

ADMINISTRATION AND LIBRARY SERVICES IN TERTIARY INSTITUTION IN CROSS RIVER AND AKWA-IBOM STATES

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ABSTRACT: *This study was conducted to examine the extent to which administration affects the provision of library services in Cross River and Akwa Ibom States. The simple random sampling technique was used in selecting the number of staff or respondents. The selection was done by independent person without replacement until the required respondents were obtained in each group. The population of this study consisted of all library officers in four tertiary institution's libraries in Cross River and Akwa Ibom States. The total number of library officers in these libraries was 450. The four tertiary institutions selected for the study and the number of officers in each, were University of Calabar, 170, University of Uyo, 145, College of Education, Akamkpa 65 and College of Education, Afaha Nsit 70 respectively. A four-point Likert scale questionnaire was designed to assess staff responses of the five variables namely, planning, organizing, staffing, coordinating and communication were developed, validated and administered. A total of five hypotheses were formulated and tested at 0.05 level of significance using Chi-square approach. The findings of the research revealed that, the influence of administration on the provision of quality library services in tertiary institutions in Cross River and Akwa Ibom States is relatively positive.*

KEYWORDS: planning, communication, coordination, staffing, library services, organizing

INTRODUCTION

Library is a social institution charged with the function of imparting knowledge and information to the seeker which acted as a sacred task in the ancient world and could only be done by gifted persons in the society of that age. Now, the library being disseminating centre, had a pride of place in the society. The administration of such an important social institution demands attention than that given in the past. The Libraries found in tertiary institutions are designed academic libraries. Obviously, the academic library is not only a resource center but a center of excellence around which all academic programmes revolve. The quality of academic achievement attainable in any tertiary institution depends largely on the quality of the library. The reputation of tertiary institutions in both developed and developing nations of the world can be determined, to a great extent, by both the library facilities put in place and the quality of library services provided. In the assertion of Umoh M. S & Inunkwe (2016), a tertiary institution is a generic name which refers to library

located in post secondary institutions such as universities, colleges of education and polytechnics to provide excellent services for users. The main function of a library is the collection and preservation of knowledge for impartation to all users. Library administration must be based on sound principles stipulated by the Laws of library science which based on practical experiences as cited in Umoh, M. S., (2017).

The National Universities Commission (NUC), a body empowered by law to regulate the operation of Universities in Nigeria, equally demands, as one of its requirements, the establishment of a well-equipped, functional and efficiently managed academic library for users in the academic community. Similarly, the National Board for Technical Education (NBTE) and the National Commission for College of Education (NCCE), which supervises Polytechnics and Colleges of Education respectively places high premium on a standard academic library. An academic library therefore is a function of effective library administration and quality services.

Therefore, administration functions of other social setting or institutions be it small as a family or as large as the universe should be applied to libraries with modifications since libraries deals with human, material and other resources which have to be harmonized, integrated or unified for the common goal of corporate performance. For the administrative functions to be effective in operations, a doing function is required. Management is the executive function that concerns itself with the carrying out of the administrative policy laid down by administrator; it directs the active operations within the organization and combines the work of the employees with the available capital equipment and materials to produce an acceptable product. It also markets the products or services according to the policies established by the administration Umoh, M. S.(2019). Administration is that function of management which actually carries out the objective for which the library is organized. The administration initiates the work to be performed, sees that personnel is fitted to the task and trained to operate properly for everyday routine, and also ensures that human, material and equipment are functioning properly towards the desired end.

Therefore, library administration means managing the performance of the operations and other activities of the library and making important decisions. Administration is the process of coordinating the administrative functions to maximize the performance of activities in the library with a greater output. Umoh, M. S & Okpa, S. J. (2019) noted that, an effective library manager can move the library from its current to future state, create visions with potential ideas for the library, instill within the library those considered essential activities and map out strategies to motivate and inspire staff to overcome barriers to useful changes like new approaches to users, good relationship amongst the staff and the users to make the library more competitive.

Library administration involves functions such as planning organizing, coordinating, staffing, communicating and budgeting. Library planning is systematically connected with the making of decision about the library goals. Planning is deciding in advance what to do,

how to do it, when to do it, and who should do it. It maps the path from where the organization is to go and where it wants to be. The planning function involves establishing goals and arranging them in a logical order. Planning practices do not only bring clarity of objectives of the library services but also determine the direction of activities that will enhance services and provides framework for policy and decision. That means that planning provides the rules that govern the activities of library's services.

Coordinating is a function that integrates all areas and detects potential or actual deviations from the organization's plan. This ensures high-quality performance and satisfactory results while maintaining an orderly and problem-free environment. Coordinating involves bringing together the contributions of all staff and materials in the desired manner for the purpose of achieving predetermined goals. Staffing means placement of vacant positions with the right people at the right time. It involves determining staffing needs, writing job descriptions, recruiting and screening people to fill the positions. In the library, qualified persons are recruited for effective service delivery. Communication, on its part, involves the giving of directives or instructions to subordinates for action or compliance. It is also a means by which information is passed to all employees in an organization. These administrative functions are highly interwoven. Libraries that are effectively planned, organized, coordinated, staffed and with good communication system are known to provide good and functional library services.

Statement of problem

Academic libraries are at the forefront of providing information services to their respective communities which comprise of student, lectures and researchers in order to support their teaching, learning and research need. In an academic community, the library is seen as a very important asset in term of the role it is expected to play. Academic library has to build a strong collection of information resources in physical and digital formats to cater for the knowledge requirements of students, faculty members, research scholars and scientists of the academic institution. According to Okiy (2005) libraries are now expected to provide to users a range of information and communication technologies necessary for retrieving information quickly from both immediate and remote databases, as well as creating a need for library cooperation and consortium initiatives. In the view of Joseph, Stone and Joseph (2003) an academic library, should provide quality service delivery compartmentalized into five dimensions namely: cost, degree content and structure, physical aspect, facilities and resources, value of education and a general dimension for other aspects relating to service.

Unfortunately, a cursory look at the academic libraries in the library institution reveals a number of administrative lapses which militate against effective services delivery to library users. These lapses often manifest themselves in ineffective control and supervision of the subordinates, poor planning for library books, materials and other resources, poor management of existing books, serials and other library materials, withholding of funding and other forms of assistance by government and donors, dilapidated facilities, display of

obsolete and defaced library books, drab and dingy environment, amongst others. In the face of these problems academic libraries cannot perform their traditional functions. The problem therefore is to identify these administrative lapses and analyze the extent of their influence on the provision of library services in tertiary institutions.

Purpose of the study

The purpose of the study is to assess the extent to which administration affects the provision of library services in tertiary institutions. Specifically, it is intended to:

- i. Analyze the extent to which library planning affects the provision of library services in tertiary institution in Cross River and Akwa-Ibom States.
- ii. Assess the extent to which organizing the library affects the provision of library services in selected tertiary institutions in Cross River and Akwa-Ibom States.
- iii. Determine the extent to which staffing affects the provision of library services in selected tertiary institution in Cross River and Akwa-Ibom States
- iv. Assess the extent to which communication affects the provision of library services in tertiary institution in Cross River and Akwa-Ibom States
- v. Analyze the extent to which coordination affects the provision of library services in selected institution in Cross River and Akwa-Ibom States

Research questions

This investigation will seek to answer the following questions on the extent to which library administration affect the provision of library services in Cross River and Akwa-Ibom State

- i. To what extent does planning affect the provision of library services in tertiary institution library in Cross River and Akwa Ibom State?
- ii. How does organizing affect library services in tertiary institutions library in Cross River and Akwa Ibom State?
- iii. To what extent does a staffing affect library services in tertiary institution library in Cross River and Akwa Ibom State?
- iv. How does communication influence effective library services in the tertiary institution library in Cross River and Akwa Ibom State?
- v. To what extent does coordinating enhance the provision of library services in tertiary institutions library in Cross River and Akwa Ibom State?

Statement of hypotheses

The following hypotheses were formulated to guide this study

- i. Planning of the library does not significantly influence the provision of library services in tertiary institutions in Cross River and Akwa Ibom State
- ii. Organizing the library does not significantly affect the provision of library services in tertiary institutions in Cross River and Akwa Ibom States
- iii. There is no significant influence of staffing on the provision of library services in tertiary institution in Cross River and Akwa Ibom States
- iv. There is no significant influence of communication on the provision of library

services in tertiary institutions in Cross River and Akwa Ibom States

- v. Coordinating of library activities does not significantly influence library services in tertiary institutions in Cross River and Akwa Ibom States.

RESEARCH METHODOLOGY

The research design that was adopted for the study was survey method design, (This is because it seeks the opinion of people in determining administrative variables and library services in tertiary institutions in Cross River and Akwa Ibom States. The research area was Cross River and Akwa-Ibom States. Opinion of library officers was used to generate the findings to the population studies. The population of this study consisted of all library officers in the four tertiary institution libraries in Cross River and Akwa Ibom States. The total number of library officers in these libraries were 450. The sample technique was the stratified sampling and the simple random sampling techniques. The instrument used for data collection in this study was researcher designed instrument. The instrument was patterned after a 4-point Likert scale and contained the entire variables under consideration.

The questionnaire had two parts: section A and section B. Section A contained demographic information that sought for information on the respondents. While section B of the questionnaires consisted of five subscales labeled section A, B, C, D, and E. Each subscale had five (5) items that measured the variable-library services.

Results and findings General description of data

This study sought to examine the extent to which administration influences the provision of library services in tertiary institutions in Cross River and Akwa Ibom States of Nigeria. The administrative variables considered are; planning, organizing, staffing, coordination, and communication. The statistical analysis applied in the analysis of the data is Chi-square statistics. Scores in these two groups were used to compute the f_e s. Thereafter, the chi square was computed to obtain the calculated value before being compared with the critical value of chi square (obtained from a table) at $\alpha = .05$ and $df = (r-1) (c-1)$.

Hypothesis one

The planning of the library does not have any significant influence on the provision of library services in tertiary institutions in Akwa Ibom and Cross River States. To test this hypothesis, the scores on items 1-5, which bordered on the variable under consideration, were obtained from the questionnaire. The obtained scores were the observed frequencies while the expected frequencies were computed. The chi-square analysis performed produced the following result in Table 1

Table 1**Summary of chi square analysis of influence of planning on the provision of library services**

Response	Nature of Planning		Total	Calx ²	CriX ²
	Positive	Negative			
Significance	104(94)	23(33)	127	11.21*	5.99
Insignificance	31(38)	20(13)	51		
No influence	13(16)	9(6)	22		
Total	148	52	200		

* Significance at a = .05 portability level, df=2

The above result shows that the calculated $x^2 = 11.21$ is greater than the critical $x^2 = 5.99$ at a = .05 level of significance. This is an indication that a significant relationship exists between planning of the library and the provision of library services in accordance with the rule. This implies that planning is an important administrative function that has to be performed in the library for effective discharge of library services.

Hypothesis two

Organizing the library does not have any significant influence on the provision of library services in tertiary institutions.

The responses of the subjects were scored and the scores obtained were subjected to a chi square analysis. The result of the analysis is presented in Table 2.

Table 2**Summary of chi square analysis of response on organizing and provision of library services**

Response	Nature of Organizing		Total	Calx ²	CriX ²
	Positive	Negative			
Significance	93 (80)	27 (40)	120	15.90*	5.99
Insignificance	27(35)	27(18)	54		
No influence	13(18)	13(9)	26		
Total	133	67	200		

* Significance at a = .05 portability level, df=2

From the above table, the calculated value 15. 90 is greater than the critical value 5.99 for df= 2 and a = .05 probability level. Since the calculated value is more than the critical value, it means that it is statistically significant at .05 hypotheses. That is,

there is a significant influence of library organization on the provision of library services in tertiary institutions.

Hypothesis three

Staffing of the library does not have any significant influence on the provision of library services in tertiary institutions. This hypothesis was tested with the data obtained from the responses in the questionnaire. The chi square analysis performed produced the following result in Table 3.

Table 3

Summary of chi square analysis of responses on staffing and provision of library services

Response	Nature of Staffing		Total	Calx ²	CriX ²
	Positive	Negative			
Significance	94(81.6)	26 (38.4)	120	14.90*	5.99
Insignificance	28 (36.7)	26(17.3)	54		
No influence	14(17.7)	12(8.3)	26		
Total	136	64	200		

* Significance at $\alpha = .05$ portability level, $df=2$

From the result of the analysis, it was discovered that the calculated $x^2 = 14.90$ is greater than the critical value $x^2 = 5.99$. This implies that x^2 is statistically significant at 0.05 probability level. On the basis of this, the null hypothesis is rejected. It is then maintained that staffing of the library significantly influences the provision of library services in tertiary institutions.

Hypothesis four

Coordinating of the library does not significantly influence the provision of library services in tertiary institutions. The testing of this hypothesis was preceded by the chi square analysis of sores obtained from the responses of library staff and presented in Table 4.

Table 4:

Summary of chi square analysis responses on Coordinating of library and provision of library Services

Response	Nature of Coordinating		Total	Calx ²	CriX ²
	Positive	Negative			
Significance	102(91)	24(35)	126	13.22*	5.99
Insignificance	30 (37)	21(14)	51		
No influence	13(16)	9(6)	22		
Total	145	55	200		

* Significance at a = .05 portability level, df=2

Clearly the critical value of chi square 5.99 is less than the calculated value 13.22. As a result of this, the null hypothesis is rejected. That means that coordination of library activities has a significant influence on the provision of library services in tertiary institutions.

Hypothesis five

Communication does not have any significant influence in the provision of library services in tertiary institutions. Responses of the subjects was used in testing this hypothesis as shown on the table 5

Table 5:

Summary of chi square analysis responses on communication and provision of library services

Response	Nature of Coordinating		Total	Cah; ²	Crix ²
	Positive	Negative			
Significance	100(89.6)	28 (38.4)	128	i.1.09*	5.99
Insignificance	25(31.5)	20(13.5)	45		
No influence	15(18.9)	12(8.1)	27		
Total	140	60	200		

Significance at a = .05 portability level, df = 2

The result in table 5 showed that the calculated value of chi-square 11.09 is greater than the critical value of 5.99. this implies that x^2 is significant at 0.5 probability level. Therefore, the null hypothesis is rejected. Communication in the library significantly influences the provision of library services in Tertiary institutions.

CONCLUSION

Based on the result of the study, the conclusions were reached

- i. Planning influence the provision of library services in tertiary institution.
- ii. Organizing as the component of administration determines, to a reasonable extent, the services provided in the library.
- iii. The coordination of library activities influences the quality of library services provided in tertiary institutions.
- iv. Staffing as a basic component of administration affects library services in tertiary institutions.
- v. Communication between and among library personnel influences the delivery of library services in tertiary institution.

Recommendation

The following recommendations which were based on the findings of this study are hereby offered.

- i. Library officers in tertiary institution should adequately plan for the services desired in the library if their libraries must be relevant and compatible with current global trends, '(they can do this by employing appropriate planning procedures to capture the interest of users.
- ii. Library organization is an inevitable function in library administration. Planning effort would be fruitless if proper and effective planning is not achieved. Library officers must adopt scientific approach necessary to organize the library into relevant and functional divisions and units.
- iii. Library services can be disrupted if the functions of the various units are not coordinated by the administration in the library. Poorly coordinated library inhibits services delivery. This should be avoided. Library is properly coordinated for optimum result.
- iv. Staffing of the library is an inevitable ingredient in the predictors in the assessment of the standards in tertiary institution libraries. Qualified staff should therefore be recruited to man the different sections of the library; square pegs should be put in square holes and not the reverse.
- v. For effective performance of library duties, the staff must be well informed through communication. Communication is therefore an indispensable tool for this to be realized the library administration should identify appropriate channel of communication for clear and unambiguous flow of information to and from subordinates.

Suggestion for further studies

- i. In the researcher's opinion, more studies can be carried out on the topic. It is therefore suggested that different study area and larger sample be used by future researchers to authenticate the findings already made here.
- ii. The present study used the chi square (χ^2) analysis to determine the amount of influence exerted by each of the variables of library administration. Future researchers

should go beyond this point and carry out the regression analysis in which all independent variables are used as predictor variable. Such studies may also use the analysis of variance (ANOVA) techniques.

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