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User Delinquency as a Factor Affecting Effective Service Delivery in University Libraries in Ekiti and Ondo State, Nigeria

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USER DELINQUENCY AS A FACTOR AFFECTING EFFECTIVE SERVICE DELIVERY IN UNIVERSITY LIBRARIES IN EKITI AND ONDO STATE, NIGERIA

BY

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Abstract

This study investigated user delinquency as a factor affecting effective service delivery in university libraries in Ekiti and Ondo state of Nigeria. The study helps to examine the various delinquent acts in the library that affect effective service delivery in the library. The descriptive survey method was used for the study. The population of this study was 76 librarians in university libraries in Ekiti and Ondo state of Nigeria. The researchers adopted the entire 76 librarians as the sample size for this study using the complete enumerative sampling technique. Questionnaire was used as the instrument for data collection and 76 copies of questionnaire were administered for this study. In response, 71 copies were retrieved and found useable, thereby indicating a response rate of 93%. The data was analysed using frequencies and percentages. The study contributed significantly to knowledge as it has been able to establish that a significant relationship exist between user delinquency and effective service delivery in the library. The findings indicated that the university libraries carryout wide range of services such as information and referral services, reference services, charging and discharging of library

materials, cataloguing and classification of library materials and user education services. User delinquency in university libraries such as theft of library materials, eating in the library, making or receiving calls in the library, refusal to return over-due borrowed books, mutilation of library materials and misuse of library computer systems affects effective service delivery in university library to a high extent. The study recommended that Library staff should adopt a strict security measures to ensure that user delinquency in libraries is reduced to the barest minimum if not completely eliminated in the libraries. The study also recommended that library management should try to acquire multiple copies of information materials in the library while also ensuring that proper and regular library orientation or user education programs is carried out for library users as this will remind them of the rules governing the use of the library (dos and don'ts). The study concluded that adequate attention should be paid to delinquent acts in the library since it affects effective service delivery.

Keywords: User delinquency, Service delivery, Library services, Delinquent acts, University libraries in Nigeria

Introduction

The primary objective of every university library is to meet the information need(s) of members of the university community and also to help the university to achieve its objective of promoting learning and research. To achieve this, the university libraries usually deliver different services in order to meet the information needs of the university and that of the members of the university community. According to Madu (2010), “service delivery in libraries is the sum total of all library activities aimed at facilitating the use of the library and its resources” (p.4). It is the activity of a librarian in a university library within and outside available resources to provide answers to users’ queries and meet their information needs. Dollah (2012) defined service delivery as giving of assistance to a user in search of information in a library. Aboyade (2013) opined that “library services is a sum total of all library activities aimed at facilitating the use of the library and its resources” (p.3). Service delivery is defined as the ability of a librarian to strive within and outside available resources to provide answers to users query and also to meet the overall information needs of the users (Olanlokun, 2013). Olanlokun further identified user education services, inter-library loan services, abstracting services, cataloguing services,

reprographic services, bibliographic services, circulation services, reference services and information services as some of the services delivered in university libraries.

Also, Kumar (2012) explained that most services delivered in university libraries are information services. According to Kumar (2012:7) service (information) delivery is the “provision of information on demand which indicates that a user who makes a specific request will be provided answer to his query on demand”. It is also the provision of information in anticipation which hopes to keep the users well informed and up to date in their field of specialization and in related subjects. The university library is to provide reference and information services to users (lecturers, students, researchers) who rely solely on the libraries for their desire and needed information in advancing knowledge. Therefore, the librarian is expected to possess a wide range of intellectual skills and desire to assist users, flair for organizing document, ability to search literature, to communicate fluently and have adequate knowledge of the resources.

More recently, there has been a steady decline in the delivery of different library services in university libraries. The quality of services also delivered in these libraries has also declined over time. Some library services are no longer delivered in many libraries for one reason or the other. Interactions with library users in different university libraries in Ekiti and Ondo States of Nigeria reveal that services such as interlibrary loan have since gone on extinction in many libraries as poor library cooperation has ensured that libraries no longer share resources with each other.

Furthermore, it has been observed that different factors could be the reason for the steady decline (in quality and quantity) of the services delivered in university libraries in Ekiti and Ondo State. Ebiwolate (2010) observed that due to poor infrastructure, inadequate funding, lack of human resources and high rate of unreturned borrowed books in the library, many libraries have failed to deliver services such as charging and discharging of library materials, inter library loan, book display and reprographic services. The consistent decline in the services delivered in university libraries in Ekiti and Ondo States of Nigeria have prompted many stakeholders and information practitioners to canvass for a state of emergency to be called on the nature of service delivery in university libraries in both states.

One variable that may affect effective service delivery in University libraries in the concerned states is users' delinquency. Burrows (2007) defined library user delinquency as a deviation from the norms of the library. In libraries of today, there is an increasing rate of user delinquency in University libraries. Threat to intellectual materials has been as old as the existence of libraries. All incidents of library abuse, be it theft, mutilation, overdue and defacing are certainly not new to libraries but have been on the increase and have eaten deep into university libraries in Ekiti and Ondo States of Nigeria. Jimoh (2008) explained that user delinquency are deliberate actions and activities which are regarded as illegal and are carried out by users which have negative impact on the library. Such user delinquency includes mutilation, theft, over borrowing, hiding of books, throwing of books out of the window, noise and so on. Also, Utor (2014) explained that library user delinquency comes in different forms such as the deliberate keeping of borrowed books beyond the due date, hiding of books in the wrong shelf for the purpose of monopolizing it, defacing furniture and books, talking and disturbing other library users, eating in the library and sleeping in the library.

Conclusively, user delinquency has become more or less a plague to university libraries. Its multi-dimensional and devastating effects have been of great concern to librarians. It may be the reason for the consistent decline in service delivery in university libraries in Ekiti and Ondo States of Nigeria. It is on this background that the researchers sought to examine user delinquency as a factor affecting effective service delivery in university libraries in Ekiti and Ondo state of Nigeria.

Statement of the Problem

University libraries provide wide range of services such as reference services, current awareness services, photocopying services, provision of reading materials and reading space, charging and discharging of library materials, inter library loan and user education in order to help the university meet its overall objectives. However, observations and preliminary investigation have revealed that the service delivery in many University libraries in Ekiti and Ondo State of Nigeria is poor as many of the university libraries no longer deliver services such as charging and discharging of library materials, inter library loan and library display services. Even those libraries that carry out these services have laws restricting certain categories of users from enjoying such services. This decline in service delivery (both in quantity and quality) in

university libraries in Ekiti and Ondo State of Nigeria may be attributed to users' delinquency such as theft and mutilation of library materials. These delinquent acts can affect the availability of information materials in the library thus affecting the quality and quantity services being delivered in these libraries since librarians would often need all information materials readily available to deliver effective services. It is on this premise that the researchers sought to examine user delinquency as a factor affecting effective service delivery in university libraries in Ekiti and Ondo states of Nigeria.

Objective of the Study

The main objective of this study was to examine user delinquency as a factor affecting effective service delivery in University libraries in Ekiti and Ondo States of Nigeria. Specifically, this study sought to:

1. identify the various services delivered in university libraries in Ekiti and Ondo States of Nigeria;
2. determine the various delinquent acts carried out by library users in the university libraries;
3. ascertain the extent to which user delinquency affects effective service delivery in the university libraries; and
4. highlight the ways of curbing user delinquency in the university libraries.

Research Questions

The following research questions were formulated to guide the study

1. What are the various services delivered in university libraries in Ekiti and Ondo States of Nigeria?
2. What are the various delinquent acts carried out by library users in the university libraries?
3. To what extent does user delinquency affects effective service delivery in the university library?
4. What are the ways of curbing user delinquency in the university libraries?

Literature Review

- Theoretical Framework

Several theories have been postulated on the acceptance and conformity to societal rules and regulations as well as eschew deviant behaviours. One of such theories is Social Control Theory of Hirchi. In order to explain the acceptance and conformity to societal norms, rules and regulation as well as exposing deviant behavior over a period of time, Azubike (2009) recommended the Social Control Theory of Hirchi. It is on this premise that Hirchi's (1960) Social Control Theory was adopted as the theoretical base on which this study is anchored.

Social Control Theory of Hirchi

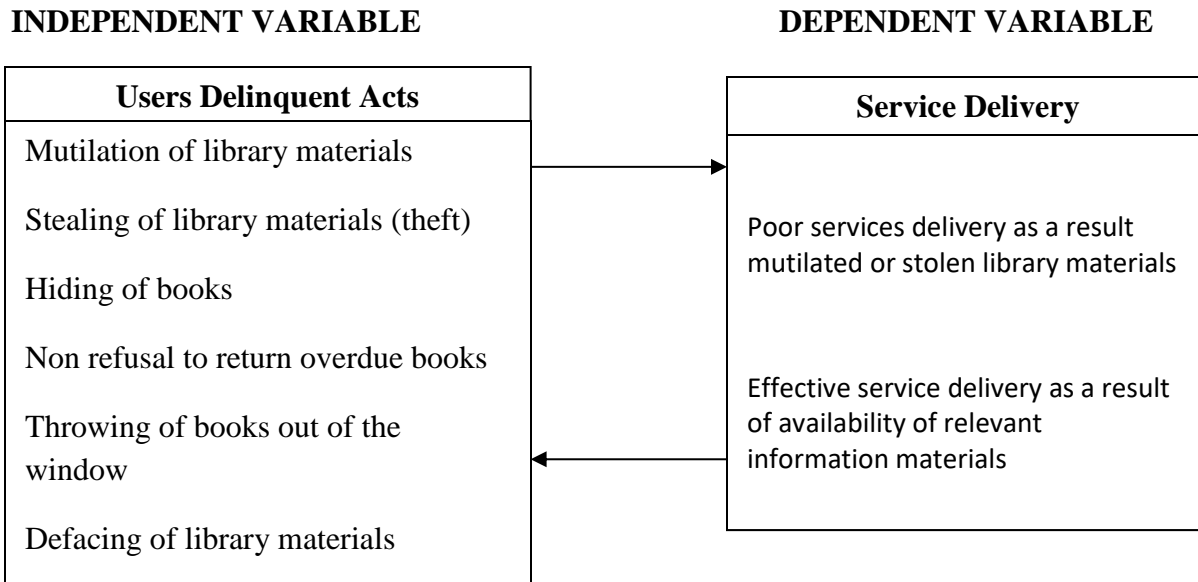
Social control theory was propounded by Hirchi (1960). Social control theory refers to the societal and political mechanism or process which regulates individuals and group behaviours, leading to conformity and compliance to the rules of a given society, state or social group (Hirchi, 1960). According to the theorist, he believes that exploiting the processes of socialization and social learning builds self-control and reduces the inclination to indulge in any bad behaviour. The theory stipulated that ties or bonds which lead people in conformity to family, school and other aspects of societal beliefs serve to diminish propensity for deviant behaviour. The theorist believes that anti-social behaviour occurs only when such bonds are weakened or are not established. Wikipedia (2014) explained that if moral codes are internalized and individuals are tied to and have a stake in their wider community, they will voluntarily limit their propensity to commit deviant acts. In socialization, this formation of bond between individual and the society comprises four elements which are attachment, commitment, involvement and beliefs. Attachment refers to the effective ties which the adolescents form with significant others like parents, teachers among others who tend to present optimal conformity to socially accepted behaviour. Commitment refers to the aspiration or goals which an individual set for self. People with well-defined goals tend to minimize propensity for delinquent behaviour because they consider that they have much to lose as opposed to their counterparts who engage in drinking, smoking, dating and involving in criminal act. Beliefs are the extent to which an individual accepts the moral values of the society. The extent to which an individual accepts this moral values determine the individual's propensity for delinquent behaviours. One of the key elements for social control is developing the individual's bond to conventional society through

involvement in conventional activities (that is homework and family activities). The theory says that trends in increased crime rates are related to a greater dispersion of daily activities with peers, away from parental supervision and providing the opportunity for delinquency. Study findings were largely consistent with these theoretical perspectives. Fair time was found to protect adolescents from problem behaviours whereas peer time places adolescents at risk for these same behaviours. In addition, there was less delinquency when the adolescent spent more time on homework. In line with this study, students that conform to the rules established by the significant others like, parents, teachers, school, libraries and the likes which make them to be acceptable in the society will reduce his propensity to deviant behaviour which eventually enhances his or her academic performance. However, a student could experience rejection from his or her peers and also compelled by them to conform against his or her wish. This type of treatment could make him or her to lose his or her identity as a unique person. This may also affect the adolescent time management and performance in school. This theory relates to the present study in terms that delinquent acts among library users affects effective service delivery which in turn leads to poor service delivery by library staff. Deviant behaviours by library users such as theft and mutilation of library resources affect the library resources which can be used to meet the information needs of library users.

The Research Model

The research model that was adopted for this study was based on the Social control theory. The proposed model is shown in Figure 1. The research model proposes that there exist some relationships and interactions between users delinquent acts and service delivery in university libraries in Ekiti and Ondo States of Nigeria. The relationship between users delinquent acts and service delivery in university libraries proposes that users delinquent acts directly affect the effective service delivery in the library. This is so because librarians need the various information resources in the library to be able to render effective services. A situation whereby information materials in the library are stolen or mutilated, it makes it difficult for librarians to deliver effective services. The relationship is shown in figure 1.

Figure 1 - A Research Model: Users delinquent acts and service delivery



- Users' Delinquency in University Libraries

Threat to intellectual materials has been as old as the existence of libraries. All incidents of library abuse, be it theft, mutilation, overdue and defacing are certainly not new to libraries. It is an ancient problem. Burrows (2007) observed that delinquent library users and staff have devised many ways of removing illegally information materials or resources from the library. Afolabi (2013) and Tefera (2016) identified delinquent acts to include “throwing out books and other information resources through windows at night during power outage, carrying books and other information resources out of library without getting them properly charged out, tearing off pages of books and other information resources, using chemicals to clean off library ownership stamps in books and removing date due slips, removing the jacket cover and preliminary pages of books so that those books cannot be identified, stealing other registered library user borrower’s tickets and using them to borrow books, users conniving with some library staff such that a user can be issued with more tickets than allowed by the library (user borrows a book legally, goes out of the library, removes the date slip, comes back to the library, removes the date slip of the book intended to be stolen, uses a gum to affix the date due slip to create the impression that it is a legally borrowed book and takes the stolen book out of the library). Some of these acts are done at least twice every week during heavily used period and once in a week during a less used

period of the library. Several library materials could be stolen this way until it is time to return the book that was legally borrowed.

Selth (2011) explained that Library staff at times assists users to borrow books legally and destroy the records later. Afolabi (2013) also concluded that damages are caused by library users, insects and other animals and also by climatic conditions including hazards, she emphasized that recent studies have indicated that the greatest agent that deface books and cause wear and tear on library materials are human beings which are library users/ patrons. Toka (2015) said that “the theft of archival materials have become a problem of great proportions to the library resources and identified insiders and patrons as the types of theft that archives face”.

Moreover, a constraint which must be recognized is that the theft of library books is not only seen as somehow different from the theft of other commodities, but also that it has often proved very difficult and costly to establish in the courts, that the culprit intended to permanently deprive the library of the books which is the requirement for a conviction for theft.. Ifidon (2009) in his own opinion stated, “Mutilation and theft in libraries is a menace that has persisted, and it is indeed a global problem, the worsening state of libraries in Nigeria appears to have aggravated its intensity and the consequent detrimental impact. The study attempts to investigate perception of students to the dynamic of book theft and mutilation, including its effect and impact on the library, its services and clientele”. The result revealed that: insensitivity to the need of other users, high cost of books, non-detection of previous acts of theft and incessant power failure. Due to some factors mentioned above, users also engage in various delinquent acts through different methods. Among these methods is the deliberate keeping of borrowed books beyond the due date. Other methods include eating in the library, defacing furniture and books, sleeping, talking and disturbing other library users. Hiding of books for the purpose of monopolizing it is also a delinquent act. Librarians have recognized user delinquent acts as an inherent problem in libraries globally and so the punishment meted out to those criminals have very much been softened, they deal with them in a civilized manner.

Lorenzen (2016) identified the looting of the Great Library in Alexandria in the 7th century as the first recorded example. Libraries all over the world, no matter the purpose of their establishment and the clientele they are to serve, are generally places where information services are rendered to users. Meeting the information needs of users entails amongst others, providing

physical and bibliographic access to information. This invariably means that the library will naturally attract different types of people. Again, the delinquent will naturally be among this group of persons. Souter (2016) describes the delinquent user as that library patron who exhibits any of these tendencies or characteristics: over borrowing to a high degree; retention of overdue books even after being recalled; borrowing illegally; stealing or mutilation of books. The involvement of some library staffs either directly or indirectly in some of these activities as stated by Beach and Gapen (2007) as well as other similar activities of library abuse include them in that description. University libraries have had their own fair share of library abuse and as a worldwide problem; Nigerian university libraries have certainly not been immune of delinquency as a threat to intellectual materials. There is a mass of evidence that the problem of user malpractice is not a new phenomenon in Nigerian University libraries (Alafiatayo, 2010). Nevertheless, in Nigeria today, the specter of delinquent act as a threat to library information resources looms large and it is real.

A threat which according to Mbashir (2012), Eyo and Nkanu (2013) is alarming in terms of monetary cost, cost to scholarship and the nation's heritage. University libraries are very much aware of this threat (Ajayi and Omotayo, 2014) and even though they have responded in many ways, the threat festers and remains intractable (Okpousung, 2011). It is the alarming trend of this problem that has become a major concern and anxiety for librarians and researchers.

Over the years, Nigerian government has imposed restrictive measures for the importation of goods into the country. The book industry has been a major casualty of this policy both in terms of published materials outside the country as well as raw materials for local publishers with the attendant consequences of book scarcity. This is coupled with underfunding that has become the bane of the educational sector leading to drastic cuts in book votes in tertiary institutions such that university libraries are grossly handicapped in their efforts to meet the resource needs of their patrons (Ifidon, 2014; Ogunrombi, 2015). While funding has been dwindling, there has been a steady increase of users due to explosion in student population, expansion in courses offered and the introduction of new courses. These have severely impacted negatively on the ability of university libraries to adequately cope, thereby encouraging delinquent acts. Aside other tendencies, there is more temptation to indulge in delinquent acts when items or materials required are not readily available.

Delinquent acts have become more or less a plague to university libraries, its multi-dimensional and devastating effects have been of great concern to librarians and researchers. To fight the scourge of delinquent acts, libraries have been diverting scarce funds that would have been used to improve and maintain collections into increased security provision and replacement of copies resulting in severe strain on already lean finances (Jimoh, 2008).

The library delinquency literature is very heavy and the researchers are many and varied because delinquent acts are certainly not new phenomenon to libraries. They are as old as the existence of libraries, nay, and intellectual materials. Custodians of those materials have relentlessly deployed measures aimed at not only dissuading delinquent acts but also eliminating such malpractices (Okogwu and Nnam, 2013). Not only did the menace fail to abate, it became as serious as to gain international recognition in 1877 as a topical issue in the first International Library Conference. Since it became a topical issue in 1877, the volume of literature on threat to library information materials has been increasing and in various dimensions. Liberal loan practices, long opening hours, particularly weekend services increases access to library facilities and helps to minimize delinquent acts.

Olofinsewe (2007) identified the various methods of stealing library information materials, like throwing books through windows without barriers, hiding of materials in clothes during library closure hours, during power outage, erasing library identification stamps amongst others. Beach and Gapen (2007) highlighted the involvement of library staff in delinquent acts, particularly in loss of materials. Houlgate and Channey (2012) advised library and information managers to help reduce the opportunities of their own staff in being tempted to steal. Eyo and Nkanu (2013) identified the critical factor of photocopying facilities in library delinquency. Their findings revealed the need for efficient and cheap photocopying services to disarm a segment of the mutilating population. In the findings of Akinfolarin (2012) delinquency thrives where security is poor. Such security lax ranges from poor building planning to compromised staff manning exits. Ajayi, and Omotayo (2014) examined students' reaction to book loan delinquency in university libraries within the setting of a restricted access (reserved) and in another study, looked at students' perception and reaction to the menace of mutilation and theft.

- **Services Delivery in University Libraries**

The service delivery in university libraries is regarded as a serious aspect of a library which seeks to satisfy the need of the user in teaching, research and learning. Childer (2007) stated that, “the provision of information and reference services represents an important part of academic libraries service and may be supplied in a variety of ways within the library system” (p.12). One of the ways is through the provision of personal assistance. Edoka (2010) opined that the reference librarian in his bid to satisfy definite questions put to him by users provides library orientation, acquisition list and bulletins, current awareness services (CAS), special bibliographies compilation, provision of index and abstracts, translation services, photocopying services and referral services such as providing access to appropriate subject specialist.

In a similar view Nwegbu (2015) affirms that, “delivery of library services goes beyond the actual use of reference books and daily routine of responding to users queries”. It covers anything necessary to help the reader in his or her quest for information, education and knowledge. Nwegbu further itemized the scope of library services to include selection of an adequate and suitable collections of reference materials, arrangement and maintenance of the collection for easy and convenient use, suggestions as to the materials to be used for special purpose, instruction to individual or groups in the use of reference books and method, constant work in answering individual question and helping individual readers to find some elusive facts or in correcting some wrong method of research on the part of an inexperienced reader. The librarians in university libraries also have to provide information technologies apart from books. Mole (2014) believed that efficient use of information technology is a key to providing access to information in reference services. He further stated that a big challenge is now facing librarians in the area of utilizing these new technologies to provide reference, information as well as to give proper service delivery and give library users improved access to the world’s reference sources. This implies that librarians should not only be restricted to printed sources in provision of services but should include other technologies that will enhance speedy and accurate dissemination of information to his clientele. Information services delivered in academic libraries include library orientation and instruction. Nuhu (2009) viewed user instruction “as a process of making library patrons to learn how to make effective and efficient use of the library resources through the acquisition of skills in identification, location, retrieval and exploitation of

information”. Librarians through user instruction acquaint the clientele of the resources in the different sections of university library and the uses of those resources. Edoka (2010) affirmed that “the objective of giving user instruction is to help the user to make the best use of the overall library resources”. Edoka further stressed that a carefully planned and executed user instruction programme greatly ensure the realization of this objective. The specific aims of the programme includes to develop readers’ awareness of the overall information resources available to them in their own and other libraries, to develop skills required in making advanced studies, to create positive attitude to information searching that will stimulate the user to make use of the resources available at different libraries.

Furthermore, Akanya (2016) stated that “abstracting and indexing services is also another service delivered in university libraries”. Akanya (2016) further asserted that “indexing enable users to locate the books that are available in the subject areas they need, while abstracting services produce the summaries of the contents of reading materials in the library thereby serving as time savers for the library users. Jack (2015) revealed that “another facility for services delivery in university libraries include copying by means of photographic or photocopying equipment”. These facilities will reduce mutilation of books and theft to the barest minimum in the different sections of university libraries.

Another form of service rendered in university libraries is Selective Dissemination of information (SDI) which Madu (2010) sees as “user package reference service mainly for researcher”. In some places it is likened to current awareness services because of its objective of keeping users aware of current developments in their areas of specialization. It could also take the form of providing the users with table of content of journals that has just arrived or recently published article or citation on pre-determined topics relevant to the target users. This is an important reference service by librarians in the university library in meeting the information needs of academic staff, students and researchers. Nwalo (2012) opined that libraries provide bibliographic services which give a list of publications that are related to each other. Librarians in university libraries compile bibliographies on all subjects for the verification of the correctness and completeness of the information about publications. These services are to assist users to identify and locate materials relevant to their work.

Also, Mole (2014) identified computer/online services as services delivered by librarians in university libraries. Mole (2014) asserted that “contemporary technology has in the last couple of decades played a major role in the use of information materials. The availability of information in electronic form, specifically through online services and CD-ROM, has presented new opportunities and challenges for users of reference sources and services. Nwalo (2012) toeing the same line, observed that utilization of online search services provide opportunities for expansion of traditional academic reference services. The advent of this technology has opened more doors for libraries especially academic reference services to provide information in and outside the library. Irrespective of time, space and distance, any university library that fails in this responsibility will make the users to resort to utilization of these resources outside the library environment.

In addition, Edoa (2010) identified information services as a very important service delivered in university library. Edoa (2010) described this as “activities that involve the in-depth analysis of the intellectual content of literature of specialist subject area and its systematic organization and dissemination in form of bibliographies, indexes, abstracts, review journals, current contents and other alerting reporting, and journal literature for the use of specialists”. The reference section plays an important role in provision of this information services that will inform the teaching staff, students and researchers in their areas of interest. Amah and Suleiman (2009) identified display service as another service delivered. Eyo and Nkanu (2013) stated that “every library should be able to display its new books, document and serial materials on racks at the beginning of every month”. Display racks are usually stationed at a strategic position within the reference section of a university library for users view. In consonance with this view, Edoa (2010) opines that, display helps to “sell” library services to users. The physical location of the library if arrived from point of view of convenience to user is perhaps the best way of drawing attention to the library services. He further stressed that; a display is the technique of collecting and arranging the information resources (books, serials, articles, theses, photographs, diagrams etc) on central theme in a prominent place for a short time in order to attract the attention and arouse the interest of users in the topic presented. This is necessary because the academic reference section owes the user to provide up-to-date accurate and relevant information for academic excellence, hence this service must be sustained.

Also Jack (2016) noted that Inter-library lending service as an important service delivered by a university library. Harrods' Librarian Glossary describes inter-library lending as "schemes where by users of one library or information system may request their services to borrow from other library system materials not held in their own library system". Edoke (2010) observes that in 1971, Ibadan and Ile-ife entered into cooperative arrangement; the objective was to enable the young universities in Benin City to expose itself to the relatively rich information resources at the University of Ibadan. However, with technological development, inter-lending services among reference librarians in university library are made easy, because request can be processed electronically and it is faster when both borrowing and lending libraries belong to the same electronic utility .The essence of engaging in inter-library services among academic reference librarians is to enrich its collections and provide improved and qualitative services to users.

The effectiveness of library services according to Jimoh (2008) notes that qualified personnel are synonymous with effective library services. The personnel are the vital element in effective promotion of reference and information services. In the same vein, Souter (2016) remarks that librarians represent the services and act as the key to the effective use of information materials in the library. However, speaking on availability of library materials, Omoniwa (2016) states that "the information aspect of the library services is that of collecting, synthesizing and disseminating up-to-date, accurate and unbiased relevant information available in books, periodicals, bulletins, guides abstracts, indexes, bibliographies, and non-book formats which can be stored and retrieved whenever needed". Hence the effectiveness of reference and information services is measured by the competency of the librarian as well as the availability of current information materials in providing efficient and effective services in university libraries. Information and communication technologies have made the use of information materials and the nature of reference work considerably more effective. Brown (2014) agreed that on-line access tool such as OPAC, specialized indexes; directories and so on provide access to bibliographic sources of information about the net. In the same vein, Mole (2014) stressed that, "access to adequate library resources is essential to the attainment of superior academic skills". Exposure to electronic databases, up-to-date books and state-of-the art facilities engenders in the user the confidence and assurance that the library is a place to constantly visit. In a related view Ajayi and Omotayo (2014) advised that end users must possess some skills. Ojedokun (2011) also confirmed this as he discovered that students at the University of Botswana lacked skills and this

greatly impeded their meaningful exploration of the internet. Burrow (2007) observed that user education must be practically oriented where users of information services are taught library skill, internet surfing techniques. Deducing from the above opinion, it is obvious that librarians use information and communication technologies to deliver different services to users. They also frequently carry out user education programmes which play a greater role in measuring the effectiveness of reference services in university libraries.

For some time now, information service delivery has undergone dramatic and radical changes especially with the methods employed and the services used. This has no doubt resulted in effective search and efficient delivery. Tracing the development, Kumar (2012) stated that “originally, librarians answer questions and assist library users from reference desk and readers, advisory desk.” This was followed by the use of telephone and mails to answer questions. Modern information services now involved the use of fax, email and internet. Another method of information services is answering of query. According to Madu (2010), query is the person to person “interaction” relationships that exist between a patron and librarian. Ifidion (2008) noted that answering reference questions have been the traditional function of reference and information services unit in libraries. Under this traditional pattern, a patron comes to the library with his information need usually in form of question. The reference librarian consults the relevant source for probable answer and hands over same to patron. In addition, Madu (2010) opines that “information services take different forms, but central to them is the provision of assistance to individuals seeking information. This singular role which underlines the various forms has remained stable over the years. The forms can be distinguished in theory and in practice; they have remained the same and can be approached in the same way this include; ready- reference questions, information and referral services, Bibliographic Verification, Inter-library loans, Selective Dissemination of information (SDI), Data Base searches, Research Questions and Library Orientation.

Methodology

The descriptive survey method was employed for this study. The population of this study is 76 librarians from the various universities used for this study. The total enumerative sampling technique was used to select librarians in all the university libraries in Ekiti and Ondo state of

Nigeria. The universities comprised of 4 private universities and 6 public universities. The total enumerative sampling technique was adopted because the population is not large and the researchers had enough time and fund to conduct the study and it is also in line with Osuala (2008). Questionnaire was used to collect data from the respondents. Seventy six (76) copies of questionnaires were administered, and seventy one (71) were retrieved giving a response rate of 93%. Data were analysed using frequencies, percentages and tables.

Table 1: Questionnaire administration and rate of return

S/N	Name Of University	No. of Librarian	Questionnaire Returned	Response Rate (%)
1	Achievers University, Owo	5	5	100
2	Adekunle Ajasin University, Akungba	10	10	100
3	Afe Babalola University, Ado-Ekiti	9	8	89
4	Ekiti State University, Ado-Ekiti	11	9	82
5	Elizade University, Ilara Mokun	5	5	100
6	Federal University of Technology, Akure	13	12	92
7	Federal University Oye, Oye-Ekiti	7	7	100
8	Ondo State University of Science and Technology, Okitipupa	7	6	86
9	Ondo State University of Medical Sciences, Ondo	5	5	100
10	Wesley University, Ondo	4	4	4
Total		76	71	93

Findings

Table 2: Gender of the Respondents

Gender	Frequency	Percentage
Male	31	44
Female	40	56
Total	71	100.0

Table 2 shows the distribution of the respondents according to their gender. From the table it was gathered that 31 (representing 44%) of the respondents are male while 40 (56%) of the respondents are female. This implies that there are more female respondents in university libraries in Ekiti and Ondo States of Nigeria than their male counterpart.

Table 3: Age of the Respondents

Age	Frequency	Percentage
20 - 30 years	9	13
31 – 40 years	18	25
41 – 50 years	22	31
51 – 60 years	18	25
60 years and above	4	6
Total	71	100.0

Table 3 shows that 9 (13%) of the respondents are between the age bracket of 20-30 years, 18(25%) of the respondents are within 31-40years, 22(31%) and 18(25%) are within the age brackets of 41 – 50years and 51-60 years respectively while 4(6%) of the respondents are within the age bracket of 60years and above. This implies that most of the respondents are in their mid-ages.

Table 4: Working Experience of the Respondents

Working Experience	Frequency	Percentage
1 – 5 years	5	7
6 – 10 years	11	15
11 – 15 years	13	18
16 – 20 years	12	17
21 – 25 years	14	20
26 – 30 years	9	13
Above 30 years	7	10
Total	71	100.0

Table 4 shows the distribution of the respondents according to their working experience. The table reveals that 5(7%) of the respondents have a working experience within the age range of 1-5 years, 11(15%) have between 6-10years working experience, 13 (18%) have between 11-15 years working experience, 12(17%) have between 16-20years working experience, while 14 (representing 20%) of the respondents have between 21-25years working experience. The table also shows that 7 (10%) of the respondents have above 30 years working experience. This implies that most of the respondents have a good number of experiences.

Analysis of Research Questions

Research Question 1: What are the various services delivered in university libraries in Ekiti and Ondo State of Nigeria?

Table 5: various services delivered in university libraries

Item	Agree		Disagree		Total
	N	%	N	%	
Services Delivered					
Selective Dissemination of Information (SDI)	21	30	50	70	71
Outreach Programmes	18	25	53	75	71
Information and Referral Services	68	96	3	4	71
Bookmobile Service	13	18	58	82	71
Reference services	70	99	1	1	71
Inter library loan services	9	13	62	87	71
Charging and discharging of library materials	36	51	35	49	71
Cataloguing and classification of library materials	71	100	0	0	71
User education services	67	94	4	6	71
Reprographic Services	52	73	19	27	71

Table 5 revealed the various services delivered in university libraries in Ekiti and Ondo States of Nigeria. The table revealed that services such as information and referral services (96%), reference services (99%), charging and discharging of library materials (51%), cataloguing and classification of library materials (100%), user education services (94%) and reprographic services (73%) are delivered in university libraries in Ekiti and Ondo States of Nigeria while services such as selective dissemination of information (SDI) (70%), outreach services (75%), bookmobile services (82%) and inter library loan services (87%) are not delivered as indicated by majority of the respondents. This implies that while the university libraries in Ekiti and Ondo States deliver a variety of services, some salient library services are currently not being delivered.

Research Question 2: What are the various delinquent acts carried out by library users in university libraries?

Table 6: various delinquent acts carried out by library users in university libraries

Item	Agree		Disagree		Total
	N	%	N	%	
Placing of library materials in a wrong shelf to prevent it usage	28	39	43	61	71
Theft i.e stealing of library materials	59	83	12	17	71
Tearing off some pages in a particular book	48	68	23	32	71
Eating in the library while using library materials	36	51	35	49	71
Use of other patron's library ID card	21	30	50	70	71
Making or receiving phone calls in the library	66	92	5	8	71
Refusal to return over-due borrowed books	61	86	10	14	71
Mutilation of library materials	70	99	1	1	71
Chatting in the library	63	89	8	11	71
Misuse of library computer systems	57	80	14	20	71
Unruly behavior in the library such as noise making and quarrelling	42	59	29	41	71

Table 6 revealed that theft of library materials (83%), tearing off of some pages in a particular book (68%), eating in the library (51%), making or receiving calls in the library (92%), refusal to return over-due borrowed books (86%), mutilation of library materials (99%), chatting in the library (89%), misuse of library computer systems (80%) and unruly behavior in the library such as noise making and quarrelling (59%) are the various user delinquency experienced in university libraries in Ekiti and Ondo state of Nigeria. While deviant acts such as placing of library materials in a wrong shelf to prevent its usage (61%) and use of other patron's library ID card (70%) are currently not experienced in University libraries in Ekiti and Ondo States of Nigeria as indicated by the respondents. This implies that there are numerous user delinquency currently being experienced in university libraries in Ekiti and Ondo States of Nigeria.

Research Question 3: To what extent does user delinquency affects effective service delivery in the university library?

Table 7: Extent to which user delinquency affects the service delivery in a library

Item	High Extent		Low Extent		Total
	N	%	N	%	
Services Delivered					
Selective Dissemination of Information (SDI)	13	18	58	82	71
Outreach Programmes	9	13	62	87	71
Information and Referral Services	39	55	32	45	71
Bookmobile Service	43	61	28	39	71
Reference services	57	80	14	20	71
Inter library loan services	70	99	1	1	71
Charging and discharging of library materials	71	100	0	0	71
Cataloguing and classification of library materials	33	46	38	54	71
User education programs	3	4	68	96	71
Reprographic Services	8	11	63	89	71

Table 7 shows the extent to which user delinquency affects the service delivery in a library. The table further revealed the services that are affected by user delinquency in the library, from the table, it was gathered that information and referral services (55%), bookmobile service (61%), reference services (80%), inter library loan services (99%) and charging and discharging of library materials (100%) are the various library services affected to a high extent by library user delinquency. However, services such as selective dissemination of information (82%), outreach programmes (87%), cataloguing and classification of library materials (54%), user education programmes (96%) and reprographic services (89%) are affected to a low extent by user delinquency. This implies that user delinquency affects effective delivery of some library services to a high extent.

Research Question 4: What are the ways of curbing user delinquency in university libraries?

Table 8: ways of curbing user delinquency in university libraries

Item	Agree		Disagree		Total
	N	%	N	%	
Ways of Curbing User Delinquency					
Constant vigilance by library staff (walking round)	65	92	6	8	71
The use of closed circuit television (CCTV) to monitor activities in the library	69	97	2	3	71
Searching of library users at the library exit	70	99	1	1	71
Library window should be protected with wire mesh	67	94	4	6	71
Security alarm	51	72	20	28	71
Provision of photocopy facility in the library	66	93	5	7	71
Verification of library user ID card at the library entry point to avoid impersonation	71	100	0	0	71
The use of mobile phones in the library should be prohibited	49	69	22	31	71
Food and food substances should not be allowed in the library	50	70	21	30	71

Table 8 shows that constant vigilance by library staffs (walking round) (92%), the use of closed circuit television (CCTV) to monitor activities in the library (97%), searching of library users at the library exit (99%), protection of library window with wire mesh (94%), setting of security alarm (72%), provision of photocopy facility in the library (93%), verification of library user ID card at the library entry point to avoid impersonation (100%), prohibition of the use of mobile phones (49%) and prohibition of food and food substances in the library (70%) are the various ways of curbing user delinquency in the library. This implies that there are numerous ways of curbing user delinquency in the library.

Discussion of findings

The result of this study shows that information and referral services, reference services, charging and discharging of library materials, cataloguing and classification of library materials, user education services and reprographic services are the various services delivered in university libraries in Ekiti and Ondo state. This finding is in line with Olanlokun (2013) who identified user education services, inter-library services, abstracting services, cataloguing services, reprographic services, bibliographic services, charging and discharging of library materials, reference services and information services as some of the services delivered in university libraries. The finding from this study is also in corroboration with Burrows (2007) that

reprographic services, user education, cataloguing and classification and reference services are the major services carried out in University libraries.

Also, the study revealed that theft of library materials, tearing off of some pages in a particular book, eating in the library, making or receiving calls in the library, refusal to return over-due borrowed books, mutilation of library materials, chatting in the library, misuse of library computer systems and unruly behavior in the library such as noise making and quarrelling are the various user delinquency experienced in university libraries in Ekiti and Ondo state. This finding is in agreement with Ebinuwele, Yaya and Krubu (2011) study which identified delinquent acts in libraries to include “throwing out books and other information resources through windows at night during power outage, carrying books and other information resources out of the library without getting them properly charged out. This finding is also in agreement with Dollah (2012) that tearing off pages of books and other information resources, using chemicals to clean off library ownership stamps in books and removing date due slips, removing the jacket cover and preliminary pages of books so that those books cannot be identified, stealing other registered library user borrower’s tickets and using them to borrow books, users conniving with some library staff such that a user can be issued with more tickets than allowed by the library and mutilation of library materials are different library user delinquency in the library.

Furthermore, the study revealed that library services such as information and referral services, bookmobile service, reference services, inter library loan services and charging and discharging of library materials are the various library services affected to a high extent by library user delinquency. While services such as selective dissemination of information, outreach programs, cataloguing and classification of library materials, user education programmes and reprographic services are affected to a low extent by user delinquency. This revelation corroborates the findings of Burrows (2007) and Jimoh (2008) that some library services such as information and referral services, bookmobile services, reference services, inter library loan services and charging and discharging of library materials are affected by different delinquent acts carried out by library users in the library. The finding from this study is in agreement with Afolabi (2013) that some library services such as selective dissemination of information, outreach programs, cataloguing and classification of library materials, user education programme and reprographic services are not affected by user delinquency in the library. This further implies that while some

library services are affected to a high extent by the various user delinquencies in the library, other services in the library are not affected.

Finally, the study revealed that constant vigilance by library staffs (walking round), the use of closed circuit television (CCTV) to monitor activities in the library, searching of library users at the library exit, protection of library window with wire mesh, setting of security alarm, provision of photocopy facility in the library, verification of library user ID card at the library entry point to avoid impersonation, prohibition of the use of mobile phones and prohibition of food and food substances in the library are the various ways of curbing user delinquency in the library. This finding is in conformity with Ajibero (2012) that libraries can reduce user delinquency in the library if there is constant vigilance by library staffs (walking round), the use of closed circuit television (CCTV) to monitor activities in the library, searching of library users at the library exit, protection of library window with wire mesh, setting of security alarm, provision of photocopy facility in the library, verification of library user ID card at the library entry point to avoid impersonation and prohibition of the use of mobile phones in the library.

Summary of the Research Findings

The findings of this research can be summarized according to the research questions as follows:

1. University libraries in Ekiti and Ondo States of Nigeria carry out different services such as information and referral services, reference services, charging and discharging of library materials, cataloguing and classification of library materials, user education services and reprographic services.
2. The various user delinquency experienced in university libraries in Ekiti and Ondo state are theft of library materials, tearing off of some pages in a particular book, eating in the library, making or receiving calls in the library, refusal to return over-due borrowed books, mutilation of library materials, chatting in the library, misuse of library computer systems and unruly behavior in the library such as noise making and quarrelling.
3. Library user delinquency affects effective delivery of library services such as information and referral services, bookmobile services, reference services, inter library loan services and charging and discharging of library materials to a high extent. While delivery of library services such as selective dissemination of information, outreach programs,

cataloguing and classification of library materials, user education services and reprographic services are not affected by user delinquency in the library.

4. user delinquency in the library can be curb through constant vigilance by library staffs (walking round), the use of closed circuit television (CCTV) to monitor activities in the library, searching of library users at the library exit, protection of library window with wire mesh, setting of security alarm, provision of photocopy facility in the library, verification of library user ID card at the library entry point to avoid impersonation, prohibition of the use of mobile phones and prohibition of food and food substances in the library.

Conclusion

Based on the findings from this study, it can be concluded that user delinquency in university libraries is a menace that have affected the effective delivery of information in university libraries in no small measure. User delinquent acts in the library such as mutilation of library materials, failure to return overdue library materials have made it difficult for libraries to effectively deliver services such as charging and discharging of library materials, interlibrary loan, provision of information and information materials. There is indeed an urgent need for library management to adopt the different ways or method to curb user delinquency in the library.

Recommendations

Based on the findings and conclusion from this study, the following recommendations were made:

1. Library staff must adopt strict security measures to ensure that user delinquency in libraries is reduced if not completely eliminated in the libraries
2. Libraries should be more flexible in their rules so as to help students meet their information need as this will reduce the rate of delinquency in the library. For instance, the library should be considerate in rendering photocopying services to users.
3. Library management should try to acquire multiple copies of information materials in the library. This will afford the library to deliver charging and discharging services in the library due to the availability of multiple copies of the library material.

4. Proper and regular library orientation should be carried out for library users as this will remind them of the rules governing the use of the library (dos and don'ts).

Contributions to Knowledge

This study has no doubt contributed to the body of existing knowledge in a number of ways:

1. The study has been able to establish that while the delivery of some library services in university libraries are affected by user delinquencies in the library, other services in the same library are not affected by user delinquency.
2. The study has shown unequivocally that several user delinquent acts are carried out by library users in university libraries.

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