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**CHALLENGES OF EFFECTIVE OF CIRCULATION SERVICES IN ACADEMIC LIBRARY: A CASE STUDY OF MUHAMMADU WABI LIBRARY, FEDERAL POLYTECHNIC BAUCHI**

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**ABSTRACT:** *The focus of this study was to examine the problems to effective circulation services in academic library, the selected library for the study was Muhammadu Wabi library, Federal polytechnic Bauchi. the objectives of the study was to find out the services provided to users by the circulation unit, to ascertain whether the users are satisfied with the services, to determined the problems to effective use of circulation resources and to find out strategies for effective service delivery. Survey research method was used for the study and questionnaire was the instrument for the collection of relevant data for the study. 43 questionnaires were distributed to the library staff (respondents) and 36 copies were returned, while 95 were distributed to the library users out of which 78 copies were returned. Data was analyzed using simple statistical methods (frequency and percentage). The major findings of the study revealed the most common service provided to the section is lending service, registration of user, and inter library loan and the services were indentified as relevant to the need of users. Lack of fund is the major problem of the section, other problems are lack of awareness, staffing, over population, lack of facilities and overdue cases. the strategies for improving the services in the section is library management support, majority of the respondents are satisfied with the services of the section and the results of the findings shows that the services are helpful to research and leaning activities of the users also, the problem encountered in the section are inadequate staffing, lack of awareness and absence of online circulation service. The study recommends that more financial support is required to boost the activities of the section, there is need to promote awareness on the activities of the section among users, circulation staff need to improve on their ICT skills, to more with the emerging changes, circulation services and other library services need to be automated.*

**ABSTRACT:** circulation services, academic library, Muhammadu Wabi Library, federal polytechnic Bauchi

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## **INTRODUCTION**

The major role of academic library is to provide quickly the resources users need for teaching learning, recreation and research. For that mission, the readers/public services division in Nigerian academic libraries is the maker's image maker and the public relations outfit of the libraries. It is a place where staff and the patrons have direct or face-face interactions. As the hallmark of library services, circulation desk is the point where search, borrowing return and renewal of the books; photocopy, overdue penalty, users clearance and much more functions are carried out at the circulation desk. Various studies found that lack of skills in the use of library among fresh men constitute obstacles to their effective use of library (circulation).

Edem and Lawal (2002), Agoulu (2000) when they all commented that freshmen enroll in higher institution in Nigeria without enough knowledge and skills in the use of library. They recommended that orientation of freshmen remains the ultimate panacea to these problems. Harris & Bunden-Ellis (2003) acknowledge that the reason why users are not aware of available resources and services in the library was not only that they did not care about acquiring knowledge of the use of library, but also because they do not obtain adequate information on the services and resources available. For that reason, they believed that it may be services difficult to ascertain the level of users' satisfaction with the services they obtained in the circulation section. Circulation services mean the method called for in the lending of books and other materials (which) involves the registration of readers; granting of loan; procedures for renewals and overdue books; methods of relating with readers' requests and reservation and other services. (Harrison, 2000). In some academic libraries, all readers are allowed to become users on signing their own signature. In others, it requires a completion of registration form and a counter signature, in others, it requires a completion of registration form before such reader becomes a full registered user.

### **Statement of Problem**

The effectiveness and efficiency of the management and services provided by the circulation department would to a large extent present what the patrons perceive the whole library services. In the process of providing such services to client, libraries encountered some problems that have to do with inadequate working tools, such as book cards, book pockets, borrower's tickets, inadequate power supply and lack of staff. Poor funding coupled with poor shelving and shelf reading which makes it difficult to users for use to locate information resources on the shelves, ignorance of the use of library and inadequate knowledge of information about book in question by library users are also an abstackles to effective use of circulation services in many libraries, today. Enrolment of students and their keen interest to make use of the library as a result of high cost of information materials and absence of e-circulation services or online automated circulation system in some academic library constitute a serious challenge for effective circulation service. These constraints and many more makes the researcher to carry out a study on problems to effective circulation services in academic libraries.

### **Purpose of the Study**

The objectives of the study are:-

1. To find out the services provided to users at in the circulation unit of Muhammadu Wabi library.
2. To ascertain the users level of satisfaction with the services they obtain from the staff of the circulation unit of the library under study.
3. Determine the problems to effective use of circulation resources in the library under study?
4. Find out strategies for effective service delivery in the library under study?

### **Research Questions**

The following research question will guided the study.

1. What kind of services provided to users in circulation section of the library?
2. What is the level of user's satisfaction on the services obtained in the circulation section?
3. What are the problems to effective use of circulation resources?
4. What are the strategies for effective services delivery the library under study?

### **Significance of the Study**

The study is going to bring out all the areas of weaknesses as well as offering solution as to how best to eliminate problems hindering the effective performance of the circulation section not only in Muhammadu Wabi Library federal polytechnic Bauchi, but many libraries in the country particularly the academic ones. It is also going to benefit students, especially library and information science students and library managers to improve on the management and service provision in the circulation section.

### **RESEARCH METHODOLOGY**

This chapter discusses the procedures and method used for the collection of data for the study. It contains research design, population of the study, sample size and sampling techniques, instrument for data collection, validity and reliability, method of data collection and method of data analysis

#### **Research Design**

In order to obtain relevant data and information for the study, the case study method was adopted. According to Osuala (2005) case study is used to gain an in-depth understanding replete with meanings for subject, focusing on process rather than outcome, on discovery rather than confirmation.

#### **Population of the Study**

Population is defined by Ayo, O. (1992) as group of objects in which we are interested in the study. The population of this study comprised all registered library users (students, lectures, researchers e.t.c) and staff of the library. The population users is 950, from which the sample size was drawn while that of library staff is 43 as at 2015/2016 session.

#### **Sampling Techniques and Sample Size**

Simple random sampling method was used in selecting the elements in the population under investigation so as to ensure an unbiased selection of elements. For the purpose of this study, a sizeable proportion of target population was selected as the sample to the study. The sample size of 95 representing the entire population of 950 of users have been selected randomly based on the Morgan sampling table. While the entire population of libraries staff constituting 43 was used as sample size of the staff.

#### **Instrument for Data Collection**

The instrument used in collection of data for the research work is a structured questionnaire. The questionnaire was made up of four sections. section A, B, C & D ( section A – C is for library staff while section B is for library users). Section A elicit responses on kind of services provided in circulation section and level of satisfaction obtained by users, section B was designed to elicit the opinion and perception of users on problems of effective circulation services, section C, elicit responses on strategies for effective circulation service delivery which contains two items. Section D elicit on the opinion and perception of users on level of satisfaction with the services provided by the section.

**Validity and Reliability**

The validity aspect involves on how well the questionnaire was able to measured what it aimed to measured. While reliability refers to the stability and consistency of result derived from the research. This research instrument was validated to ensure it reliability by an expert in the department of library and information science, federal Polytechnic Bauchi.

**Method of Data Collection**

The questionnaire was used for collecting information from the respondents who are going to be the typical representatives of the population under study. The questionnaire was distributed to various registered users of the Muhammadu Wabi Library federal polytechnic Bauchi on problems to effective circulation services in academic libraries.

**Method of Data Analysis**

Data analysis simply means interpretation of raw data. It is defined as the interpretation of raw data of an investigation and the means by which the research problems are tested. Osuala (2005). The method of data analysis that was used for this study was based on descriptive statistics. Using descriptive statistics the researcher was able to summarized and organized data in effective and meaningful ways.

Descriptive statistics gives picture of a situation or population it serves as a tool for describing statistical data that will be collected and present information in an understandable form. Zango (2008).

**DATA ANALYSIS AND DISCUSSION OF FINDINGS**

This chapter discusses the data analysis and findings from questionnaires completed by the respondents from the library under study.

**Response Rate**

This chapter present the response rate of distributed questionnaire to the respondents.

**Response rate of staff**

<b>Response rate</b>	<b>Number</b>	<b>Percentage</b>
Return questionnaires	36	84
Un returned questionnaire	7	16
Total	43	100

Table 4.1 shows the rate of responses to the questionnaires been distributed to the library staff (respondents). A total number of 43 questionnaires were distributed out of which 36 copies are field and returned constituting 84%, 7 questionnaires, representing 16% were not returned. This rate of response is suitable for quantification of the data received.

**Response Rate of Users**

<b>Response rate</b>	<b>Number</b>	<b>Percentage</b>
Return questionnaires	78	82
Un returned questionnaire	17	18
Total	95	100

Table 4.2 shows the rate of responses to the questionnaire been distributed to the library users 95 questionnaires were distributed to the users out of which 78 copies are field and returned constituting 82%, 17 questionnaires, representing 18% were not returned. This rate of response is also suitable for quantification of the data received.

**Analysis of Library Staff Responses****Kind of Services Provided to Users in Circulation Section and Level of Satisfaction Obtained by Users.****Table 4.3 Awareness of kind of Services Being Provided to Users in the Circulation Section of Muhammad Wabi Library.**

<b>Items</b>	<b>Frequency</b>	<b>Percentage</b>
Lending services	15	41.7
Inter-library loan	7	19.4
Registration of users	8	22.2
User education	4	11.1
Photocopy service	2	5.6
Total	36	100

Table 4.3 above shows that 15 (41.7%) of the respondents, indicated that they were aware of lending service, as part of activities carried out at the circulation unit. While 7 (19.4%), 9 (25%) and 5 (13.9%) of the respondents indicated that they were aware that inter-library loan, registration of users and user education programme are some of the services provided by the circulation section. Only 2 (5.6%) respondents indicated that the photocopy service is provided by the section.

**Relevance of the Services to User Needs**

<b>Items</b>	<b>Frequency</b>	<b>Percentage</b>
Relevant	26	72.2
Irrelevant	4	11.1
Undecided	6	16.7
Total	36	100

Table 4.4 revealed that 26 (72.2%) of the respondents identified that the services provided by the circulation section are relevant to the need of the users. A total number of 4 (11.1%) of the respondents indicated that the services are irrelevant to the need of the users, while 6 (16.7%) of the respondents are undecided.

**Problems of Effective use of Circulation****Problem to Effective Circulation services**

Items	Frequency	Percentage
Lack of fund	8	22.2
Lack of awareness	5	13.9
Staffing	6	16.7
Over population	4	11.1
Poor storage facilities	4	11.1
Over due cases	6	16.7
Lost of books	3	8.3
Total	36	100

Above shows that 8 (22.2%), 5 (13.9%) and 6 (16.7%) of the respondents believed that the problems of effective circulation service are lack of fund, lack of awareness and staffing respectively while 4 (11.1%), 4 (11.1%), 6 (16.7%) and 3 (8.3%) of the respondents believed that over population, poor storage facilities, overdue cases and lost of books are the problems to effective circulation services respectively.

**Adequacy of Working Materials in the Circulation Section**

Items	Frequency	Percentage
Yes	26	72.2
No	10	27.8
Total	36	100

Table 4.6 above indicates that 26 (72.2%) of the respondents, representing the total number of respondents indicated that there is adequate working materials in the circulation section, while 10 (27.8%) of the respondents indicated that there is inadequate working tools in the section.

**Strategies for Effective Service Delivery in the Circulation Section****Strategies for Effective Service Delivery in the Circulation Section**

Items	Frequency	Percentage
Library management support	22	61.1
More awareness programmes on the dos and daunts of the library.	9	25
Upward review of circulation sections budget	5	13.9
Total	36	100

Table 4.7 shows that 22 (61.1%), 9 (25%) and 5 (13.9%) of the respondents agreed that library management support, more awareness programmes on the dos and aunts of the library, upward review of circulation section budget are the strategies for improving circulation services.

**The Strategies to Effective Circulation Services.**

Items	Frequency	Percentage
Effective	26	72.2
Infective	4	11.1
Undecided	6	16.7
Total	36	100

Table 4.8 indicated that 26 (72.2%) believed that the strategies are effective on the circulation service while 4 (11.1%) of the respondent believed that there strategies are ineffective on circulation services and 6 (16.7) of the respondents were undecided.

**ANALYSIS OF LIBRARY USERS RESPONSES****Level of Satisfaction with the Services Provided by the Circulation Section.****Level of Satisfaction with the Services**

Items	Frequency	Percentage
Highly satisfied	16	20.5
Very satisfied	18	23
Satisfied	30	38.5
Unsatisfied	14	19
Total	78	100

Table 4.9 above shows that 16 or 20.5% of the respondent were highly satisfied with the services provided by the circulation section. While 18 or 23% and 30 or 38.5% were very satisfied and satisfied. 14 or 18% of the respondents were unsatisfied with the service s provided by the section.

**Are the Circulation Services Helpful to your Research and Learning Activities.**

Items	Frequency	Percentage
Yes	64	82
No	14	18
Total	78	100

Table 4.10 indicates that a majority of users, 64 ( 82%) of the respondents indicated that the circulation services are helpful to their research and learning activities. While 14 ((18%) of the respondents indicated that the services are not helpful.

**Level of satisfaction with lending period.**

Items	Frequency	Percentage
Yes	68	87.2
No	10	12.8
Total	78	100

Indicates that the highest number of respondents 68 constituting 87.2% of the respondents indicated that they are satisfied with time allowed for borrowed books to stay with them. While 10 constituting 12.8% of the respondents indicated that they are not satisfied.

#### **Time users allowed to stay with borrowed book.**

<b>Items</b>	<b>Frequency</b>	<b>Percentage</b>
One week	-	-
Two week	50	64.1
One moth	28	35.9
Total	78	100

Shows that 50 (64.1%) of the respondents indicated that the time allowed for borrowed books to stay with them is two weeks, while 28 (35.9%) of the respondents indicated one month and no response for one week. E

#### **Problems encountered by users in the circulation section of the library**

<b>Problems encountered in the circulation</b>	<b>Frequency</b>	<b>Percentage</b>
Lack of awareness about the activities of the section	26	33.3
Inadequate staff	36	46.2
Absence of online circulation service	16	20.5
Total	78	100

Shows that problems encountered by users in the circulation section of the library. The data shows that 26 respondents, representing 33.3% of the respondents believed that lack of awareness about the activities of the section while 36 (46.2%) and 16 (20.5%) of the respondents believed that the problem encountered in the section is Absence online circulation service.

### **DISCUSSION OF MAJOR FINDINGS**

The finding of the research study revealed that the most common service provided by the circulation section of the library under study is lending service, while the second service provided by the section is registration of users, followed by inter-library loan, user-education and photocopying service. The finding also showed that the majority of the response identified the services as relevant to their needs, few responses shows that the services are irrelevant while the least are undecided. Lack of fund is also indentified as the major problems of effective use of circulation followed by lack of awareness, staffing, over population, poor storage facilities, overdue cases and lost of books.

The research finding further revealed that the highest number of respondents believed that there are adequate working tool in the section while few respondents believed that there is inadequate working tools in the section. The majority of the responses also shows that the strategies for improving circulation services library management support, followed by awareness and upward reviewing of circulation budget. The findings also showed that the strategies are effective on the circulation service with highest number of responses followed by ineffective with least number as well as undecided.

The result of the findings also shows that the majority of the respondents are satisfied, very satisfied and highly satisfied with the services of the section, while few respondents are not satisfied. Also, the large number of responses shows that the services are helpful to research and learning activities of users while the least shows that they are not helpful. The findings further show that the high number of respondents identified that the time allowed for them to stay with borrowed book is two weeks while others identified one month. It also revealed that the problem encountered in the circulation section are inadequate staffing which have the highest number of response followed by lack of awareness and absence of online circulation service.

## **SUMMARY, CONCLUSION AND RECOMMENDATION**

This chapter is aimed at summarizing the findings of the study. It also draw a final conclusion about the research and suggest the possible solution to the identified problems.

### **Summary**

The chapter one of the studies began with the background of the study. Followed by statement of the problem, research objectives, research questions; significance of the study, scope and limitation as well as operational definition of terms. Chapter two of the study has to do with literature review, it involves concept and significance of circulation services, role of circulation unit in academic libraries using manual circulation system, the automated circulation system and its advantages, problems to effective use of circulation, strategies to effective service delivery in the circulation section as well as the summary of the review. Chapter three of study started with introduction, research design population of the study sample size and sampling techniques, instrument for data collection, validity and reliability, method data collection and method of data analysis respectively. While chapter four and five contains data analysis and discussion of finding, summary conclusion and recommendations.

### **Conclusion**

This research concludes that the most common services provided by the library under study are lending service, registration of users and inter-library loan and majority of the responses showed that these services as significant to the need of users. Also the major problem of the section is inadequate funding followed by lack of awareness, staffing, over population, poor storage facilities and lost of books. Although there are also adequate working tools in the section, but they still operate manually not that automatic that are used in these days the strategies for improving circulation service are library management support, awareness programmes on dos and don'ts, upward review of circulation section budget and strategies are effective on the circulation service.

The respondents are satisfied, very satisfied and highly satisfied with the services of the section and the services are helpful to research and learning activities of the users.

The times allowed for borrowed book to remain with users are two weeks and one month. The problems encountered in the circulation section of the library by users are inadequate staffing, lack of awareness about the activities of the section and absence of online circulation services.

### **Recommendation**

Based on the findings of this study however, the following recommendation has been drawn:-

1. More finance support is needed to boost the activities of the circulation section through provision of basic facilities and services.

2. There is need to promote awareness on the activities of the circulation section among users for effective and efficient service delivery.
3. There is need for additional and well-trained manpower. In the to move with emerging changes, circulation staff must improve on their ICTs skills.
4. Security is needed because when facilities are put in place, they may be stolen by the criminal minded individuals.
5. The library should try its possible best to ensure that the circulation seminars along other services provided by the library are automated.

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