Defiant Attitude among Library Users in Federal University of Petroleum Resources Library Effurun (FUPRE) Nigeria

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Abstract.

This study was designed to assess the causes of deviant attitude among library users in Federal University of Petroleum Resources Effurun, Nigeria. A survey research design was used for the study with a population of 300 potential users of the library. Three research questions were posed to guide the study. Questionnaire was used for data collection. Out of 300 questionnaires distributed to potential users of the library, 267 were correctly filled and returned. In analyzing the data obtained, percentage, frequency, pyramid and bar charts were used. The results obtained from the findings revealed that a wide range of deviant attitude associated with the users of FUPRE library exist, reasons for deviant attitude as well as solution/recommendation were proffer to address the situation in the library under study.

Keywords: Deviant Attitude, Library Users, FUPRE Library.

1. Introduction

Academic libraries play vital and varied roles in the life of the library users to a large extend, guiding students and faculty at the reference desk, instructing library research sessions, and developing library collections. It is a truism to say that librarians in all sectors of an academic library wear many different hats and provide numerous services to patrons. The library is a place to complete homework, conduct research, word process classroom assignments, and read. Users who choose to participate in activities that are not conducive to a quiet, study environment will be asked to leave the library. All school rules apply in the library at all times (before and after school as well as during the school day). Aside from theft, mutilation, hiding and other defiant attitude, borrowing privileges is an important means of giving access to library collections for personal, educational and socio-economic advancement. Gelfand (2005) in Maidabino (2010), calls the library, "the only centralized location where new and emerging information technologies can be combined with knowledge resources in a user-focused, services-rich environment that supports today's social and educational patterns of learning, teaching and research." Library services can only be achieved through the availability of library collections. Anunobi and Okay (2008) state that, "academic libraries are faced with hybrid challenges of managing resources and are challenged to acquire the necessary skills." One challenge is the issue of disruptive and deviant attitude among library users for print and non-print resources. The rate at which materials disappeared in the university libraries cannot be overemphasized. According to Jet (2005), scandalous deviant attitude such as theft and mutilation, hiding library materials, refuse to return overdue borrowed materials, drinking and eating in the library, among others have become a common occurrence in academic library, if this is not checked, it will lead to serious drought of information materials in the library. Most of the academic libraries in the developing nations including Nigeria, lack of security measures which encourages users the opportunity to perform such deviant act. Aside this, library materials are not available in large quantity in some libraries. Moreso, most libraries do not have photocopy facilities for users in case of any need. In some case, when available, incessant change in power supply does not give room for users to make copies of urgent materials needed. This among others tempts the users to engage in such disruptive/deviant act.

One issues that need to be addressed as regard deviant attitude in academic libraries is collection security. Ugah (2007) considers collection security violation as formidable obstacles to information access and use. Such acts are serious problems that can result in user dissatisfaction. He identifies major security issues in libraries to include: theft and mutilation; vandalism; damages and disaster; over borrowing or delinquent borrowers; and

purposefully displacing arrangement of materials. According to Bello (1993), book theft is a major security issue in libraries, particularly in academic libraries, with special collections being the most targeted materials.

1.1 Study Area

The Federal University of Petroleum Resource Effurun (FUPRE) in Delta State Nigeria was established and approved by the Federal Executive Council meeting of 14 March, 2007 and admitted its first set of undergraduates in 2008.

The university was established under the Federal Government of Nigeria initiative to build a specialized university in the Niger Delta to produce manpower and expertise for the oil and gas sector.

FUPRE Library is the hub of academic activities of the Institution. Students, staff and researchers make use of the library for learning, teaching, research and development.

The library operates shift duties in order to ensure that staff, student and researchers make maximum use of the material. Relevant information are downloaded from database and made available to researchers and students. The library organizes orientation program and also referral letters to student for research activities to other library. The library consists of the main library and one branch library at the college of technology. The library has vast materials on petroleum engineering, marine engineering, electrical engineering, computer science, mathematics, geology, physics and chemical engineering among others.

1.2 Statement of the problem

Academic libraries have been faced with varying degrees of deviant attitude in the use of their resources especially materials and to some extent manpower. The extent of this problem varies from one library to another. In some cases the dimension of the problem is so restricted that it seems non-existent, in some others the dimension is so immense that it causes for serious concern. The findings of a study conducted by Momodu (2002) on the delinquent readership in selected urban libraries in Nigeria, revealed that, every library has delinquent client problem and that there is no direct correlation between the type of library and the extent of the problem. The problem seems to be universal. A number of studies (Lorenzen, (1996); Momodu, (2002); Ajegbomogun, (2004) acknowledged that, some individual users of academic libraries display deviant attitude within the library surroundings and this can cause security problems in the library. The problem may not necessarily be in form of mutilation or stealing of the collection alone but deviant users may cause problem to the library staff which can hindered their performance and other necessary duties or functions related to the library collections, and if it is not checked, it will lead to serious drought of information materials in the federal university of petroleum resources library, so therefore, this survey is carried out to correct such defiant attitude among library users in FUPRE library.

1.3 Objectives of the Study

The purpose of the study is to examine the causes of defiant attitude among users of FUPRE Libraries.

The specific objectives includes

1. To identify various forms of defiant attitude among users of FUPRE libraries,
2. To examine the reasons for users exhibiting such identified defiant attitude in FUPRE library, and
3. To identify possible solution/recommendation to defiant attitude among users FUPRE libraries.

1.4 Research Questions

In line with the purpose of the study above, the following question will be proffer solution to:

1. What are the various forms of defiant attitude among users of FUPRE libraries?
2. What are the reasons for users exhibiting such identified defiant attitude in FUPRE libraries?

3. What are the possible solutions to defiant attitude among users of FUPRE libraries?

1.5 Research Methodology

This study employed a survey method on defiant attitude among users of Federal University of Petroleum Resources Effurun (FUPRE) Library, Delta State, Nigeria. This was because the survey method was the most suitable for this research. It has advantage of gathering information data about the target population from a sample and generalizing the findings to the entire population. A structured questionnaire was designed to gathered information based on the research objectives. The questionnaire was divided into parts, section A, and B. Before the instrument was used, it went through face validation from experts in the field of library and information science in order to examine the clarity of expression used as well the proper wording of words. The population of the study consists of 300 potentials users of the main library and college of technology libraries in FUPRE. Section A consists of structured questioned on the various form of defiant attitude among users which was responded to by "Yes" or "No". Section B, was also structured on the reasons for users exhibiting such defiant attitude and this was responded to by "Yes" or "No" as well. 300 questionnaires were distributed to the users of the libraries on probability based of simple random sampling techniques. Out of the 300 questionnaire distributed to the respondents only 267 were adequately returned. Data collected were analyzed using pyramid and simple percentage.

2. Literature Review

One issues that need to be addressed as regard deviant attitude in academic libraries is collection security. Ugah (2007), considers collection security violation as formidable obstacles to information access and use. Such acts are serious problems that can result in user dissatisfaction. He identifies major security issues in libraries to include: theft and mutilation; vandalism; damages and disaster; over borrowing or delinquent borrowers; and purposefully displacing arrangement of materials. According to Bello (1993), book theft is a major security issue in libraries, particularly in academic libraries, with special collections being the most targeted materials. A study conducted by Olorunsola (1987) on academic library security discovered a relationship between high rates of security problems and the growth of the university. Not all thefts are committed by clients. Some library staff takes materials from the library without checking them out. This kind of theft, according to Lorenzen (1996), is one of the hardest to prevent, since library employees know how to defeat the security system. Ewing (1994) describes theft as only one type of collection security breach. Others include non-return of items by borrowers, vandalism, and stock destruction.

Bello (1993) conducted a study on theft and mutilation in technological university libraries in Nigeria, revealing that there is a lack of security in university libraries. Users resorted to delinquent/deviant behavior because demand outstripped the supply of library material. These results in competition for resources, which invariably tempts users to steal, mutilate, or engage in illegal borrowing. Mutilation is the defacement or damage of library materials. Mutilation of academic library collections has been reported by many researchers (Bello 1993; Lorenzen 1996). Mutilation or vandalism occurs when users knowingly tear, mark, or otherwise damage or destroy materials. Lorenzen (1996), observes that collection mutilation takes many forms, ranging from underlining and highlighting text, tearing and or removing pages, and tampering with the content. Lorenzen identifies several causes for theft and mutilation, including:

- Students' dissatisfaction or unfamiliarity with library services
- A lack of knowledge of replacement costs and time
- A lack of concern for the needs of others
- Few students think of library mutilation and theft as a crime.

Jato (2005) identifies the effect of deviant attitude on the users and the library. According to him, immoral behaviors among the users resulted to the following:

- It reduces the library stock
- It reduces the life span of the mutilated library materials
- It leads to extra cost, time, and personnel needed to replace the stolen and mutilated library materials

- It prevents serious from locating needed materials
- It damages the image of the library and
- It can lead to low performance of students in examinations

With the increasing number of students gaining admission into higher institutions in Nigerian, libraries are likely to face a number of problems, one of which is the increasing number of deviant activities occurring in the library. This implies that most libraries in the country are behind in the modern trend of library operation, utilization, security, and continuous restructuring of library space.

Like most scholars on library abuse, Lorenzen (1996) and Holt (2007) described the most common forms of deviance relating to theft of physical materials, theft or alteration of data, and theft of money.

In an earlier research, Ewing (1994) identified other deviant behaviors to include breaches such as non-return of items by borrowers, theft of library equipment, personal theft (from staff and users), verbal and physical abuse against staff and users, vandalism against library buildings and equipment, and stock destruction, all of which can directly or indirectly affect library services.

Similarly studies have shown that most libraries in Nigeria are also aging and need expansion. They are insufficiently equipped with information technology and books are poorly arranged on the shelves (Ajayi, 2000; Ogunsola, 2004). These are also considered among the top threats to the success of higher education in Africa (Nwalo, 2000; Goldstein, 2006; Emmanuel & Sife, 2008).

Specifically in Nigeria, a number of researchers have investigated significant changes in academic library facilities planning in terms of differentiation of storage and user space, dispersal of special formats and equipment, and accommodation of non-library functions, retention of existing facilities, tighter programming, and increased security protection of rare and special collections (Abifarin, 1997; Bello, 1993; Momodu, 2002; Ajegbomogun, 2007; Maidabino & Zainab, 2011).

In this generation of Information and Communication Technology (ICT) era, it is difficult to stop students from entering the library with their phones, laptops, tablets, and iPads. At best, you can tell them not to make or receive calls within the library. Some of these phones are multifunctional. When students are bored reading, they often switch them on and watch movies. There are also those who come to the library to watch movies on purpose, sometimes in groups, disturbing the peace in the library. These are deviant behaviors associated with modern technology. It puts library personnel on their toes in checkmating these habits in recent times.

The disturbances associated with ICT come in different forms, such as the sharing of movies, songs, through Bluetooth devices, and memory sticks, with a whole lot of movements up and down the library. The growing technological attachment of students to these devices reiterates Alber Einstein's fear of the day when "technology has surpassed our humanity" and the day when "the world will have permanent ensuing generations of idiots" (http://en.wikiquote.org/wiki/Talk:Albert_Einstein).

Uncontrolled behavioral effect of these devices disturbs and annoys library users, especially when the movements and noise get so intense through side talks, laughter, shifting of chairs, and whispering among students with these devices.

A researcher at the University of Ibadan library opined that, apart from the library staff, postgraduate students are more culpable of these behaviors; because they are the only ones officially allowed to make use of their laptops within the library. Notwithstanding this prerogative for postgraduate students, undergraduate students are also in the habit of sneaking smaller electronic gadgets such as mini-laptops, tablets, and iPads into the library to watch movies. The only difference is that undergraduate students do not have circuits and sockets in the section earmarked for them. The absence of such sockets has been traced also to another deviant behavior associated with undergraduate students, who often disguise and sneak into the postgraduate section in order to use their laptops. In a particular incidence observed in the postgraduate section at the Kenneth Dike Library of the University of Ibadan, undergraduate students were chased out with their laptops during a routine check which involved every student to display their identity cards on the table.

The use of phones is prohibited in FUPRE libraries, based on the instruction and symbol on the wall stating that all phones should either be switched off or be placed on silent mode activated". However, this is the most violated and commonly overlooked act because almost every library user is said to have been caught one time or another, receiving or making urgent calls in the library. Students are not barred from entering the library with their phones. So they are more in numbers and more in the statistic of deviants. Most students are seen making use of their headsets to make call or receive calls, watching movies or playing music while reading. The volume of movies and songs was highlighted as another common disgusting issue among students.

A librarian at the Federal University of Petroleum Resources Effurun (FUPRE) noted that, "some students often forget that they are in the library, not realizing how loud and discomforting the sounds from the movies or songs

are to the persons seated next to them." This shows that the engagement of students in a variety of ways can easily be of disturbance not only to the management of the library but other users (students and non-students) alike if caution is not adhered. Thus, uncontrolled use of ICT gadgets would definitely aid deviant activities in the library.

In another related development, the Kenneth Dike Library (KDL) boasts of many classical books as one of the oldest libraries in the country. But over the years, the number of historical and classical books has been reduced. In a particular study by Ajidahun (2010), the University of Ibadan was mentioned to have lost about 225 volumes of law books in 1992 due to deviant attitude of library users; this was echoed by Mr. Fred a librarian in an interview conducted in 2013:

Students are either mutilating classical books or they are being stolen. Thus we have to use our discretion to move them to the reference section in the library. Such books are heavily guided and must not be taken outside the section marked as "reference section only".

Despite the attention on students as major culprits of library theft, there are abundant evidences to show that there are other culprits often underreported in Nigerian literatures, such as researchers, faculty members with impeccable credentials, con artists posing as scholars, librarians, archivists and even clergy (Mason, 1975; Wyly, 1987; Bean; 1992; Ajidahun, 2010).

Jenkins (1982) has put book thieves 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."

Among users, the mutilation of books was described as unfortunate and attributed to a series of assignment that requires specific text books or encyclopedia that are limited in copies and not readily available online. These literatures emphasize more on how best to secure library materials, with much lights and stereotypical focus on patrons as security threats. Justifying this assertion, Maidabino and Zainab (2011) in their study of collection security management at university libraries noted that balancing access and security in Nigerian libraries is a necessary task. In the same vein, behavioral conduct and misconduct of library users were highlighted from the perspective of librarians, not users, thus neglecting two possibilities: (1) the library can also be a threat to users, and (2) the users can be security threats to themselves. These shortcomings have prompted the need for this study to examine deviant attitude among users in Federal University of Petroleum Resources Effurun (FUPRE).

Results and Discussion

This presents the result of the analysis in line with the research questions postulate for the study in order to make a valid conclusion based on the stated problem for the study.

Figure 1: Distribution by forms of deviant attitude among users of FUPRE libraries (N =267
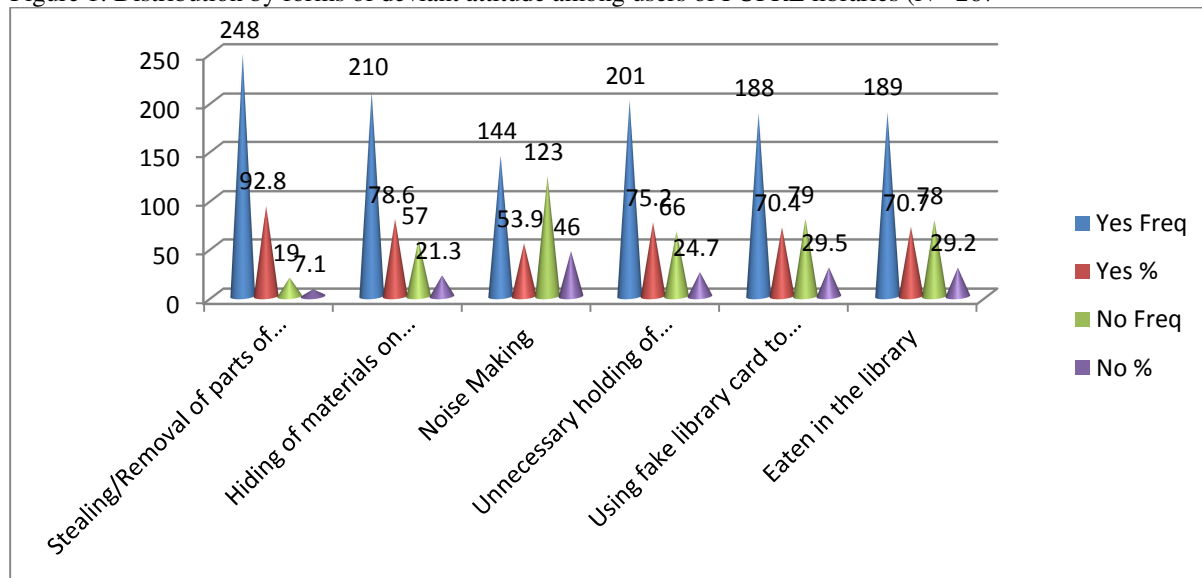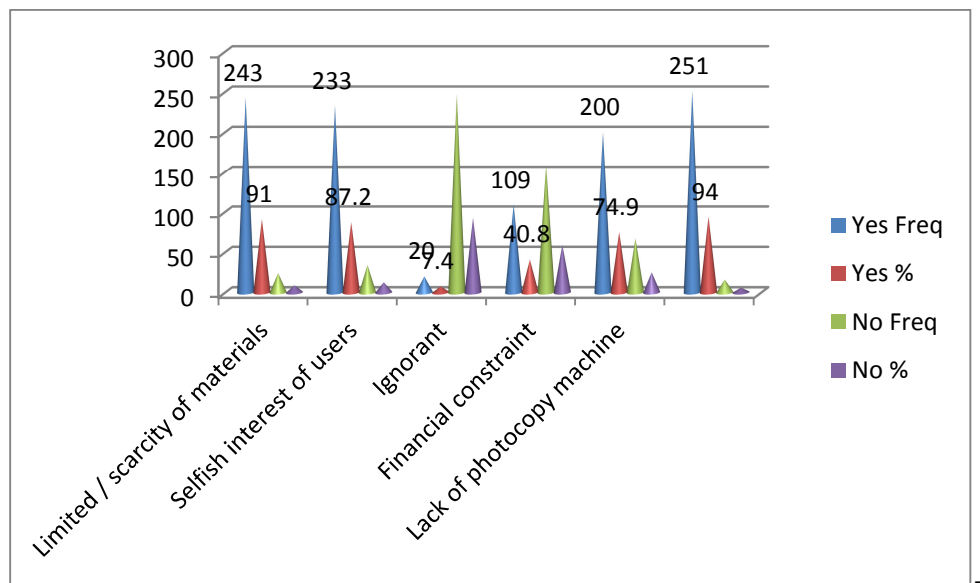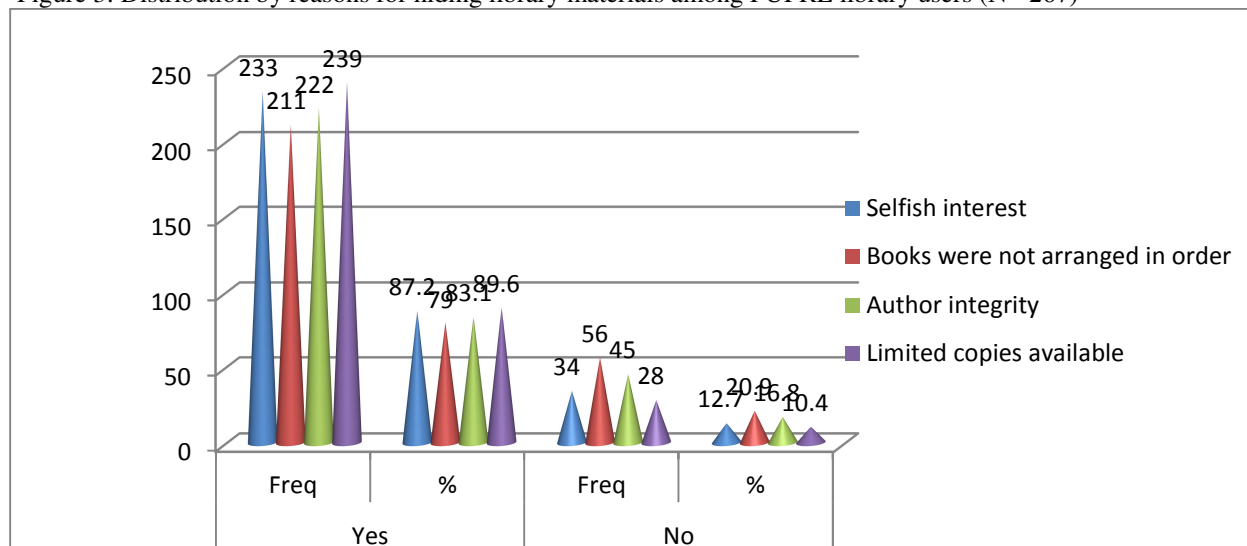

Figure 1 above presents the distribution of respondents on the forms of deviant attitude among users of Federal University of Petroleum Resources Effurun library (FUPRE). The result of the analysis shows that there are various forms of deviant attitude as identified by users, this includes: Stealing/Removal of parts of library materials (92.8%), Hiding of materials on different location (78.6%), Noise making in the library (53.9%), Unnecessary holding of overdue borrowed materials as indicated by (75.2%), Using fake library identity card

into the library (70.4%) and Eating in the library (70.7%) respectively. This was supported by Emere (2009) when he posited that unserious library users usually exhibit negative attitude to distract their serious counterpart.

Figure 2: Distribution by reasons for stealing/removing parts of library materials (N =267)
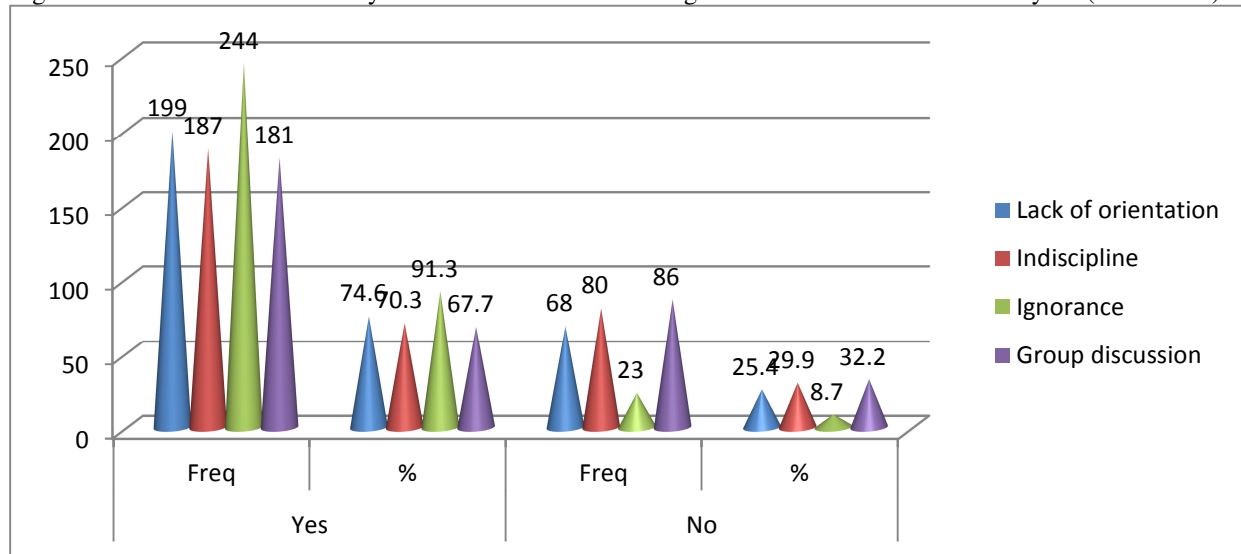

Responding to the reasons why users steal/removing parts of library materials, 91% were in support of limited/scarcity of materials, 87.0% were in support of selfish interest, 92.6% were in support of ignorant, 40.8% were in support of financial constraint and 67.0% embrace lack of photocopy facilities in the library while 94.0% were in support of lack of understanding between the users and the library staff. This was supported by Wyly (1987) when he posited that some library users are kleptomaniac in nature which means they are always determine to steal irrespective of their status.

Figure 3: Distribution by reasons for hiding library materials among FUPRE library users (N =267)
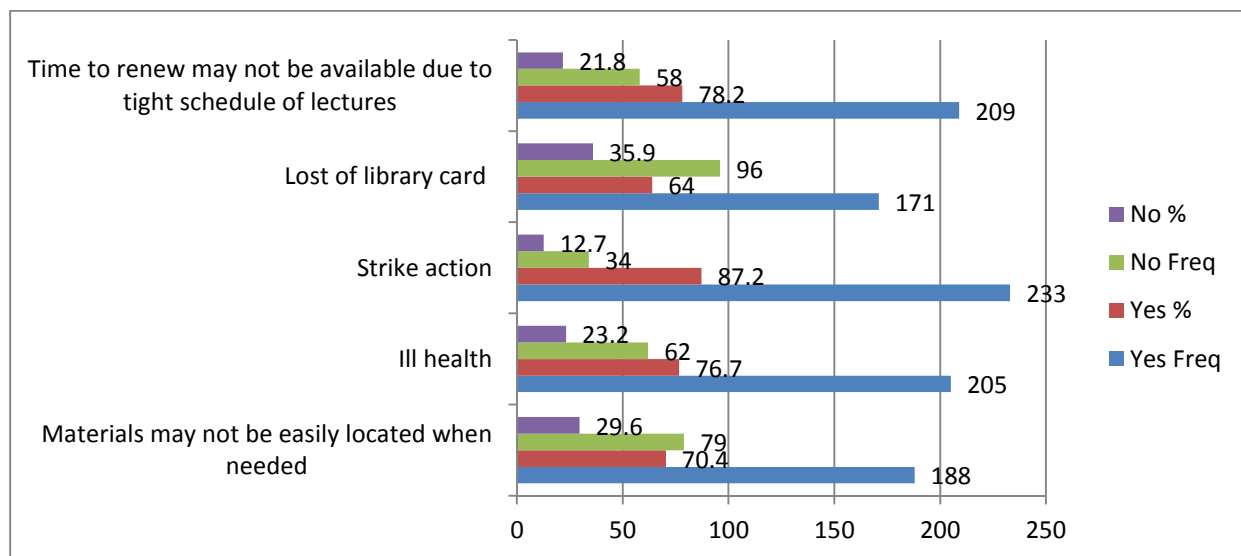

The figure 3 above presents the distribution of respondents on the reasons why library users hide
 library materials away from its original location. the results of the analysis indicated that 87.2% of the users agree with the fact that some users were selfish, 79.0% also agree with the fact that library materials were not arrange in order and 83.1% were in support of the authors integrity while 89.6% support the fact that limited copies of books is a factors to be considered. This was in line with Ajeko (2007) when he asserted that the integrity of some writers makes their books to be pirated and stolen by selfish users.

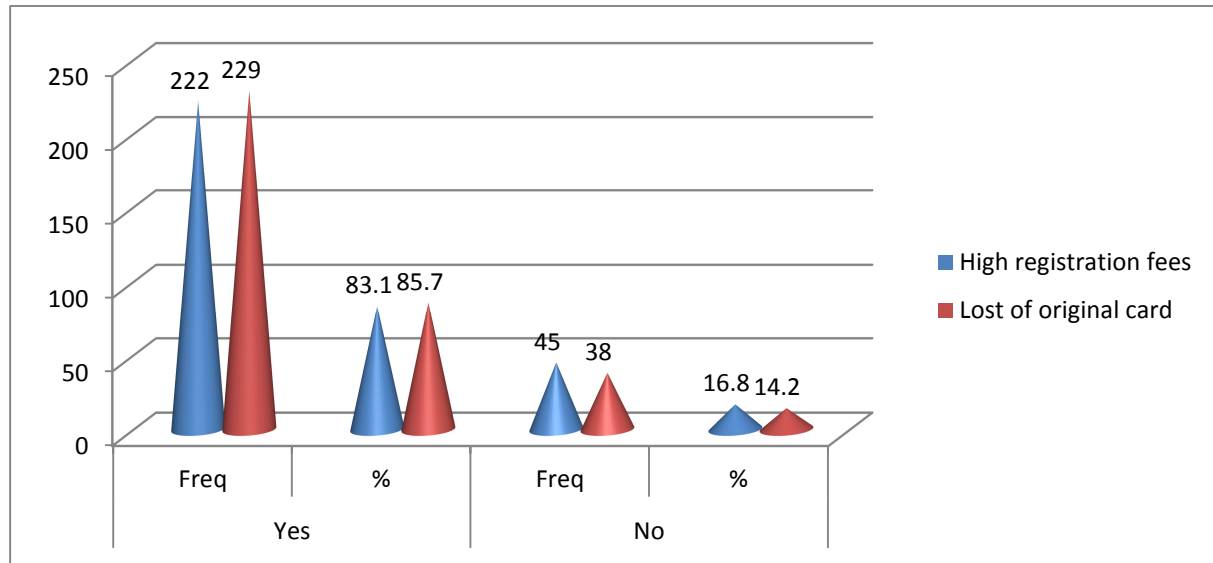Figure 4: Distribution by reasons for making noise in the library (N =267)

From the figure 4 above, it can be seen clearly that users make noise in the library as a results of the following: lack of orientation (74.6%), lack of discipline (70.3%), ignorance (91.3%), and group discussion (67.7%) respectively. This is also in line with Okoja (2011) which is of the view that lack of student orientation on how to use the library makes them to behave negatively towards the library resources.

Figure 5: Distribution by reasons for unnecessary holding of overdue materials (N=267)

Analysis of figure 5 above shows that users hold overdue materials as a result of the fact that materials may not be easily located when needed with (70.4%), due to users ill health as at the due time (76.7%), strike action (87.2%), loss of library card and time to renew/return of materials may not be available as a result of tight schedule of lecture (64.0%), and loss of library card is (78.2%) respectively. Amaka (2010) sees unnecessary holding of library materials as a result of strike action in the educational sector, which is still applicable to the closure of the library.

Figure 6: Distribution by reasons for using fake library card among FUPRE library users (N 267)

The above figure 6 shows that 83.1% of the users highly in support of high registration fees as criteria for using fake library card while 85.7 % as well were in support of the loss of original library card as another factors to be recon with. In support of this, financial constraint is one of the reasons why library clientele engage in books theft. This assertation is supported by Oko (2011) when he posited that high cost of registration fee in the library was the reason why most users come to the library with fake identity card to pave their ways into the library.

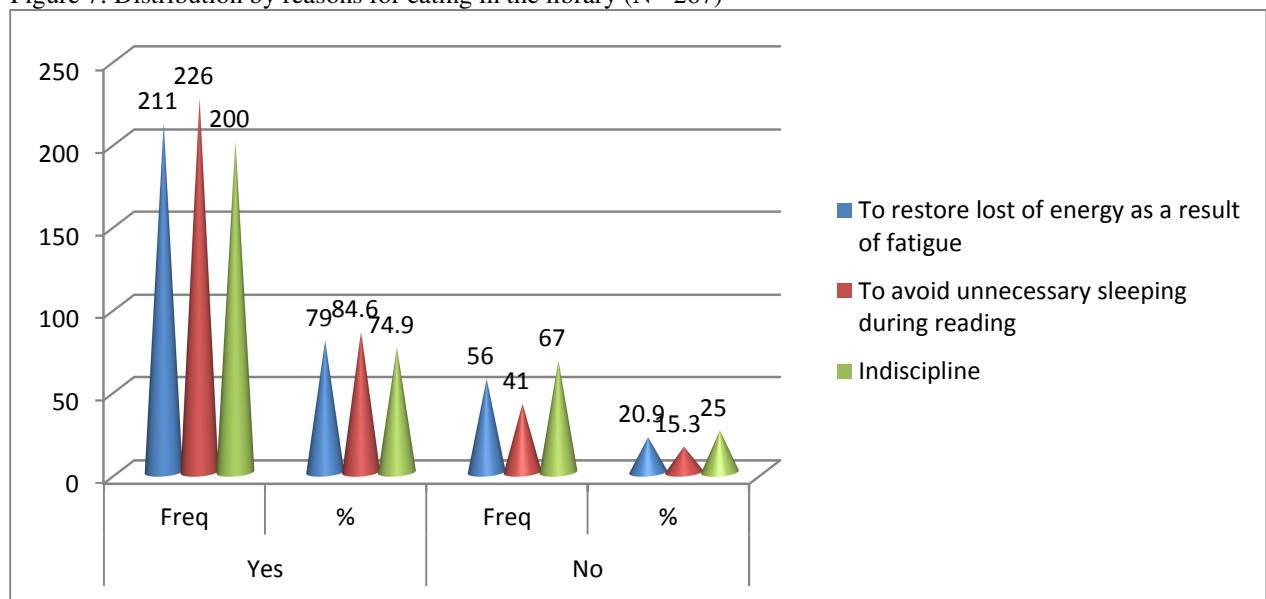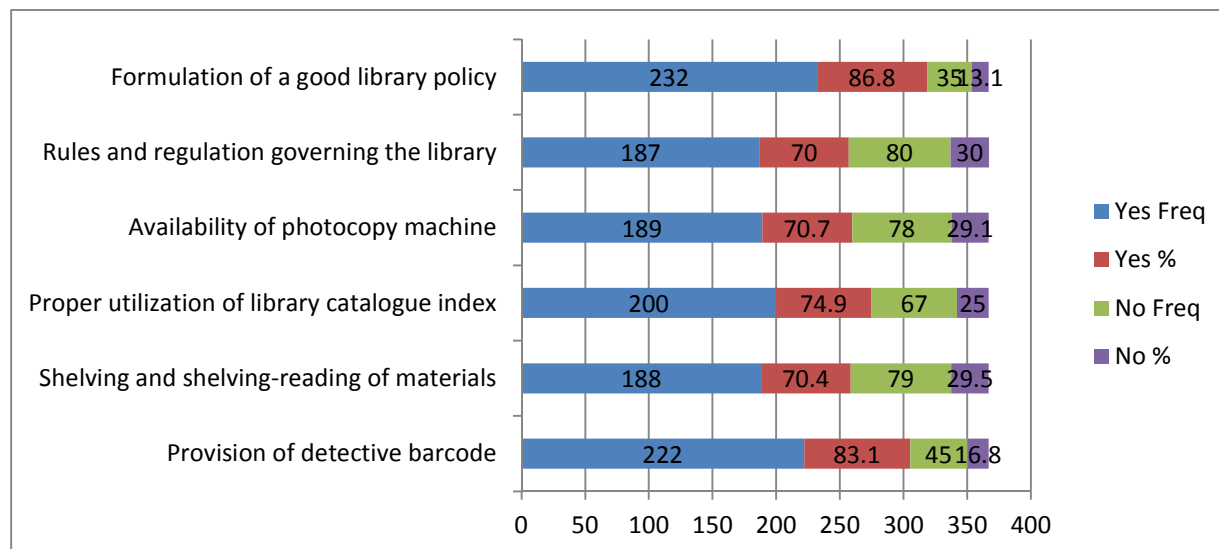Figure 7: Distribution by reasons for eating in the library (N =267)

Figure 7 above presents the reasons while library users eat in the library. According to the result, 79.0% indicated that users eat in the library so as to restore loss of energy due to fatigue and 84.6% were in support of the fact that it will not allow them to sleep while reading. Moreso, 74.9% agreed that lack of discipline can as well encourage eating in the library. Adeyemi (2000) is of the view that is only unserious users that normally eats in the library, he went further to say that a serious user/student should have done that at home before coming to the library.Figure 8: Distribution by solutions to deviant attitude among FUPRE library users (N =267)
Figure 8 above shows the distribution of solutions to deviant attitude among FUPRE library.

According to the table it indicated that 83.1% of the respondents agreed that detective barcode machine should be provided to checkmate deviant users in the library, 70.4% are in support of proper shelving and shelving-reading of library materials to facilitate retrieval, 74.9% indicated that proper utilization of the library catalogue index can also checkmate crime rate, 70.7% of the respondents encourages photocopying machines in the library, 70.0% are also of the view that detailed library guide should be pasted for users for proper orientation on how to use the library resources as well as rule governing the library system while 86.8% sees a good library policy as solution to deviant attitude in the library, this is in line with Lorenzen (1996) that formulation of a good library policy addresses certain deviant attitudes among researchers in order to meet up with set goals of the library.

4.0 Summary of Findings

The following were deduced from the findings:

1. Deviant attitude is a common phenomenon among users of academic libraries

2. Limited materials, selfish interest and lack of photocopy facilities aid stealing and unlawful removal of parts of books and other materials

3. Self-interest among users, author's, integrity and limited/scarcity of materials enable users to hide library materials

4. Lack of orientation, lack of discipline, ignorance, and group discussion give room for user's distortion in the library.

5. Library materials may not be easily located when needed, and strike actions among others make users to hold overdue materials

6. High registration fees and loss of original card were the reasons for using fake library card.

7. Users eat in the library due to lack of discipline, fatigue, and to avoid sleeping during reading exercise.

4.1 Conclusion

Deviant attitude in academic libraries had been identified to have negative impact on the users and the library (Jato, 2005). Therefore, such act should be discouraged within the library through different security measure and policies. When adequate measures were not taken, both the librarian, security personnel, paraprofessional librarians and the supporting staffs will be failing in their responsibility in the library. Most importantly, the roles of librarian as information manager will not be congregate.

5 Recommendations

Based on the aforementioned, the following recommendations were made.

1. Detective barcode machine should be provided in the library to facilitate security job

2. Proper shelving and shelve reading should be encourage and done always

3. Print materials should be arrange according to the class number to avoid mis-shelving

4. Proper utilization of catalogue index box should be encouraged in the library to facilitate retrieval of library materials

5. Photocopy machine should be provided at affordable price

6. Detailed library guide should be pasted at the conspicuous location in the library

7. Orientation of users and staff should be done at least twice a year

8. Group study rooms should be provided which should be sound proof

9. Bulletin board in which information about library use were contained should be made available.

10. The course use of library in 100 level students should be taught in all tertiary institutions and the rules governing the library should be spelt out in order to guide deviant users.

11. A good library policy should be formulated to guide library users, and library users are expected to adhere strictly to these policies.

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