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DEVIANT BEHAVIOUR AMONG USERS OF ACADEMIC LIBRARIES: A STUDY OF TWO ACADEMIC LIBRARIES IN OYO STATE, NIGERIA

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INTRODUCTION

Academic libraries are saddled with the duty of supporting the goals and objectives of the parent institution which is teaching, learning and research. The library carries out this support role by selecting, acquiring, processing, organising, storing and disseminating information resources such as books, journals and electronic, for the teaching, learning and research needs of members of the university community (Ijiebor, 2010). Sometimes however, the users for which these services are provided truncate the services through the exhibition of some deviant behaviour. Deviant behaviour among users of academic libraries have been a challenge facing the libraries in the area of service provision in the library. It is becoming a universal phenomenon in libraries. These are anti-social behaviour which occur frequently in libraries and it has deprived several users of affected libraries from fully achieving their information needs. Vandalism, mutilation, and theft of library materials are behaviour regularly encountered by library staff.

These behaviour render most of the library services ineffective. According to Michael (1990), deviant behaviour in the library is growing, and deterioration of library and archival materials have shown that the rate of this act is over 45% of library collections. Bello (2001) opines that the commonest problem facing most libraries is how to prevent deviant behaviour such as theft and mutilation of information materials. She further stated that presently, libraries in Nigeria's holdings consists largely of textbooks and serials owing to inadequate funding especially in state owned institutions. These deviant behaviour have a tremendous negative effect on the users as serious users are deprived of full access to the affected information resources which could have been mutilated or out rightly stolen. This also affects the library collection on the whole thereby acting as impediment to provision of result-oriented library and information services.

Academic libraries are considered to be the hallmark of every learning environment and the knowledge power house that makes behavioral study life of students and lecturers perfect. It is therefore the responsibility of academic libraries to promote research and learning among students and faculty by providing learning, research and reference materials such as books, journals, dictionaries, encyclopedias, manuals, atlases, gazetteers, monographs, bibliographies, biographies, glossaries, abstracts and other information materials at the right time and place as well as in the right format to meet the information needs of the user community. However, the security of information materials housed by academic libraries should be dual responsibility; as academic libraries are playing their part to secure these

information materials for present and future use, it behooves the users to jealously guard and secure these materials as well.

Ironically, it has been observed that some deviant behaviour of some users of academic libraries such as mutilation and theft of information materials have been endangering the lives of these materials and denying other users access to maximum utilization of these materials, thereby having a great toll on the library and information service delivery of academic libraries. These may be unconnected with some reported cases of crimes among users of academic libraries.

It is against these backdrop that this study seeks to investigate deviant behaviour among users of *Ajayi Crowther University and Emmanuel Alayande College of Education libraries Oyo, Oyo State-Nigeria.*

OBJECTIVES OF THE STUDY

The broad objective is to examine deviant behaviour among users of academic libraries while the specific objectives are;

1. To investigate the deviant behaviour predominant among users of the libraries under study.
2. Find out the causes of these deviant behaviour among users of the two libraries under study
3. To ascertain the categories of users guilty of these deviant behaviour
4. To determine the measures already in place to curb these deviant behaviour
5. To find out from the users perspective, strategies that may be taken to curb these behaviour

RESEARCH QUESTIONs

This study therefore attempts to answer the following questions;

1. What kinds of deviant behaviour are committed by the user of libraries under study?
2. What are the causes of these deviant behaviour in the libraries under study?
3. What are the categories of users who exhibit these deviant behaviour?
4. What measures are already in place in the libraries under study to curb these behaviour?
5. What in the users' perspective are the measures that can be put in place to curb exhibition of deviant behaviour in the libraries under study?

METHODOLOGY

To achieve the objectives of this study, the survey research method was adopted. Questionnaire was prepared in line with the research objectives with well-structured questions that identified the important variables. There were two separate questionnaire used to collect data. One was designed for the library staff while the other was used to elicit response from library users. Total enumeration was used when distributing the questionnaires to the library staff. All the circulation unit staff in both universities were used as they are the ones who have direct dealing with users, while questionnaire was administered to the students using the simple Random Sampling technique. The data collected was analysed using simple percentage and frequency count.

LITERATURE REVIEW

Deviant Behaviour in Libraries: An Overview

Crimes are increasing at spectacular and frightening rate in various sections of the library and are affecting most academic libraries and information centers. Recently, libraries have become more concerned with it users. Crimes such as mutilation, pouching, theft and vandalism have deprived many others from fully achieving their information needs.

Bello (2001) "the commonest problem facing most libraries is how to prevent vandalism and user frustration". She further stated that in present day Nigeria, library materials are extremely expensive especially in academic library whose stock consist largely of serials and which does not have adequate funding in such library, case of vandalism are nightmares and has a tremendous negative impact on the users and library collections.

Vandalism is an intentional act of destruction or defacement of property not one's own with respect to mutilate, theft, deliberately, mis-shelving, ripping off pages, etc. these act has serious havoc on the effective use of library materials.

Obikoya (1994) theft and mutilation print and non-print published materials of academic libraries is a social malady which is causing financial claim on the meager resources and serious to the staff and users of the library as well. She concluded that crime in and against libraries is becoming serious problem whereby a considerable number of information materials in libraries are lost as a result of theft and mutilation by library client.

Academic Libraries: Conceptual Explanation, Types, Features and Functions

Hunt (1990) an academic library is an institution within an institution. The University Grant Committee (1989) describes the library as the central organ of a university by its treatment of which the entire "character and efficiency" of the parent body might be judged. Thus, academic libraries are those libraries established for academic purposes.

Aina (2004) sees academic libraries as libraries that are attached to post-secondary institutions; academic libraries are therefore varied and distinctive as the institutions where they serve. Academic institutions can be categorized mainly into two, namely; university and non-university institution such as polytechnic, technical, college of education, school of nursing, etc. they perform function directly related to the mission of each institution,. Based on this distinction, academic libraries can be broadly divided into two. These are university libraries and libraries that are attached to non- university institutions. The latter libraries are called "College Libraries".

In the view of Issa (2004) academic libraries are those found in institution of higher learning such as the colleges of education and other higher institutions. In other words, academic libraries reflect the development of the college and university of which they are a part. As integral part of the design, their collection and services to meet the institutional programmes of the particular institution.

Awolola (1999) defines academic library as a library which is established inside an institution of higher learning to serve the institutional and research need of such academic environment such as universities, polytechnics, colleges of educations, colleges of agriculture and colleges of arts, science and technology.

In addition, Haris (1992) conceptualizes academic library as a type of library attached to the tertiary institution be it university, college or polytechnic environment. He outline three functions of the academic library which are educational function, recreational function and research function. Education function of academic library as he stated is that function concerned with skills and mental activities of the people directed towards sustainable good. Recreational light reading materials for students and staff in a given academic environment during their leisure time and for relaxation, such light reading materials are journals, newspapers and magazines. Research function cannot be overemphasized as the library function in an academic environment. Academic library provides users with adequate research materials especially in their special area of interest. Thus, the above three functions are indispensable in any academic library.

Strategies for eliminating deviant behaviour in Academic Libraries

Academic libraries all over the world are devising methods to at least curb deviant behaviour in their users. University of California, San Diego (USCO) (2006) has

various captions on their walls such as "mutilation of books is vandalism". 'It is against the law to damage library materials', 'life may be very tough, but don't take it out of our books'. It is established that UCSD takes legal action against those committing mutilation or theft of its information resources.

Akinfolarin (2004) suggested that it should be spelt out in the rules and the regulation of a given library, the level of stern disciplinary measures to be taken against culprits or defaulters to deter them from stealing and mutilation of library materials.

Nwalo (2003) stated that the following measures can be taken by the library to reduce the rate of deviant behaviour among library users;

1. Searching users thoroughly at the library exit
2. Unannounced searching of students hostels
3. Posting security personnel of integrity to the library
4. Constant supervision of security personnel by library staff to ensure that they are alert and are carrying out their duties as stipulated.
5. Condemnation of deviant behaviour in the library through the mass media, student newspapers and magazines
6. Vigilance by library staff, if the clients know that they are being watched, they will be afraid to tear out pages of books to be smuggled out of the library in files, notebooks or in their clothes including brassieres and underwear
7. Users of reading carrels should sign in and out and the materials that they have consulted should be physically examined immediately they leave.
8. All windows must be gauzed to make it very difficult for books to be thrown out.

In addition to the methods enumerated above, electronic security systems is another measure that libraries are putting in place to secure library materials. According to Ezeabasili and Obiora (2018), libraries in Nigeria have suffered severely in the hands of threats to information resources such as theft of library books and equipments, book mutilation etc. So many manual measures have been adopted to tackle this, but all proved abortive. The only reliable security measure sensitive to this problem is the installation and regular use of electronic security systems.

Maidabino (2012), observed that "in this period of technological advancement, the regular use of electronic security devices will undoubtedly increase the efficiency and effectiveness of collection protection in academic libraries". In the words of Rajendran & Rathinasabapathy (2007) cited in Kumar (2014), "Electronic security systems are devices that are used with the aid of electrical and electronic apparatus to secure library materials. They help libraries to control, minimize or avoid library material theft and unethical losses". Elprocus (2019) posit, that

"Electronic security system refers to any electronic equipment that could perform security operations like surveillance, access control, alarming or an intrusion control to a facility or an area which uses a power from mains and also a power backup like battery." Electronic security therefore, relates to leveraging innovation in defensive holding by anticipating unapproved access to individuals and property and it extensively comprises of alarms, access controls and CCTVs (close-circuit televisions), which are prominently and broadly utilized.

Examples of electronic security systems installed in libraries according to Kumar (2014) are "electronic surveillance camera (CCTV), 3M Electronic Security Systems (electronic security gates), Radio Frequency Identification (RFID) system, and perimeter alarm system."

Video surveillance and closed-circuit television (CCTV) systems serve as a way to monitor and record security, deter crime, and ensure safety. The author suggest that, libraries can use CCTV to identify visitors and employees, monitor work areas, deter theft, and ensure the security of the premises and other facilities. The system can also be used to monitor and record evidence on user and employee misconduct (Mark, 2004).

Furthermore, Ramana (2010) opined that Closed Circuit Television (CCTV) uses in the libraries can enhance the ability to control the book thefts and mutilation of pages from print information resources such as books and magazines. Kumar (2014), added that CCTV can be used in academic libraries to monitor student activities and their behavior in the library. The common mischievous activities in the libraries like tearing of the pages from the books, hiding the books, sitting in corners and gossiping and book theft can be reduced to a great extent. With RFID, the information resources are imprinted with codes which automatically give off an alarm when they are improperly taken out of the library. This technology makes it possible to protect information materials from theft.

Nature and causes of deviant behaviour in Academic Libraries

An academic library is a storehouse of knowledge pertaining to the various disciplines being studied in the parent institution. There is a dynamism to academic libraries because of the different kinds of people there. This difference can be observed in different areas such as upbringing, culture and moral values. These differences also account for the different causes of deviant behaviour in users of academic libraries. This also accounts for the different nature of deviant behaviour witnessed in users of academic libraries.

The nature of deviant behaviour among users of academic libraries include but are not limited to the following (Ogbonyomi, 2011);

- Theft: this is the outright stealing of information material from academic libraries. Academic libraries have recorded cases where information materials have been stolen by users thereby depriving other users of access to such materials. In the words of Jenkins (1982), book thieves can be put into five categories "(1) the kleptomaniac, suffering from a compulsion to steal books (2) the thief who steals books for his own use or possession (3) the thief who steals in anger and is likely to destroy materials (4) the casual thief who steals when an opportunity presents itself, and (5) the thief who steals for profit."

- Mutilation: mutilation of information materials especially print materials is another way that academic library users exhibit deviant behaviour. Experience has shown that several books in the library have had pages torn from them. This especially happens in cases where copies of a book is few with many users. Sometimes also, this could be because some users want to deprive other users of the said book, especially during examination period or a crucial term paper.
- Defacement: information material in print format in academic libraries have also had their pages defaced. This could be in the form of writing notes on the printed pages, painting over pictures or text, spilling liquid such as coffee, tea or soup on printed materials. Spilling food items on a book not only defaces the book but also invites rodents into the library which could also affect other book.
- Impersonation: a fallout of theft as a nature of deviant behaviour among users of academic libraries is impersonation. Students have been known to take their

DATA ANALYSIS AND DISCUSION OF FINDINGS

There was a hundred percent return rate since all the library staff selected for the study completed and returned the questionnaire.

Data analysis from Library staff questionnaire

Table 1: Gender Distribution of Respondents

Institution	Male	Female	Total
Ajayi Crowther University, Oyo	10	15	25

Emmanuel Alayande College of Education, Oyo	15	10	25	
Percentage %	50%	50%	100%	

It shows that male and female staff that completed the questionnaire were 50 respectively 100% response rate.

Table 2: Status/Position

Institution	Librarian	Library Officer	Library Assistant	Library Porter
Ajayi Crowther University, Oyo	6	3	12	4
Emmanuel Alayande College of Education, Oyo	10	7	14	8
Percentage %	25	15.625	40.625	18.75

Total: 100%

From the table above, Library Assistants has the highest which is 40.625%, Librarians 25%, Library porters 18.75%, and Library Officers 15.625%.

Research Question 1: What kinds of deviant behaviour are exhibited by the users of the libraries understudy?

Table 3: Kinds of deviant behaviour are exhibited by Library Users

Deviant behaviour	Ajayi Crowther University	Emmanuel Alayande College of Education	Total	Percentage %
Theft	20	23	43	86
Mutilation	11	18	29	58
Vandalism	5	2	7	14
Poaching	1	1	2	4
Defacement	12	7	19	38
Delinquency	3	1	4	8
Impersonation	7	17	24	48

N= 50. It shows that theft and mutilation have highest percentage which is (86%), mutilation (58%), impersonation (48%), defacement (38%), vandalism

(14%), delinquency (8%), poaching (4%). This shows that theft, mutilation and impersonation are the most common crimes committed by the users of both libraries.

Research Question 2: what are the categories of library users that committed these deviant behaviour?

Table 4: Categories of Users that Perpetrate these deviant behaviour.

Institution	Undergraduates	Lecturer/researchers	Library staff	Visitors
Ajayi Crowther University	21	4	-	11,
Emmanuel Alayande College of Education	24	4	-	3
Percentage%	90	16	0	25

From the above table, it shows that 90% undergraduate have highest percentage, researchers and lecturers 16%, visitors 28%, while library staff is 0%. This shows clearly that it is undergraduates that commit these deviant behaviour the most.

Research Question 3: Are these measures already taken to prevent these deviant behaviour in the libraries under study.

Table 5: Measures already taken by Library Management to Prevent/Eradicate these deviant behaviour

Measures	Ajayi Crowther University	Emmanuel Alayande College	Total	Percentage%
Searching users thoroughly at the exit.	17	20	37	74
Posting security personnel of integrity at the library	13	6	19	38
Constant supervision of security personnel by library staff to	12	17	19	38

ensure their alert and carrying out their duties as stipulated				
All windows must be gauzed to make it very difficult for books to be thrown out	11	10	21	42
Vigilance of library staff	15	8	23	46
Orientation for freshers	17	13	30	60
Provision of photocopy services and subsidized prices	9	12	21	42
Launching of campaign against crimes	3	6	9	18

Table 5 shows that searching users thoroughly at the exit have 74% which is the highest, orientation of freshers 60%, vigilance by library staff 46% , all windows must be gauzed to make it very difficult for books to thrown out and provision of photocopy services and subsidized prices have 42% each, posting security personnel of integrity to the library and constant supervision of security personnel by the library staff to ensure that they are alert and carrying out their duties as stipulated 38% respectively, while launching of campaign against crimes have lowest 18%. This implies that searching user thoroughly at the exit is the most measure already taken by the two libraries in preventing and eradicating crimes.

In addition, strategies to adopt in order to eradicate/ameliorate crimes in the libraries under study 26 out of 50 staff make various suggestions. Below are their suggestions;

From Ajayi Crowther University, two staffs suggested that adequate orientation. At Emmanuel Alayande College, staff suggested external supervision should be done, one staff suggested that training of library security/porters should be done. The last staff suggested that if the aforementioned options are well put in place, crimes in the library will be totally eradicated.

DATA ANALYSIS FROM USERS' QUESTIONNAIRES

The return rate of the questionnaire was a hundred percent (100%) since the researchers waited for the respondents to fill and collected the questionnaires as they were coming into the two libraries under study.

Research Question 4: What are the causes of these deviant behaviour in the libraries under study?

Table 6: **The Causes of deviant behaviour by users of Academic Libraries**

Causes	Ajayi Crowther University	Emmanuel Alayande College of Education	Total	Percentage%
Natural instinct	38	36	74	37
Poverty	47	45	92	46
User population	12	22	34	17
Operational hours	13	22	35	17.5
Infrastructure	9	9	18	9
Laziness	63	48	111	55.5
Frustration	15	15	30	15
Inadequate copies of popular library materials	12	43	55	27.5
Selfishness among users	35	50	85	42.5
Lack of photocopy services in the library	15	49	64	32
Poor reading culture	25	50	75	37.5

Laziness accounted for the highest percentage which is 55.5%, poverty 46%, selfishness among patron 42.5%, poor reading culture 37.5%, natural instinct 37%,lack of photocopy services in the library 32%, inadequate copies of population 19%,frustration 15%.we can see that poverty, laziness, selfishness, poor reading culture are the major causes of crimes in the libraries.

Research Question: What are the opinions of users on strategies of eliminating deviant behaviour in libraries under study?

Table 7: Strategies Recommended by users to be taken in order to curb these deviant behaviour

Strategies	Ajayi Crowther University	Emmanuel Alayande College of Education	Total	Percentage (%)
Library orientation for users	74	62	136	68
Provision of free library guide	47	64	111	55.5
Provision of photocopy services in the library	45	47	92	46
Provision of more copies of popular library materials	16	44	60	30
Provision of enough reading tables and chairs	36	28	64	32
More time should be given to users	31	49	80	40

N=200

It is clearly showed that library orientation to users has 68% which is the highest, provision of free library guide 55.5%, provision of photocopy services 46%, more time should be given to users 40%, provision of enough reading table and chairs 325 and the provision of more copies of popular library materials 30%. From the above table, the best way to eradicate crimes in the library is through library orientation to users (users' education information literacy).

SUMMARY OF FINDINGS

The two academic libraries studied are also affected by deviant behaviour by users which shows that these behaviour was not limited to a library but can be exhibited wherever there are young users. Both libraries showed the same kinds of deviant behaviour being exhibited by users. This goes to show that deviant behaviour is common in academic libraries.

It was also established that deviant behaviour such as theft, book mutilation, book defacement and impersonation are the major deviant behaviour being exhibited by users of the libraries under study. Response from the staff of both libraries under study show that users often steal information materials, remove supposedly important pages from textbooks in such a way that the books are in the library, but with many missing pages. Also noticeable were instances where pages of books have been defaced either through drawing on them or even pouring substances such as soups and tea on them.

The study also found that a lot of factors ranging from poverty, poor reading culture, laziness, lack of vigilance on the part of library staff and sheer wickedness are some of the major factors responsible for why users of academic libraries exhibit these deviant behavior.

It was also revealed in the study that users felt there was need for more user orientation. This finding corroborates the opinion of Sandra (2005) who opines that the library needs to educate users on good library habits through regular orientation. The response from users of the library is in accordance with this. He further advocated for exhibition of recovered stolen library materials at regular intervals. He further stated that warning can be inserted into books pocket, conspicuously pasted on the walls and reading tables to constantly remind the library user of the negative effects of poaching and mutilation of library materials

RECOMMENDATIONS

In the light of findings from the study conducted, it was glaring that all the libraries will have to solve some problems in order to reduce and hopefully eliminate crimes among users of academic libraries. The following recommendations are hereby given based on these identified problems;

- Proper orientation should be given to users of both libraries. Users should be made aware of what deviant behaviour does to the library collection and how it will also affect their own study. They should be made aware of the importance of protecting the holdings of the library.
- Libraries should engage more trained security personnel. They should be trained in what is required of them and what to look for while carrying out their duties.
- In-service training should be encouraged by libraries to enlighten particularly the junior staff on what library profession is all about. This will enhance the efficiency of the workers.
- Provision and subsidization of photocopying services in the library. This will enable users to make photocopies of pages of texts that they deem

important without any stress, thereby reducing the need to tear out the page.

- Multiple copies, at least four (4) of information materials should be available in the library as stipulated by the National Universities Commission. This will ensure that several issues can have access to the text at the same time and it will curb the issue of hiding books because of the limited copies available.

- More time should be given to users to make use information resources. Some of these mutilations, theft and other deviant behaviour occur because users do not have enough time to make use of the resources before they have to return them.

- Lastly, the management of the parent body that is, the university management should make more funds available to the library or provide it with modern security systems such as CCTV and RFID. Replacing mutilated, defaced and stolen items is more expensive than providing a one-time measure that will ensure that deviant acts are not performed since they will be caught.

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