State, Nigeria, Fashola and Oyadeyi (2019) revealed that deviant behaviours among student user are common to academic libraries. According to Urhiewhu, Emojorho and Omah (2018), some library users have chosen to be unmanageable, exhibiting deviant and inappropriate behaviours

and constituting gross misuse of the library resources, which in most cases inhibit the library as a fundamental institution in human civilisation from rendering maximum services to the users.

Common deviant behaviours reported in Nigerian university libraries include; mutilation of library materials (Eruvwe et al., 2015), stealing, damaging or defacing library materials and walls (Akussah & Bentil, 2010; Fashola & Oyadeyi, 2019; Enidiok, Bassey and Olalekan 2019) Eating and drinking in the library (Eruvwe & Enite, 2019) trespassing or loitering and viewing online pornography (Bakare et al., 2021) rudeness, abusing library staff verbally (Fasae & Adedokun, 2016 and Ubogu, 2019), assulting, harassing and intimidating one another (Bakare et al., 2021).

These deviant behaviours in academic libraries manifest in the form of book theft, book mutilation, defacing materials with pen or pencils, keeping materials long overdue, assault on staff members, drinking or eating inside the library, hiding materials in other shelves and answering phone calls inside the library without minding the distraction effect on others users. They occur where the chances of being caught are slim and the possibility of succeeding is high. If not checked can hinder effective library service delivery and library's potentials to support teaching, research and community service mandates of the university organisation.

Despite the fact that deviant behaviours are detrimental to the smooth operations of libraries, many theories have been put forward to underpin their usefulness in the society. These include Structural Functionalism Theory (SFT) which sees deviant behaviours as playing a constructive part in society as it identifies different parts of the population within a society (Dullas, Yncierto, Labiano, and Marcelo, 2021). This school of thought believes that deviant behaviour helps to demarcate limitations for acceptable and unacceptable behaviour, which in turn serves to affirm our cultural values and norms. Durkheim (2005) as cited in Nickerson (2021) claimed that a breakdown in societal norms results in rapid social change, helps people adjust to change and promote social solidarity by distinguishing "us" from "them". While deviance can throw off social balance, society may adjust social norms in the process of restoring the balance. In this way, deviant behaviour can contribute to social stability in the long term because it challenges norms while promoting social cohesion (Dullas et al., 2021).

Another theory that provides justification for deviance is Merton (1957) strain theory of deviance. According to the strain theory of deviance, social inequality can create situations in which people experience tension (or strain) between the goals society says they should be working toward (like financial success) and the legitimate means they have available to meet

those goals (Nickerson, 2021). This suggests that people can turn towards deviant behaviours while pursuing accepted social values/goals. For example, some people turn to crime for the culturally accepted value of seeking to lead a wealthy life. In other way, deviance can mean breaking one norm to place another before it, which is a fundamental insight of social strain typology (Dullas et al, 2021).

In the library parlance, the conditions considered to be deviant behaviours are those that violate universally accepted library norms and threaten the normal operations of the library. Deviant behaviours in libraries are related to or dependent on a set of circumstances or state of affairs of the library and are regarded as situational crimes. Therefore in addressing deviant behaviours among undergraduate student users of Federal university libraries in Southwest Nigeria, we examine the appropriateness of extending the Clarke's Situational Crime Prevention Theory, a theory developed in the criminal justice domain, to address physical crimes (Beebe and Rao, 2005).

Situational Crime Prevention Theory

Clarke's Situational Crime Prevention (SCP) Theory argues that the incidence of crime is a function of the perceived costs, perceived benefits, and degree of rationalisation. According to Clarke (1997), to increase perceived costs, one must: (1) increase the perceived effort associated with committing the crime, and (2) increase the perceived risk (probability) of being caught. To reduce perceived benefits, one must decrease the criminal's anticipated or expected rewards associated with committing the crime. Together, the perceived costs and benefits result in the criminal's perceived net benefit, which affects the likelihood of executing a criminal act (Beebe and Rao, 2005).

If crime prevention measures do not adequately increase perceived costs and decrease perceived benefits, rational choice theory argues that the crime will still occur. It can therefore be argued that the effectiveness of university library security is a function of such a balance between situational factors that increase the criminal's perceived cost and those that decrease the criminal's perceived benefit. It follows therefore that adequately lowering of the criminal's perceived net benefit, will deter them from committing the crime in the library.

The criminal component of deviant behaviour is consistent with rational choice theory and argues that a potential criminal's decision to commit a crime is a function of the perceived net benefits associated with the crime, moderated by the presence or absence of various

behavioural rationalisations. The idea of rationalisations as a moderator is based on Sykes and Matza's techniques of neutralisation and drift theory (1957), which states that individuals can hold "subterranean values" that contradict cultural norms and provide the individual justification for committing a crime if certain conditions exist that apply to the deviant "subterranean values".

In situational crime prevention theory, situational factors should constitute a direct barrier to the commission of the crime (i.e. reduce opportunity), but more importantly they influence the criminal's perception of costs and benefits, thereby influencing their behaviour. It implies that crimes are opportunistic in nature and occur when the risk of getting caught is low and the likelihood of succeeding is high. When the risk of getting caught is low for instance, there is no burglary proof and no security personnel at sight, the perceived cost of committing the crime is lower than the perceived benefit, in this situation crime will be committed. However where the risk of getting caught is high, in that there is a strong burglary proof and the security personnel are on guard, the perceived cost of committing the crime is higher than the perceived benefit, the crime will not be committed.

Crime opportunity theory suggests that perpetrators make rational choices and thus choose targets that offer a high reward with little effort and risk. The occurrence of a crime in libraries therefore, depends on two things: the presence of at least one motivated offender who is ready and willing to engage in a library crime, and the conditions of the library environment in which that offender is positioned, to maximize the opportunities for crime. Therefore, all library crimes require opportunity but not every opportunity is followed by crime. Similarly, a motivated offender is necessary for the commission of a crime but not sufficient (Hindelang, 1978). Opportunity thus becomes the limiting factor that determines the outcome in environments prone to crime because the offender generally has little or no control over the conditions of the environment and the conditions that permit particular crimes are often rare, unlikely, or preventable (Jeffery, 1977).

According to SCP Theory, crime occurs due to the opportunities presented by library physical environment and the perpetrators' ability to make pseudo-rational decisions. The opportunity presented by the physical environment is related to the causes, prevalence and effect of crimes. Therefore to alter the physical environment and reduce the incidence of deviant behaviour it is imperative to understand the causes, prevalence and effect of deviant behaviours. This study has investigated the causes, prevalence and effect of deviant behaviour among undergraduate student users of Federal university libraries in Southwest, Nigeria,

Federal universities refer to the 49 central government sponsored institutions of higher learning spread across the country in different federating states with university of Ibadan being the first to be established in 1948. These institutions which offer multiple programmes at different levels of academic learning including certificate, diploma, undergraduate, and postgraduate courses, are established to provide quality education, skilled and knowledgeable graduates to meet the human resources needs of the increasing industry standards in Nigeria and beyond. In order to support these universities in the pursuit of these noble mandates, libraries are established to provide the information needs of students, faculty, administrators and other members of the university community.

An undergraduate is entry-level university student who can be almost any age, but the majority of them is in their late teens and early twenties and usually come straight from schools or after taking a year or two away from their studies. Since the mainstay of most universities is the undergraduate population, it is therefore, the responsibility of the university libraries to build and maintain a collection that will support and enhance the instructional needs of this group and the various programmes they are taught.

The library material collections usually include dictionaries, encyclopedias, textbooks, biographies, reports and periodicals in various formats including print and electronic. **With this array of information resources, the university libraries can offer a range of information services in support of university teaching, research and community service initiatives.** Despite the opportunities, benefits and advantages offer by university libraries, there exists threat to their intellectual contents occasioned by deviant or disruptive behaviours by some users. These disruptive behaviours, if not checked can interrupt the smooth and peaceful operations of the libraries and violate the rights and privileges of other users.

Research methodology

The study adopted the descriptive survey research design. The descriptive research design is used to examine conditions, opinions, objects, attitudes, subjects or ideas with the aim of providing accurate description or information about the nature and extent of prevalence. The study population comprised academic librarians and library managers in the six federal universities in Southwest, Nigeria. These include University of Ibadan (UI) Ibadan, Obafemi Awolowo University, (OAU) Ile Ife, University of Lagos, (UNILAG) Akoka, Federal University of

Agriculture, Abeokuta (FUNAAB), Federal University of Technology Akure (FUTA) Akure and Federal University Oye-Ekiti (FUOYE).

Adopting total enumeration technique, 108 librarians participated in the study. The instrument used for data collection was a forty-item self-constructed questionnaire, tagged Managing Deviant Behaviour Questionnaire (MDBQ). The instrument is divided into 4 sections (A –D). Section A is concerned with the biodata details of the participants. Section B deals with respondents' opinion of the situational causes of deviant behaviours among undergraduate student users of the libraries. Section C seeks respondents' opinions on the prevalent deviant behaviours among undergraduate student users of the libraries and section D is focused on respondents' opinions on the effect of deviant behaviours on library service delivery. All questions in measurement instrument excluding demographics were measured through a five-point Likert scale. Respondents were requested to indicate the extent to which they agree or disagree with item statements by ticking [] Strongly Agree (SA), Agree (A), Undecided (UD), Disagree (D) and Strongly Disagree (SD).

In order to ensure the face validity of the instrument, it was given to experts who scrutinized and affirmed its validity. Thereafter a pilot study was conducted to ascertain the reliability of the instrument which was determined using cronbach coefficient alpha. The reliability index obtained was 0.85. This shows that the instrument was reliable. The researcher administered the questionnaire on the participants through online Google survey. Ethical consideration of informed consent, institutional permission, confidentiality and anonymity of participants were strictly followed. The data collected in the study were analyzed and result presented using Table of descriptive statistics, frequency count and percentage. The results are presented with respect to the four research questions raised to guide the conduct of the study.

Results

The demographic profile of this study indicated major participation from the female respondents (62%, n = 67). Age-wise data indicated the highest participation from librarians in the range of 31-40 years (36%, n = 39). Large number of respondents were Ph D degree holders in LIS (65.7.9%, n = 71), However, the results on job title showed that majority of the respondents were senior librarians (33.3%, n = 36). This is followed by librarians I (28.7%, n = 31) and principal librarians (21.3%, n = 23). While 11.1% (n=12) were Deputy University Librarians, a paltry 5.

6% (n=6) were librarian II. Many respondents indicated experience above 10 years (66.7%, n = 72).

Table 1: Situational causes of deviant behaviours among undergraduate student users of Federal university libraries in southwest, Nigeria

| S/N | Situational causes of deviant behaviour | Agree % | Undecided % | Disagree % |
|--------------|--|--------------|----------------|---------------|
| 1. | Users' pervasive view that there is little or no danger of being caught. | 70.4 | 2.8 | 26.8 |
| 2. | Porous library security. | 63.9 | 8.3 | 27.8 |
| 3. | Poor illumination. | 63 | 12 | 25 |
| 4. | Lack of vigilance on the part of the employees. | 60.2 | 3.7 | 36.1 |
| 5. | Feeling that there is little or no punishment when caught. | 59.3 | 7.4 | 33.3 |
| 6. | Inadequate staff/ security personnel. | 58.3 | 9.3 | 32.4 |
| 7. | Ignorance of the gravity of offence. | 58.3 | 8.3 | 33.4 |
| 8. | Library architectural design. | 54.6 | 8.3 | 37.1 |
| 9. | Peer influence. | 38. | 1.8 | 60.2 |
| 10. | Unfavourable library policy. | 38.9 | 16.7 | 44.4 |
| 11. | Ignorance about library rules. | 35.2 | 11.1 | 53.7 |
| Total | | 54.6% | 8.1% | 37.3% |

Table 1 shows that a pervasive view that there is little or no danger of being caught top the list of situational causes of deviant behaviours among undergraduate student users of federal university libraries in southwest, Nigeria. This is followed by Porous library security and poor illumination of the libraries. Other causes of deviant behaviours include; lack of vigilance on the part of the employees, feelings that there is little or no punishment when caught, ignorance of the gravity of offence, inadequate staff/ security personnel and library architectural design. The majority of the respondents however, disagree that peer influence, ignorance about library rules and unfavourable library policy are main causes of deviant behaviour in federal university libraries.

Table 2: The prevalent deviant behaviours among undergraduate student users of Federal university libraries in southwest, Nigeria

| S/N | Deviant behaviours | Agree | Undecided | disagree |
|------------|-------------------------------------|--------------|------------------|-----------------|
| 1. | Stealing of library materials | 77.8 | 0 | 22.2 |
| 2. | Loitering around the library | 75 | 8.3 | 16.7 |
| 3. | Noise making in the library | 73.1 | 12.0 | 14.8 |
| 4. | Mutilating library materials | 72.2 | 10.2 | 17.6 |
| 5. | Defacement of library materials | 63.9 | 14.8 | 21.3 |
| 6. | Rudeness to library staff | 58.3 | 4.6 | 37.0 |
| 7. | Misusing of computers | 50 | 13.9 | 36.1 |
| 8. | Verbally insulting library staff | 38.0 | 26.9 | 35.1 |
| 9. | Harassing/ intimidating one another | 34.2 | 19.4 | 46.3 |
| 11. | physically attacking one another | 30.6 | 15.7 | 53.7 |
| 12. | Smoking/ vaping in the library | 12.0 | 36.1 | 51.9 |

Table 2 shows that the prevalent deviant behaviours among undergraduate student users of federal university libraries in Southwest, Nigeria are stealing of library materials, loitering around the library noise making in the library, mutilating library materials and defacement of library materials. Other deviant behaviours identified among undergraduate students include rudeness to library staff, misusing computers and verbally insulting library staff. While a slight majority of the respondents however, disagree that the undergraduate students harass and intimidate one another in the library, majority of the respondent disagree that the students are in the habit of physically attacking one another and smoking in the library.

Table 3: The effect of deviant behaviours on library service delivery in Federal university libraries in Southwest, Nigeria

| S/N | Effect of deviant behaviours on library service delivery | Agree % | Undecided % | Disagree % |
|-----|--|---------|-------------|------------|
| 1 | Has negative impact on sustainable library growth. | 85.4 | 8.3 | 6.3 |
| 2. | Destroys library materials. | 84.2 | 6.5 | 9.3 |
| 3. | Frustrates the efforts of the library staff. | 81.5 | 11.1 | 7.4 |
| 4. | Affects the image of the library. | 80.6 | 8.3 | 11.1 |
| 5. | Limits users' learning/ research potentials. | 75.9 | 10.2 | 13.9 |
| 6. | Indirectly costs taxpayers' money. | 73.2 | 8.3 | 18.5 |
| 7. | Reduces library's service capacity. | 69.4 | 16.7 | 13.9 |
| 8. | Reduces the quality of library resources/ services. | 68.5 | 10.2 | 21.3 |
| 9. | Increases educational inequality, | 63.9 | 16.7 | 19.4 |
| 10. | Discourages library usage. | 59.2 | 19.4 | 21.3 |
| 11. | Reduces the perceived value of library services. | 54.6 | 20.3 | 25 |

Table 3 shows that deviant behaviours among graduate student has negative impact on sustainable library growth, destroys library materials, frustrate the efforts of the library staff, affects the image of the library, limits users' learning/ research potentials and indirectly costs taxpayers' money. It reduces library's service capacity, quality of library resources and services, increases educational inequality, discourages library users and reduces users' perceived value of library services

Table 4: Minimising deviant behaviours among student users of federal university libraries in Southwest, Nigeria

| S/ N | Deviant behaviours can be minimised in the library by: | N | % |
|------|---|----|------|
| 1. | setting up students' disciplinary committee to look into cases of students violations of library rules; | 16 | 14.8 |
| 2. | setting up counseling units in the library to counsel deviant users; | 15 | 13.8 |
| 3. | installing Radio Frequency Identification (RFID) tag on library books; | 15 | 13.8 |
| 4. | installing biometric technology, CCTV cameras; | 14 | 12.9 |
| 5. | introducing stiffer penalties for offender in the library; | 12 | 11.1 |
| 6. | closely supervising activities of library users; | 11 | 10.2 |
| 7. | increasing library security personnel/ porter; | 9 | 8.3 |
| 8. | providing periodic user education and training for library users; | 7 | 6.5 |
| 9. | acquiring multiple copies of books to increase borrowing opportunities; | 6 | 5.5 |
| 10. | using CCTV camera to monitoring activities in the library; | 5 | 4.6 |

| | | | |
|-----|--|---|-----|
| 11. | deploying adequate staff to monitor activities in the reading room where there are no CCTV cameras and | 5 | 4.6 |
| 12. | setting up common room where student can make call and possibly have a discussion group. | 4 | 3.7 |

Table 4 shows the response to the open ended questions. The respondents state that deviant behaviours can be minimized in libraries by setting up students' disciplinary committee to look into cases of students' violations of library rules, setting up counseling units in the library to counsel deviant users, installing Radio Frequency Identification (RFID) tag on library books and biometric technology, CCTV cameras. The Table reveals that deviant behaviours can be minimised by introducing stiffer penalties for deviant behaviours in the libraries, closely supervising activities of library users, increasing library security personnel/ porter, providing periodic user education and training for library users and acquiring multiple copies of books to increase borrowing opportunities. The study further shows that using CCTV camera to monitor activities in the library, deploying adequate staff to monitor activities in the reading room where there are no CCTV cameras and setting up common room where students can make phone calls and possibly have a discussion group could help reduce deviant behaviours among undergraduate student users of the university libraries.

Results

The study revealed that deviant behaviours occur among undergraduate student users of federal university libraries in southwest, Nigeria because there is a pervasive view that there is little or no danger of being caught, porous library security and poor illumination of the libraries. Other causes of deviant behaviours include: lack of vigilance on the part of the employees, feelings that there is little or no punishment when caught, ignorance of the gravity of offence, inadequate staff/ security personnel and library architectural design. The majority of the respondents however, disagree that peer influence, ignorance about library rules and unfavourable library policy are main causes of deviant behaviour in federal university libraries.

The prevalent deviant behaviours include stealing of library materials, loitering around the library, noise making in the library, mutilating library materials and defacement of library materials. Other deviant behaviours identified among undergraduate students are rudeness to

library staff, misusing computers and verbally insulting library staff. While a slight majority of the respondents however, disagree that the undergraduate students harass and intimidate one another in the library, majority of the respondent disagree that the undergraduate students library users are in the habit of physically attacking one another and smoking in the library. These findings resonate in Ugah (2007) who identifies major security issues in libraries to include: theft and mutilation; vandalism; damages and disaster.

The study shows that deviant behaviours among graduate student has negative impact on sustainable library growth, destroys library materials, frustrates the efforts of the library staff, and affects the image of the library. The study further revealed that deviant behaviours of undergraduate student users limit users' learning/ research potentials and indirectly cost taxpayers' money. They reduce library's service capacity, quality of library resources and services, increase educational inequality, discourage library usage and reduce users' perceived value of library services. The study suggests the need for university libraries to set up disciplinary committees, counseling unit and institute stiffer penalties for deviant behaviours among student library users. The study suggests close supervision of library users' activities, increase in library security personnel/ porters, user education and training, provision of multiple copies of books and using CCTV camera to monitoring activities in the library, deployment of adequate staff to monitor activities in the reading room where there are no CCTV cameras and setting up common rooms where student can make call and possibly have a discussion group.

Discussion

The study revealed that deviant behaviours in federal university libraries are situational and opportunistic crimes which occur when users have pervasive view that there is little or no danger of being caught, porous library security and poor illumination of the library space. Opportunistic crimes occur in libraries when there is low risk of getting caught, lack of vigilance on the part of the employees, little or no punishment when perpetrators are caught. They also occur because the perpetrators are ignorant of the gravity of offences they commit; there are inadequate staff/ security personnel to monitor library user and library architectural design which sometimes provides coverage for culprits.

The findings of this study support Clarke's SCP Theory which states that the incidence of crime is a function of the perceived costs, perceived benefits, and degree of rationalisation by offenders (Clarke, 1997). Perceived cost refers to foreseeable input or price to be paid for a crime to be committed while benefit is likely reward of act. According to Clarke (1997) to increase

perceived costs and reduce the incidence of crime, libraries must: (1) make it more difficult for perpetrators to commit crime by increase the perceived effort associated with committing the crime, and (2) increase the perceived risk (probability) of being caught by improving the security architecture of the library.

To reduce perceived benefits of crime, the study suggests that libraries must decrease the criminal's anticipated or expected rewards associated with committing crime. Library situational factors such as pervasive view of perpetrators that there is little or no danger of being caught, porous library security, poor illumination of the libraries and so on, suggest that crimes prevention mechanism in federal university libraries is poor. It also affirms that deviant behaviours occur because the perceive cost of crime is low and affordable as there is little or no barriers. To increase the perceived cost of crime, libraries must increase perceived efforts associated with executing deviant behaviours and increase the risk of getting caught, increase library security and imposed stiffer penalties for offenders.

The deviant behaviours in federal university libraries in Southwest, Nigeria include stealing, mutilating and defacing of library materials and wall, misusing computers, loitering, abusing staff verbally, assaulting one another, or otherwise preying upon or harassing other people. These behaviours violate library rules, threaten the library capacity to deliver services effectively, hence are known in the library parlance as "bad" behaviours. They have negative impact on sustainable library growth and frustrate the efforts of the library staff, and affects the image of the library. The study further revealed that deviant behaviours limit learning/ research potentials of users and indirectly costs taxpayers' money. It reduces library's service capacity, quality of library resources and services, increases educational inequality, discourages library usage and reduces users' perceived value of library services.

The study revealed that deviant behaviour can be minimized in libraries by setting up students' disciplinary committee to look into cases of students' violations of library rules, setting up counseling units in the library to counsel deviant users, installing Radio Frequency Identification (RFID) tag on library books and biometric technology, CCTV cameras. The study shows that deviant behaviours can be minimised by introducing stiffer penalties for offenders in the libraries, closely supervising activities of library users, increasing library security personnel/ porter, providing periodic user education and training for library users and acquiring multiple copies of books to increase borrowing opportunities. The study further shows that using CCTV camera to monitoring activities in the library, deploying adequate staff to monitor activities in

the reading room where there are no CCTV cameras and setting up common room where student can make phone calls and possibly have a discussion group could help to minimise the prevalence of deviant behaviours among undergraduate students in the university libraries.

Conclusion

Though deviant behaviours are an integral part and normal to all healthy functioning societies, studies have suggested that it is inimical to the growth and smooth running of the libraries, and must be prevented or minimised. Most deviant behaviours in library have been attributed to library operational environments and conditions. Hence they are regarded as situational and opportunistic crimes. Perpetrators of deviant behaviours in libraries perceived little or no danger of being caught because of the situational factors such as library policies, architectural design, lack of vigilance on the part of the employees, and a pervasive view by the perpetrators that there is little or no danger of being caught. In situational crime prevention theory, situational factors constitute a direct barrier to the commission of crimes (i.e. reduce opportunity), but more importantly they influence the criminals' perception of costs and benefits, thereby influencing their behaviours. The SCP Theory argues that a potential criminal's decision to commit a crime is a function of the perceived net benefits associated with the crime, moderated by the presence or absence of various behavioural rationalisations. Based on the SCP Theory, it can be deduced that deviant behaviours occur in federal university libraries due to perceived net benefits associated with the crime.

This study has affirmed that perpetrators of library crimes make pseudo-rational decisions based on perceived cost of crime and net benefits before executing crimes (Beebe and Rao, 2005). The cost of crime is high when crime prevention measures put in place make it difficult for perpetrators to commit the crime and the possibility of getting caught is higher than not getting caught. If crime prevention measures in library do not adequately increase perceived costs and decreased perceived benefits, rational choice theory argues that the crime will still occur (Beebe and Rao, 2005). This explains why people are constantly stealing books, mutilating periodicals, misusing computers, abusing staff verbally, assaulting one another, or otherwise preying upon or harassing other people. It suggests, therefore, that the effectiveness of a university library security is a function of the balance between situational factors that increase the criminal's perceived cost and those that decrease the criminal's perceived benefit. Achieving such balance will adequately lower the criminal's perceived net benefit and deter crime commission.

Recommendations

As has been noted, deviant behaviours in libraries are disruptive and unwanted behaviours that can create confusion, disorderliness, weaken library operations and damage library image as well as its capacity to provide effective services if not checked. As Winn Schwartz (1996) noted, the best defense against the damage caused by any type of bombs is to prevent their delivery in the first place. While deviant behaviours among university library users may prove difficult to prevent, they can, to a great extent, be managed if libraries can increase crime efforts and decrease crime benefit by:

- Installing Radio Frequency Identification (RFID) tag on library materials;
- installing biometric technology, CCTV cameras to monitor activities in the library;
- Introducing stiffer penalties for offenders in the library;
- closely supervising activities of library users;
- increasing library security personnel/ porters;
- setting up counseling units in the library to counsel deviant users;
- providing periodic user education and training for library users;
- acquiring multiple copies of books to increase borrowing opportunities;
- deploying adequate staff to monitor activities in the reading room where there are no CCTV cameras;
- setting up student disciplinary committee to look into cases of students violations of library rules and
- setting up common room where student can make call and possibly have a discussion group.

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