

**Development Programmes, Fundraising Strategies and Library Patronage in Public  
Libraries in South West, Nigeria**

**Oyedoyin Faith ERUEMOLO  
LCU/PG/001065**

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Communication and Information Sciences, Lead City University, Ibadan, Oyo State,  
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**In Partial Fulfilment of the Requirements for the Award of Master in Library and  
Information Science Degree (MLIS)**

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## Certification

This is to certify that **Faith Eruemole, OYEDOYIN** with matriculation number **LCU/PG/001065** carried out this study titled “**Development Programmes, Fundraising Strategies and Library Patronage in Public Libraries in South West, Nigeria**” in the department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo State, For the Award of Master Degree (M.Sc.) in Office and Information Management and that this work has not been previously submitted elsewhere.

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**Dr Sophia V. Adeyeye**  
(Supervisor)

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**Date**

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**Dr Sophia V. Adeyeye**  
(Head of Department)

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**Date**

## **Dedication**

This project is dedicated to the God the Author and Finisher of my Faith.

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## Acknowledgement

The completion of this thesis is possible through the support and assistance of many institutions and individuals that no adequate expression of appreciation can be made here. I am highly appreciative of the services provided by the staff of Lagos state Library Board, Lagos, Ogun State Library Board and Oyo State Library Board, Ibadan , my analyst and editor.

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“Even though the above-mentioned institutions and persons have assisted in the process of this research work, I alone stand responsible for the error (s) if any, found in this work”.

## Abstract

Public libraries exist to cater for the information need of all categories of users in a community. Their role in nation building cannot be over emphasized. Access to public libraries can majorly be achieved through various developmental programs as well as how fund is being raised to adequately fund public libraries in order to make it more appealing to her teeming users. Absence of these two factors, development programs and fundraising strategies will perhaps make public libraries a ghost of itself in existence. It is in this light that this study deems it fit to investigate how development programs (DP) and fundraising strategies (FS) contribute to library patronage (LP) in public libraries in south west, Nigeria. Quantitative and qualitative research designs was adopted for this study. Population consisted of 134 librarians in public libraries in south west, Nigeria. Total enumeration sampling technique also served as the sample technique adopted for the study. The reliability coefficient for each of the variable ranged from 0.75 to 0.90. Data collected was analyzed using descriptive, inferential statistics and textual content analytical approach. Findings revealed that DP had no significant influence on LP (Adj.  $R^2 = 0.007$ ;  $p = 0.692$ ), FS was found to significantly influence LP (Adj.  $R^2 = 0.178$ ;  $p = 0.000$ ). Jointly, only FS was found to statistically significantly influence LP (Adj.  $R^2 = .173$ ,  $F_{(2,125)} = 14.275$ ,  $p < 0.05$ ), while DP was found not to statistically significantly influence LP ( $\beta = .044$ ;  $t = -.546$ ;  $p > 0.05$ ). The study concluded that only FS independently influenced LP. Content analysis wise, only Lagos state public library has a robust plan of developmental programs. Fundraising of public libraries in south west, Nigeria is mostly done by respective state governments in the region. The study recommended that there should be more funding.

**Key Words:** Development Programs, Fundraising Strategies, Library Patronage, Public Libraries, South West, Nigeria.

Word Count: 299

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## **Chapter One**

### **Introduction**

#### **1.1 Background to the Study**

A library is an agency, which engages in the collection, processing, preservation and dissemination of recorded information in the various formats most convenient to its target users<sup>1</sup>. It can also be defined as a building established for the purpose of collecting and storing books and related materials for reading and research. The Latin word "liber" that makes up the word "library" designates a place set apart for reading or reference, and hence, a collection of books<sup>2</sup>. As a result, a library can also be defined as a compilation of books and other records that are kept, arranged, and interpreted to satisfy a variety of needs among individuals, including those related to information, knowledge, leisure, and aesthetics. Education has been recognized as a crucial tool for human growth by people all over the world, and many strategies (including schools and seminars) have been implemented to make education accessible to everyone.

Responsive library service is not simply a product of the Dewey Decimal system but it also requires intelligent planning, ability to learn from experiences, and sensitivity to human needs. States that library personnel who want to provide responsive service must keep themselves constantly alert to changing library roles and ensure that library users derive maximum benefits from the services provided<sup>3</sup>. Information is a basic component of life for man just as air, water, food, and shelter<sup>4</sup>. Another scholar also contributed to this, defining communication as an essential aspect of human life. The latter holds that as a man matures and his mental capacity increases, so does his need to express intricate

thoughts and emotions. Therefore, providing accurate information at the right moment is essential for the success of every human endeavor, notably educational programs<sup>5</sup>.

A public library is one that is part of an academic institution above the secondary level and meets the needs of both students and employees in terms of teaching and research. The annual acquisition budget was cut, and library workers were laid off, as a consequence of the recession's continuous funding cuts despite rising costs for staff and resources. As a result, academic libraries have looked for additional funding sources, one of which is fundraising. The notion that many institutions and systems are raising tuition and reducing spending in order to address state trends was simply buttressed by the observation that elected leaders strive to balance state budgets and come to agreement with diminishing discretionary funds<sup>6</sup>. The reductions have a big impact on access and global competition, making it harder for higher education to fulfill its purpose.

Senior institutional administrators perceive many libraries as being less significant to the university's newer objectives and priorities. High ranking institutional administrators believe that saying that the library will no longer be sufficient to serve as the university's hub, if it ever did, is "simply chanting." Now, there must be evidence that the heart is still beating. Academic libraries' budgets are stable or shrinking as a result of a number of issues, which makes it difficult for library administrators to make decisions, such as reducing collections and services to make up for budget gaps. If intended users are not using the library's materials and services, government, library administrators, and professional organizations' investments in university libraries may not be yielding the returns they had hoped for. It is therefore impossible to overstate the value of library usage. Therefore, it is necessary to investigate patronage in academic university libraries.

The term "library patronage" refers to the university's users having both physical and virtual access to the collections and information resources of the libraries. Library patronage is the university community's use of the library' resources<sup>7</sup>. A key indicator of the effectiveness of the services offered by libraries is the number of intended users who utilize the library. One of the essential rules of a library is that the intended users must thoroughly consult the information resources, such as books and non-book items. The role of library patrons in the profession of librarianship is crucial. This is so because user needs are at the center of library operations. A library's services depend heavily on its patrons. Therefore, it is necessary to periodically ask library patrons to evaluate the services and information resources offered. This could aid the library in enhancing its resources and services<sup>9</sup>. Patronage of the library is defined as the physical and remote access, consultation, or use of the library's body of information resources by persons or bodies. Patronage of the library is a very important indicator of the effectiveness of the services the library provides. It is impossible to overstate the importance of libraries in the teaching - learning activities because they have consistently shown to be a fantastic resource for knowledge for both lecturers and students in any institution.

Now, the caliber of the information source in any library has a significant impact on its use by lecturers or pupils. However, libraries assist the curriculum of the school as well as the research of the university, its faculties, and its students, which are two complimentary functions. Both students and lecturers use these libraries to obtain the greatest material to aid in their academic research or pursuits, therefore they both use them for general knowledge. Because library customers are so important to the service they provide, development initiatives are being implemented to retain existing patrons

and attract new ones. No matter how large a library's collection is, if its services and facilities are not used, it will become a white elephant project. To support this, it was noted that any attempt on the side of the library to disregard library patronage will be done at the library's own risk<sup>10</sup>. Analyzing library usage ought to be one of the top priorities for libraries.

In order to improve the delivery of library services and for effective planning and management in university libraries, the assessment of library patronage aims to gather data on how the library is achieving its goals<sup>11</sup>. However, university undergraduate students' use of the library has been gradually decreasing<sup>12, 13</sup>. Similar to this, it has been stated that there is a drop in library usage, and studies and observations support this assertion<sup>14</sup>. However, because most students use the library to study their books while preparing for exams<sup>15</sup>, despite the fact that libraries are being used as observed, they are now only used seldom. The administration of the universities may decide not to make investments in the libraries or even eliminate them if library usage in those institutions keeps declining. The employment of librarians across the nation will be threatened if this occurs. Because they might not be able to get students admitted for library courses in the nation, library schools might not be exempt from the threat.

The amount of library use in universities may be influenced by a number of things. These elements could include the respondents' demographic characteristics, the accessibility of resources, individual talents, and user satisfaction with the library information system. Given this, it is important to investigate if the decrease in library use is related to undergraduate students' proficiency with information technology. A researcher claimed

that libraries required to employ knowledgeable librarians who can produce, organize, and share knowledge in this digital age in order to fulfill the expanding needs of library users<sup>16</sup>. The majority of library staff members and patrons, including undergraduates, graduate students, and lecturers, may require training or orientation in order to use library software for institutional repository software and everyday information technology duties. The professional expertise of a library and its general capacity to capitalize on and meet new problems are essential to the success of any library. The decline in library usage is one of the aforementioned difficulties.

Programs for library development are initiatives and actions designed to improve the efficiency of libraries. Public library development initiatives began as a way to meet consumers' perceived requirements. Librarians have become increasingly aware of the need to develop more effective means of dealing with the rapid and hectic changes which are besetting not only librarians, but every type of organization and institution. There is need to generate activities that trigger the interest of new and existing library patrons. Government and various non-governmental organisations have spent billions of naira on the purchase of resources for university libraries, including computers, online database subscriptions, e-journals, and e-books. Should these resources not patronized by the intending users, then, the investment by the management of these institutions is considered a waste. Libraries make an important contribution to development, without the necessary skills, knowledge, and information, professionals are not likely to effectively allocate resources for their collection.

The growth of libraries in an evolving information and cultural environment is essential, as key stakeholders providing access to information, education and research, and social

participation. These activities include: General collection, repair, reformatting (photocopy and digitization), environmental control, funding, binding, the training and retraining of the staff of the libraries as well as the users of the available facilities<sup>17</sup>. Library staff should have access to the Internet (world wide web) to enable them to provide better reference and readers' advisory service to users. Improvement in the quality of the service is of the essence, Provision of educational, information and facilities. Thus, skill is required for both library staff and users to operate effectively and efficiently. Through official or informal education, training, practice, and experience, the skills are acquired, improved, and maintained. Determining an employee's information and communication technology (ICT) abilities is crucial for a company because these skills or prior experiences could affect the organization in utilization of ICT<sup>17</sup>. Development programs may also include these three components; competency development, career development and personal development. Hence, there is need for funds to be made available. Funding is critical, Funding for universities is generally limited and libraries often earmark inadequate financial resources to deal with deteriorating materials. Funding as well as the knowledge level of the librarians is key

The need for fundraising in libraries has grown, particularly in light of the government's limited budget and the academic libraries' rising demands. This system is ubiquitous rather than limited to a certain geographic location, which is made worse by the global economic downturn. Therefore, library administration must start looking for more innovative ways to raise money to maintain the libraries and the library services. The library has monetized its photocopying, video coverage, laminating, publishing, user registration, binding, etc. to maintain basic services and have a stable supply of stationary.

Fines, fees, levies, gifts, grants, endowments, and bequests are additional means of income. All of these attempts at making sure development programmes are carried out in the libraries all point to the fact that a library cannot develop if it's not properly funded, hence the need for fund raising. Fundraising is the process of asking for donations from people, companies, nonprofit organizations, and governmental bodies in order to collect money or other resources. Although initiatives to generate money for nonprofit organizations are often referred to as fundraising, the library is one of these organizations. When it comes to face-to-face fundraising, the norm is to primarily solicit money from strangers on the street or at their doors. However, in recent years, new forms of fundraising, such as online fundraising, have developed. Nevertheless, universities have long raised money through private donations, and some have done so extremely successfully. The three main sources of these contributions are people, organizations, and charity foundations or trusts.

To ensure that their main goals are achieved, public libraries raise money. Since none of their goals can be achieved without money, library services are disrupted and the goal of founding the university is unsuccessful. The library is the university's engine, and just like a car engine, which stops working and becomes inefficient when it develops a problem or is clogged with dirt, the library is the same to its main organization. Public libraries must therefore find other sources of funding to prevent this from happening. The main goal of the academic library is to support their parent company's teaching, learning, and research. The provision of information materials, which can be done directly or indirectly; the provision of a conducive learning environment for patrons that is free of noise, has good ventilation, and comfortable furniture; and the provision of literacy and

user education, which can be accomplished in a variety of ways, such as by giving patrons a tour of the library or by instructing them in its use. In an effort to achieve these goals, problems may arise when raising money for the library including the fact that fundraising for libraries is mostly unheard of. Since it is not what they are accustomed to doing, soliciting money for their libraries can be challenging for librarians. They occasionally run with difficult people who are difficult to persuade, and they compete for funds with other government organizations. Additionally, library directors lack a well-defined constituency, fundraising expertise, and institutional power. Public libraries have been dealing with the problem of a lack of funding for a number of years, which has made it difficult to provide efficient and effective library services. In order to address this issue and still provide quality service, libraries made the decision to look for alternative methods of raising money by marketing the library, its products, and its services. Therefore, this study seeks to investigate the influence of library development programmes and fundraising on library patronage in public libraries in South West, Nigeria.

## **1.2 Statement of the Problem**

Libraries are collections of books, manuscripts, journals, and other sources of recorded information. They also include reference works such as encyclopedias; creative works such as poetry; nonfictions such as biographies; and periodical publications such as magazines and so on all with the sole purpose of providing information for its users and in turn building a robust library patronage community. It has been proven based on conducted researches, that a well-equipped library with the updated necessary

information needed by persons of varying age, class and background either for intellectual development, research purposes, enlightenment or entertainment, is expected to get an influx of users, whilst libraries which are lacking, are sure to get little or no patronage at all. Low patronage resulting from archaic library system, is in no small way dependent on the inabilities of the libraries to upgrade their services, and some of this trending skills and techniques needed for better service provision can be acquired through development programmes such as opportunity, empowerment and advocacy. Even when these development programmes are organized by the libraries or staffs of the library are sent out to participate in same, funds needed to facilitate the implementation of better library service are not forthcoming from the appropriate quarters. This absence of funds has in the long run limited the effectiveness of the library system, thereby causing its users to seek for information from alternative sources, of which the internet with the invent of technological advancement has become a reliable backup.

With the ongoing technological trend, various libraries have shifted from analog information processing to digital (e-Library) system with the little financial resource at their disposal in order to maintain relevance and retain patronage. In spite of the efforts employed by public libraries to encourage library patronage, public libraries still grapple with issues of low patronage. This decline or inability of the library system to catch up with existing trends regarding providing relevant information has really shifted library users to alternative sources which has in turn contributed immensely to the low patronage at university libraries.

It must be noted that increased funding for libraries makes it easy for some to engage its staff members in cutting-edge library innovative development programs such as creating

opportunity, empowerment and advocacy where skills and knowledge of providing better library service can be learnt, thereby helping to boost the patronage of library user both from existing users as well as securing new users. However, when the funds expected from the appropriate authorities to facilitate these development programmes are shortcoming, then fundraising would have to be considered as a means to generate income needed for same, so as to come up to date on the developing librarianship skills needed by the entire library staff force.

Over the years, researches conducted around the world has largely elaborated on the benefits of implementing cutting edge innovations to all works of life and the role that adequate funding and development programs play in order to make this possible, however close to little effort has been conducted on the how this two factors has positively contributed to increased patronage in tertiary institutions majorly in Nigeria, hence the need for this research, which is aimed at the importance of development programmes and fund raising as a catalyst for increase library patronage in selected public libraries in South West, Nigeria.

### **1.3 Objectives of the Study**

The aim of the study is to investigate the development programmes and fund raising as a catalyst for increase in library patronage in public libraries in South West, Nigeria. The objectives that guided the study are:

- i. identify the level of library patronage by librarians in public libraries in south west, Nigeria
- ii. determine the reason users patronise public libraries in south west, Nigeria

- iii. identify various development programmes existing in public libraries in South West, Nigeria.
- iv. determine fund raising pattern used by public libraries in South West, Nigeria.
- v. ascertain the need for fund raising in public libraries in South West, Nigeria.
- vi. establish the influence of development programmes on library patronage by librarians in public libraries in South West, Nigeria.
- vii. determine the influence of fundraising on library patronage by librarians in public libraries in South West, Nigeria.
- viii. ascertain the influence of development programme and fundraising on library patronage in public libraries in South West, Nigeria.

#### **1.4 Research Questions**

- i. What is the level of library patronage in public libraries by librarians in south west, Nigeria?
- ii. What are the reasons why users patronize the public libraries in South West, Nigeria?
- iii. What are the various development programmes used by public libraries in South West, Nigeria?
- iv. What are the various fundraising patterns used by public libraries in South West, Nigeria?
- v. What the reasons for fundraising in public libraries in South West, Nigeria?

## 1.5 Hypotheses

The following hypotheses guiding this study will be tested at 0.05 level of significance

**H<sub>01</sub>:** There is no significant influence of development programme on library patronage in Public Libraries in South West, Nigeria.

**H<sub>02</sub>:** There is no significant influence of fundraising on library patronage in Public Libraries in South West, Nigeria.

**H<sub>03</sub>:** There is no combined significant influence of development programme and fundraising on library patronage in Public Libraries in South West, Nigeria

## 1.6 Significance of the Study

The result of this study would be of utmost importance to the public libraries management, librarians, users of public libraries, policy makers as well as body of knowledge. This study is designed to pinpoint the reason for the steady decrease in library patronage and to help educate librarians on the essence of proper library development programmes and fundraising strategies that could help curb the problem of decrease and fundraising for public libraries.

The study would be of utmost importance to public libraries management by revealing the development programmes available for libraries to be well equipment and to be friendly to the public and also make a path for the management on how to raise funds so as to be on par with advance libraries of the world.

It would be useful to the users of the libraries in the sense that when these libraries are well equip with technological advancement, it will be easier for the users to access books

and review the libraries' catalog with ease. Also, the policy makers will have a development on how to raise reasonable funds and bring in the right policy in developing the libraries.

The study will on the whole contribute to the body of knowledge by serving as resource materials for intending researchers.

### **1.7 Scope of the Study**

This study intends to identify how development programmes and fundraising can serve as catalyst to facilitate increased library patronage in public libraries in south west, Nigeria. The population for this study consists of 134 librarians from Oyo State Library Board, Lagos Library Board, Ogun State Library Board, Osun State Library Board, Ondo State Library Board and Ekiti State Library Board all in southwest, Nigeria. The study also focused on opportunity, empowerment, expertise and advocacy as measures of development programmes in libraries; fundraising pattern and need for fundraising as measures for fundraising strategies and frequency and purpose as measures of library patronage.

### **1.8 Limitation of the Study**

The limitation encountered bothered on data collection from various libraries investigated. Time used in ensuring that every a good number of questionnaire were duly filled and retrieved as well as different timing in collection of data. Nevertheless, the limitations

experienced has not in any way reduced the quality of this research work as efforts were made in ensuring all limitations solved rightly.

## 1.9 Operational Definition of Terms

**Library patronage:** The term "library patronage" refers to both in-person and online access to the usage or consultation of library collection /information resources by library patrons in public libraries in south west, Nigeria

*Frequency of library use:* This is rate at which library users visit/use public libraries in South West, Nigeria.

*Purpose of library use:* This is the primary objective of why people visit public libraries in South West, Nigeria.

**Development Programmes:** Library development programmes are activities and measures created to enhance the functionality of libraries and trigger the interest of new and existing library patrons in public libraries in south west, Nigeria

*Opportunity:* it is the time or set of circumstances that makes it possible for administrative staff of public libraries in South West, Nigeria do something.

*Empowerment:* This is the authority or power given to administrative staff of public libraries in South West, Nigeria to do something.

*Advocacy:* it is the support for or recommendation of policy or cause given to administrative staff of public libraries in South West, Nigeria.

**Fundraising:** This is the procedure of soliciting donations from individuals businesses, charity foundations, or governmental organizations in order to raise money or other resources for the public libraries in south west, Nigeria.

*Fundraising Pattern:* These are different methods in which management and administrators of public libraries in South West source for money and funds to develop the libraries.

*Needs for Fundraising:* These are the reasons why funds and money are being raised for the development of public libraries in South West Nigeria.

**Administrative Staff:** They are the workers that provide services such as general office management, answering phones, speaking with clients, assisting employers, clerical work at public libraries in South West, Nigeria

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## **Chapter Two**

### **Literature Review**

This chapter reviews relevant literature which also provides a detailed explanation of the concepts used in this study, as well as theories and the empirical findings of past research works. The literature will be reviewed under the following sub headings:

#### **2.1 Conceptual review**

2.1.1. Overview of Library Patronage

2.1.2 Overview of Fund raising

2.1.3 Overview of Development Programmes

#### **2.2 Theoretical Review**

2.2.1 Triple Bottom Line Theory

2.2.2 Theory of Patronage Behaviour (Sheth, 1981)

2.2.3 Theory of Planned Behavior

#### **2.3 Empirical Review**

2.3.1 Development Programmes and Library Patronage

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## 2.1 Conceptual Review

### 2.1.1 Overview of Library Patronage

All educational institutions' academic achievement revolves around their libraries. They offer the pertinent information resources required to support the institution's duties of teaching, learning, and research. The standard of the information resources available in these educational institutions' libraries heavily influences their academic health, intellectual vigor, and ability to produce high-caliber graduates for the labor market. Libraries are charged with the job of meeting the diverse needs of its patrons by utilizing publications, non-book, and book-related items in print as well as electronic formats. The features and contents of these information materials are outlined and structured within the library via cataloguing, classification, indexing and also abstracting to assist effortless retrieval and identification. This thus makes the library the foremost ideal option and the sole custodian of information to users in time past<sup>1</sup>. The usage of library services all around the globe is decreasing<sup>1</sup>. This reduced patronage of libraries is particularly seen on academic libraries which hold the goal of offering library services to the user group that is aimed at educating, research and learning<sup>2</sup>.

Users no more rely on the academic library as a vital component of their research and learning since they are not anymore the sole information suppliers. They nowadays are required to contend for customers with the net, bookshops, web-based publication retailers as well as need for more effective services and demands of consumers<sup>3</sup>. This competition has occasioned the decline in the utilization of library services by the people. Library customers are incredibly essential within the practice of librarianship. This is

precisely why all of Ranganathan's law of librarianship gyrates round the users and the need for customer gratification. The user is quite vital to the services of a library<sup>4</sup>.

A key metric for gauging the effectiveness of the services that libraries provide is intended user library attendance. Insufficient usage of library management systems, particularly at university libraries, has been attributed to a variety of factors in the literature. One of them is the lack of agreement on the best library management systems (LMS) to employ, another is the difficulty in selecting the best LMS, and a third is the lack of funding for LMS use in libraries<sup>5</sup>.

The foundation upon which a country's social cohesiveness and economic development rests is knowledge<sup>6</sup>. No library can become great if its users, who are also its most valuable resources, cannot access high-quality education through the use of library materials and services. Because they are the center of the library process, library patrons are crucial to the profession of librarianship<sup>6</sup>. Additionally, the objective of any library, whether it be a public, special, academic, or school library, is to allow users to access the resources offered and make the most of their use<sup>7</sup>. Through the provision of efficient and effective library services, a high level of user patronage of the library can be achieved. However, when a librarian's range of knowledge can only be useful to customers through the sufficiency and relevancy of the librarian to complete a task, the influence of the library's resources and services is felt most strongly. Maximizing resources is always necessary in order to efficiently serve library users in order to handle the flood of information entering the library<sup>8</sup>.

A public library is one that was created to allow all of the citizens of a particular community unlimited accessibility to information resources at no cost. Public libraries serve the entire population, including the young, old, literate, and illiterate, by offering information resources, services, and leisure activities. The public library is open to all users, unlike other types of libraries, and its collections are created to represent the variety of its patrons. Its infrastructure, resources, and services must be tailored to the demands of its customers and communities locally<sup>9</sup>. The state government creates public libraries, which are funded by tax dollars<sup>10</sup>. Through a variety of resources and services that are equally accessible to all community members irrespective of race, nationality, age, gender, religion, language, handicap, economic and employment status, and educational attainment<sup>11</sup>, they provide access to knowledge, information, and works of imagination. Through municipal, regional, or federal governments as well as other community organizations, the community also supports and finances public libraries. A public library can be referred to as "the university of the people," "the school of the common man," and "a library for everyone." Public libraries are organizations that support education and work to eradicate illiteracy by giving residents of a community access to political, social, and educational information<sup>12</sup>. As a result, it serves as the community information hub, making all forms of knowledge and information accessible to its users.

The Tom Jones Library in Lagos, established in 1910, was the forerunner of public libraries in Nigeria. The UNESCO Seminar on Public Library Development in Africa, which was held at the then-University College (now University of Ibadan) Ibadan between July 27 and August 21, 1953<sup>13</sup>, was a significant turning point in the history of

public libraries in Nigeria. The conference suggested, among other things, that public libraries should be established throughout Africa. From the 1940s on, rural libraries provided extension services to rural areas through book boxes, mobile library services, and libraries on boats<sup>14</sup>. Public libraries are known as State libraries in Nigeria, and its branches are called Divisional libraries. The Director of Library Services oversees the daily operations of public libraries on behalf of State Library Boards. The Ministry of Information serves as the supervisory ministry<sup>15</sup>.

According to the UNESCO Public Library Manifesto, "the public library shall in principle be free of charge and services should be provided based on equality of access for all regardless of age, race, gender religion, nationality, language or social status" Users who, for whatever reason, are unable to utilize the usual services and materials, such as linguistic minorities, individuals with disabilities, patients in hospitals, or inmates in prison, must be provided with specific services and materials in order to ensure that all users have equitable access. In order to address the requirements of individuals and groups for information and growth, the public library's main goal is to offer facilities, resources, and services in a range of media. Public libraries have the duty to make timely, accurate, relevant, and credible information on all subjects conveniently and freely available to their users through resources that share knowledge and ideas from one person to another.

According to studies, public libraries serve the following purposes in general: In order to ensure intellectual freedom, cultural development, and personal growth, it is important to provide the following: a) comfortable spaces, both physical and virtual; b) access to all types of information; c) preservation and development of the community's cultural and

antiquarian heritage; d) provision of services, resources, and facilities to reflect favorable results on the rapidly rising levels of poverty. The library, which is renowned for its calmness and for serving as a haven for people looking to enrich their education and to focus their attention on pursuing a career in academia, appears to have vanished into obscurity. Furthermore, no library can still rely solely on traditional printed information resources to operate successfully and efficiently and meet the demands of its users in the new information age with all of its opportunities and problems. Information Communication Technology (ICT) is a key advancement for librarians because it offers methods for handling the deluge of information produced by contemporary culture. Customers of libraries seek access that is not restricted by time and place, and the rise of the virtual library is one such method. In addition, the widespread adoption of Internet technology and the computer revolution have altered society and transformed our way of life<sup>19</sup>. Naturally, the ultimate purpose of using new technology in the library setting is to enhance the patron's access to information.

The most well-known electronic resource that makes it easy to access electronic books, journals, and different databases is the Internet. Thus, it is essential for librarians to produce and organize as much information as they can<sup>20</sup>. In order for the library to grow and for users to be able to come up with profitable ideas in this digital age, they should also make the material available to them. The degree to which library services are effective and efficient will largely determine how customers see the entire library service. End users (patron) typically receive the processed information in a variety of ways. Sometimes the information reaches the user immediately, but more often than not it must pass through a number of middlemen, including the library. Therefore, the user is

absolutely essential to the library's services. As a result, a library must regularly ask its patrons to use the services and materials offered because doing so will enable it to improve its offerings<sup>21</sup>. Users would visit libraries more frequently as a result however information specialists must add value to the information produced to make it accessible to the library's large clientele. Keeping in mind that practically every aspect of modern life could be impacted by the atmosphere in which libraries function.

The use of libraries has been the subject of numerous studies. This is the case since patrons are what give the library and its services life. If a library is not used, it is effectively dead because it cannot continue to exist. Use and user studies cannot outlast their usefulness because it is how the library is used that gives life to its materials and services. People have high expectations while seeking out and obtaining information, and when these expectations are not realized, dissatisfaction frequently sets in and may cause users to stop visiting the library<sup>22</sup>. Public libraries place a high priority on using their resources since doing so will help management determine how best to serve their patrons. Thus, the research of users is regarded as a true tool for evaluating libraries and their services<sup>23</sup>. However, literature has revealed that information availability does not mean accessibility and utilization; therefore, public libraries have to market their resources and services to attract users. Low use of the library is due to lack of awareness on the part of users<sup>24</sup>. Informed library users know that libraries have resources that are more comprehensive and scholarly than most web sites provide but the problem is that these resources they are not straightforward like that on the webs. Though users use the library for different purposes. Information plays vital roles in the lives of lecturers.

They require knowledge to advance their professional careers, advance their research endeavors, stay current on developments in their fields of study, improve their teaching abilities, among other things. Customers' information-seeking habits can sometimes be predicted by how they use the library's resources. Information scientists have found information seeking behavior to be an interesting topic of study. They also noted that social scientists had different information demands and behaviors than their counterparts in the natural sciences<sup>25</sup>. Scholars must devote 40% of their time to research and the creation of significant, original work<sup>26</sup>. University libraries were accessed by lecturers for the purposes of research and teaching<sup>27</sup>. A library is the only centralized location where new and developing information technologies can be contained with traditional knowledge resources in a user-focused environment that encourages today's social and educational patterns of learning, teaching, and research. This is especially true when you consider the role and importance of libraries. Public libraries are complicated organizations with many different functions and a variety of associated operations and services that have grown over time<sup>28</sup>. However, their primary objective has remained the same: to open up access to reliable and reputable sources of knowledge. As a result, public libraries have long been the main sources of recorded information and historical documents around the world, along with their private and governmental counterparts. Public libraries were frequently used by consumers seeking reliable information, particularly in the context of higher education<sup>29</sup>.

It was made abundantly obvious that patrons are the best evaluators of library services and that patron feedback is extremely significant. Libraries would only be required as storage facilities if there were no users. Thus, user ratings of a library's usefulness have

frequently been regarded at face value as a sign of service quality<sup>30</sup>. "The manner in which library users are changed as a result of their encounter with the library's resources and programs" is how the outcomes of library services are measured. Examples of these changes are cited as being improvements in academic success and performance<sup>31</sup>. Consumers looking for trustworthy information regularly frequented public libraries, especially when it came to higher education<sup>29</sup>.

It became very clear that users are the best judges of a library's services and that user feedback is very important. If no one used them, libraries would only be needed as storage spaces. As a result, user reviews of a library's usefulness have frequently been taken at face value as a reflection of the quality of the service<sup>30</sup>. The results of library services are determined by "the way in which library users are changed as a result of their experience with the library's materials and programs." Improvements in academic success and performance are offered as examples of these changes<sup>31</sup>. Academic success among undergraduates is positively correlated with the use of a range of library services and resources, including accessing the catalog, asking for help from librarians, and using various library resources such electronic resources, journal articles, books, and reference materials. Academic accomplishment and the quantity of time spent in the library are not related. The study had an intriguing feature in that it did not utilize book borrowing as its sole measure of library use<sup>32</sup>.

The suggestion of a method for gauging the "change" or "improvement" the library has on a particular student's work was extremely insightful. In order to provide "a more concrete indication of the library's role in the student's accomplishment," she suggested that a specific assignment be chosen and the "students' use of the library in writing that

particular assignment recorded and contrasted with actual marks gained." "Libraries primarily seek to enhance living quality through self-education and self-learning. The dual and independent importance of a library is learning and education. Libraries have the inherent capacity to offer information and knowledge sources to users who are information seekers in a variety of contexts<sup>33</sup>. Growing user numbers demonstrate that people actually visit libraries and information centers to learn more, become more educated, and find inspiration to enrich the significance and depth of their lives. All patrons of public libraries have a right to anticipate receiving services that are current, appropriate for their requirements, delivered by knowledgeable librarians, and supported by a sufficient collection. It should have a significant impact on the learning process as a center for resources. Any student who does not have access to the extra reading materials that libraries make available will be severely hindered in their ability to succeed in school. On the other hand, any student who has access to a good library can learn and be evaluated on his own ability to categorize a problem, gather data pertaining to its solution, and draw conclusions<sup>34</sup>.

A public library's extensive collection of resources satisfies the demands of its patrons. Both human and material resources are available here. The staff members of public libraries are considered the human resources. They work in a variety of cadres, including support personnel who are not professionals, directors, deputy directors, librarians, assistant librarians, and library officers. These employees take care of the consumers to make sure their information demands are addressed effectively<sup>35</sup>. Human resources are the group of people who work for a public or private organization, carrying out a variety of tasks and assignments in accordance with their skills, talents, and the daily resources

that control how the organization uses other non-humans, material assets, and material resources. The most important resource in any public library is its personnel, who in turn depend on all other resources. They are tools that assist and support actions aimed at meeting user expectations. Public libraries have access to a wide range of materials, including books on a variety of topics, periodicals, magazines, newspapers, computers, DVDs, Videos/CDs, pictures, pamphlets, government documents, lectures in the local language, charts, models, posters, audiovisuals, cassette tapes of government programs, successes and problems, and more.<sup>36</sup>

A variety of all published and unpublished information materials in diverse formats, readable with the unaided eye or as a service to the public, are available in public libraries. He points out that these informational resources, which provide users with a positive learning environment so they may attain their educational objectives, also include periodicals, online databases, and software programs. Public Library Services: Public libraries provide a range of services<sup>37</sup>. Services provided by public libraries are those that are done for the advantage of the general people, who they are there to serve<sup>38</sup>. The lending of books and other media, the provision of books and other materials for use in libraries, information services comprising print and electronic media, and readers' advisory services including reservation services are all included in public library services. Offerings from public libraries include: I. Educational Services: Public libraries offer a wide range of materials and assistance to help with learning at all levels. Information access is a fundamental human right. More information is available now than at any other time in human history. All citizens can access the information that public libraries collect, organize, process, and distribute for free. II. Information Awareness Services: By

disseminating reliable information about contemporary problems like Covid-19 and other health difficulties, public libraries offer information awareness services. Additionally, they offer information about politics and administration. The public library plays a crucial role in gathering, organizing, and distributing knowledge as a free service to the general public. It also offers access to a variety of information sources. Collecting and making accessible local information is a special duty of the public library. III. Children's Library Services: Early exposure to information resources is a priority at public libraries for kids. For children and young adults, they offer picture books, storybooks, cartoons, games, poems, children's magazines, textbooks, and fiction and non-fiction.

The idea of children's library services being taken care of by the public library is an age long phenomenon. These services are presented in colourful mode to educate the children and help them imbibe reading habit. Other services provided by public libraries include reference services, storytelling hours, information literacy services, discussion groups/talk shows, circulation/ lending services, reading promotion campaign/ competition, mobile library services, library book/week, cultural services, recreational services, public library-community centre/public enlightenment centre, exhibitions, extension services<sup>39</sup>. Poor staff training programs and facilities, low budget, obsolete and inadequate stock, an unfavorable location, a lack of appropriate and qualified employees, a lack of staff enthusiasm, and unstable library resources are just a few of the issues. a)

Inadequate money: In Nigeria, public libraries face a significant obstacle in the form of inadequate finance. The public library receives inadequate funding from the government, which has led to numerous issues. The delivery of services is made less effective and efficient. This issue is comparable to a lack of political will. He said that a lack of

political will results in the government's neglect in adequately funding public libraries, in the non-approval of budgets, and in the non-release or non-implementation of budgets (where approved). Underfunding has resulted in a number of issues, including the poor state of services, a lack of professional staff, poor human resource management, extremely crumbling structures and facilities, outdated resources, difficulty providing services to rural areas, insufficient ICT facilities, and others.<sup>40</sup>

In Nigeria, public libraries provide egregiously subpar services due to obsolete collections and a dearth of qualified librarians. The community's awareness and understanding of the public library concept is poor, bureaucratic chaos, inadequate funding, and a lack of enthusiasm to introduce new services are all contributing factors to the low level of patronage of existing public libraries and the acquisition of less relevant materials<sup>41</sup>. Unfortunately, it is impossible to maintain Internet infrastructure established in some public libraries. Due to a lack of funding for maintenance and sustenance, they are therefore no longer operational.

b) Lack of ICT infrastructure and ICT-skilled staff: The majority of public library staff are not ICT-skilled. One of the biggest issues Nigerian libraries are experiencing as they enter the 21st century, according to studies, is a lack of ICT literacy. ICT infrastructure development and inadequate finance have both been named as issues, followed by staff members with inadequate ICT skills.

c) Ethnicity (tribalism) and Religion: This issue affects people worldwide, not only in Nigeria, to varying degrees. People are being hired based more on "connections" than confidence or ability. Because one cannot provide what one does not have, this inhibits action and leads to inefficiency in any company.

d) Poor Prospects and Conditions of Service: In some public libraries, there isn't enough personnel simply due to subpar service. Because

federal government-owned businesses typically provide greater income, more frequent promotions, and paid study leave that is not available in public libraries, young librarians tend to favor working there. Service delivery may be hampered by poor personnel employment due to poor service conditions. Public libraries in Nigeria are located in urban regions, which makes it difficult to provide services to rural communities. As a result, only residents in urban regions can use their services. Because the services offered by public libraries are not useful to rural residents, bookmobile services are provided<sup>41</sup>. Bookmobile was created to serve the general public and spread information to everyone, especially to those who find it challenging to use traditional libraries owing to social or geographic constraints, health problems, or advanced age<sup>42</sup>. In Nigeria, bookmobile services were started by the government in the 1960s and 1970s, but they were not kept up because of poor roads, great distances, and the use of old cars. These services were neglected, and they have a detrimental impact on the provision of public library services. Optimum Methods for Increasing Public Library Services in Nigeria Due to the negative consequences of Nigeria's political, economic, and educational situations, public library services have drastically decreased during the past few years. Poor service delivery has also affected the public's view of and use of public libraries<sup>43</sup>.

The following ways for improving service delivery in public libraries were identified in a study on strategies for doing so: teamwork, service classification, staff training, and user-focus. Collaboration: To transform the perception of public libraries in Nigeria<sup>44</sup>, Federal and State administrations, international organizations, and other stakeholders in the education sector should work in concert. However, this will improve the socioeconomic and educational standing of Nigerian citizens. For better performance and better service

delivery, the government should invest in suitable infrastructure, increase budget, provide a supportive work atmosphere, and motivate workers. Another tactic for improving service delivery in public libraries is the provision of ICTs for users inside and outside the library building to have simple access to information via the Internet. b) Building location: Physical accessibility is crucial<sup>45</sup> for successfully delivering public library services. Public libraries ought to be placed in strategic locations at the hubs of neighborhood activities. They may coexist in the same building as other services including community centers, sports facilities, museums, and art galleries. This may draw users and lead to capital and operational efficiencies. c) Staff development: This involves managing the public library's human resources. Staff training is a great chance for employees to pick up new skills, build new capabilities, and update existing ones, particularly in ICT. Further details were provided, including the need for adequate training facilities in light of the realization that library staff as well as space and resources have a role in patron satisfaction. The best ways to distribute and share these materials with clients through marketing techniques are discussed with library personnel during internal training sessions, webinars, workshops, and conferences<sup>46</sup>.

The "marketing approaches" are "measures used to entice consumers to use a good or service." He insisted that goods and services ought to grab customers' attention. Users of the library are its clients<sup>47</sup>. They can entice non-library users to the library by discussing their experiences with them. This is often referred to as a marketing plan. d) Mobile Applications: Public libraries should start using mobile applications so that users can access library resources from anywhere. This will enable users to interact with the library at all hours and from any location. The MDPLS iLibrary App, Overdrive, Freegal,

Mango Languages, Blio Reader, Ask-A Librarian, Access My Library, Axis Reader, and Zinio are a few examples of mobile applications. Library services can be delivered effectively with the help of all these APPs. e) Printing Subsidiaries: The Public Library System needs to establish an internal graphics department and print shop. This enables the production of collateral for the promotion of library programs and services, such as flyers, posters, and brochures. These collaterals are displayed and distributed within the branches and used during outreach events. f) Users-focus Strategy: This involves drawing the attention of members of the society to the values of the library, especially public libraries. Library users should be allowed to participate in the planning and implementation of public library programmes. They should be allowed to express their needs so that the efforts of the libraries and librarians would be channeled towards user satisfaction. Public libraries should provide effective and efficient information services to attract library users and promote library use. g) Fee-based Services: As a result of shrinking budgets, it has become necessary for public libraries to find additional sources of funding. This is often referred to as a marketing plan. d) Mobile Applications: Public libraries should start using mobile applications so that users can access library resources from anywhere. This will enable users to interact with the library at all hours and from any location. The MDPLS iLibrary App, Overdrive, Freegal, Mango Languages, Blio Reader, Ask-A Librarian, Access My Library, Axis Reader, and Zinio are a few examples of mobile applications. Library services can be delivered effectively with the help of all these APPs. e) Printing Subsidiaries: The Public Library System needs to establish an internal graphics department and print shop. This enables the production of collateral for the promotion of library programs and services, such as flyers, posters, and brochures.

### **2.1.2 Development Programmes**

Development programs are intended to offer staff members with the information as well as experiences they need to prime them for far more complicated roles. This section of the literature would focus specifically on professional development programs. Professional development programs are projects that are held to boost job-related expertise, attitudes and skills by completing tasks to improve their skills<sup>50</sup>. These programs are crucial due to purposes, such as these: they could enhance professional advancement, they could increase the individual functionality, they might also widen the horizon on understanding. The programs might also become 'tools' to improve skills and knowledge. Whenever people utilize the expression "professional development," they typically suggest a formal course of action including workshop, seminar, or a conference; collaborative learning amongst persons in a work team; or a program in a university or faculty. Nevertheless, professional development also occurs in informal contexts including interactions with work colleagues, independent research and reading, observations of a co-worker's task, or various other learning from a peer. Operational professional development touches scholars.

Scholar knowledge and accomplishment rise when educationalists participate in active professional development fixated on the skills educators need in order to address scholars' chief erudition trials<sup>51</sup>. Any business or organization, no matter how big or little, should prioritize training because employees are among a company's most valuable assets and their skills and motivation may make or break the business. We must all understand that training is a necessity, not a luxury<sup>52</sup>. The most crucial element in the corporate

sector is training and development because it boosts the productivity and efficacy of an organization's workforce. According to them, training and growth significantly impacts organizational performance and increases staff capacities. The most crucial function of human resources is to assist workers in developing their performance through training and development, and by doing so, to enhance the performance or expansion of the company<sup>53</sup>.

The only way to create organizational intellectual property is by giving employees the skills they need to succeed through training. Therefore, the people who create and function inside an organization are ultimately responsible for its efficacy and success. Therefore, in order for academic library staff to effectively carry out their jobs and contribute to the achievement of the institution's goals, they must acquire the necessary skills and knowledge<sup>54</sup>. Education institutions implement training and development programs for the various levels of their workforce in recognition of this fact. We can infer from the foregoing that the success of academic libraries greatly depends on its employees. Staff development is essential and will significantly increase the efficacy and efficiency of the library services that librarians offer. Any library cannot serve services with excellence if its staff does not meet high standards of professionalism. Maintaining the knowledge and abilities necessary to instruct and support library patrons in the new information era requires continuing professional education. Academic librarians today work on a variety of difficult projects. They can offer advice to people on how to assess, identify, and meet their information needs; develop campus-wide information literacy programs and deliver classroom instruction to improve information literacy skills; choose, organize, and facilitate access to information in a variety of formats; keep up with

technological advancements and develop strategies to take advantage of them; plan, implement, and administer computer-based systems, electronic database; and finally, they can choose, organize, and facilitate access to information in a diverse array of formats.

Each management of a public library should start their own staff development process, with clear goals and objectives, an evaluation of the staff's strengths and weaknesses, the creation of long and short-term training programs, and the implementation and assessment of the program's efficacy. He added that the issue of not having enough money to support staff training and development programs might no longer exist if the staff development process is properly performed. This is because finances will be made available and the development of human resources will be given priority. The American Library Association chose five core action areas to help it carry out its mission of promoting the best library and information services for everyone<sup>56</sup>. One of those areas is education and continuous learning. That purpose is fundamentally influenced by the promotion of ongoing, lifelong learning for everyone and the provision of opportunities for professional development for trustees, library employees, and librarians. Never before has continuing education been so vital. The growing information technology revolution necessitates changes in what we learn as well as how we learn in the classroom and outside of it. Knowing how to acquire information, as well as how to analyze and apply it effectively, is essential for success in this new world. People in the job must constantly update their skills and increase their knowledge in order to keep up with the boom in information and technology issues.

Many library employees require additional information technology training. She claims that this is one instance, where library personnel falls short since they are unprepared to

deal with assisting consumers in numerous information-related tasks. She emphasized that continual education and training are essential since every library assesses the performance of its library staff to determine whether it meets expectations and whether organizational objectives are being met<sup>57</sup>. It remains challenging, if not impossible, for a librarian to rely on his or her foundational education for any significant amount of time during their professional careers due to the quick rate of change occurring both inside and outside the library profession. For librarians to stay professionally current and, more importantly, to deliver services that meet the challenge imposed on them by these new developments<sup>58</sup>, it is imperative that they actively participate in continuing education programmes. These factors include the impact of new technology, the "information explosion," and new policies and methods for the organization and provision of information. These programs' absence frequently indicates issues including ineptitude, inefficiency, and ineffectiveness<sup>59</sup>. Encourage ongoing review and monitoring of these training and development programs to determine whether their goals are being met. Lifelong learning is the secret to living longer, healthier, more fulfilling, and more productive lives for people of all ages. Continuous learning is essential for librarians to maintain the knowledge and abilities required to guide and help the public in the new information age<sup>60</sup>.

All library employees, from top management to the newest junior, must get training. It is crucial to keep in mind that training in some capacity will always be available in a successful library system. To keep staff members informed of advancements and changes in the library profession, it should be an ongoing activity. In this age of information overload and technological growth, it is extremely important to promote training and the

development of human capital in order to meet the information needs of clients. Library systems are dynamic; new concepts and directives are discussed and adopted. Therefore, training should focus on keeping all personnel informed about what is happening in the library<sup>61</sup>. Because a library may only be interested in training that is targeted at a particular problem or a set of staff, training and development programs are slow and can only happen with persistent efforts and consistent attention. The keys to bringing about change and maximizing the potential of library employees, however, are patience, persistence, and repetition<sup>62</sup>.

Workers in libraries fall into three categories<sup>63</sup>. The first consists of professional employees who have degrees in libraries and information studies. The second type consists of paraprofessionals, who possess non-professional credentials such as diplomas and certificates. The third category consists of support personnel who work with the aforementioned groups like secretaries and information technology (IT) specialists. Even if the aforementioned categories have professional training, they must all continue to receive regular or continuous training and development. Training programs help to build the skills that each employee needs to enhance, and development programs raise everyone's level so that everyone has the same abilities and knowledge needed to accomplish their jobs. Staff members occasionally interact with users at the circulation desk and in the reference section of any library. Training in the form of seminars, workshops, and short courses could enhance their verbal and nonverbal communication skills to ensure efficient information provision<sup>64</sup>. This is crucial because how well library employees can assist patrons in finding information has a big impact on how frequently

they visit. Due to the abundance of information available today, information professionals are receiving more recognition and awareness.

Therefore, in light of the quickening pace of technological change<sup>65</sup>, it is necessary to strengthen the personnel. Automated cataloging, circulation, information retrieval, electronic document delivery, and CD-ROM databases are now possible thanks to these technologies. Again, access to information has improved thanks to ICT, making it possible to access databases like HINARI, AGORA, JSTOR, EBSCOHOST, BIOMED, AJOL, and many others. Short courses must be offered to train personnel in a variety of ways to supplement conventional knowledge and help them become competent and confident ICT users. New library personnel will require some sort of induction training; the extent and nature of this training should be based on the level of newly hired workers. Those who train new hires on-the-job will also need training in routine task explanation for their team. The house style of the library for which they work must be taught to newly qualified library assistants. They may have studied every new strategy for a library in library school, but in most cases they won't have had much opportunity to put theory into practice. The routine tasks of a library assistant include giving out library cards to visitors, working at the circulation desk, receiving and returning library materials, checking them for condition upon return, mending damaged books and magazines, and sorting and shelving materials<sup>66</sup>. They can also direct customers to use information services, such as electronic catalogs, electronic information resources, and other library resources. They can also respond to inquiries and offer advice and assistance to library users. They can also work in a team environment in a library or information service. There is no question that Library Assistants should have the necessary training given the aforementioned

responsibilities that they carry out on a daily basis to improve the quality of services provided to library clients. It will also be necessary to include junior library assistants in the training net. They have frequent interactions with the public, and how they conduct themselves can make or break the service's reputation.

Pre-library school trainees, who might receive sponsorship from the library while attending library school, also require training. Giving them a solid foundation in library practice before they enroll in library school is preferable since it will help them do better in class and get more out of their program of study. Professional librarians and senior members who might need refresher courses should also have access to training; they can be very helpful in clearing out some of the concepts that may have gathered over time. In order to stay current with developments in the field, learn about training strategies, and understand people work, the training officer will also need to take training courses. To help librarians progress in their professions, many public libraries have run professional development programs. For the purposes of this discussion, a professional development program is defined as a collection of tasks, lectures, and workshops created to support and encourage librarians' intellectual and research endeavors<sup>67</sup>. The main goal of staff development programs is to give librarians a methodical way to improve their competence, whether or not that improvement would be applied to accomplishing current or future work<sup>68</sup>. However, the following indicators would be taken into account: Chance, Power, Knowledge, and Advocacy. There are programs set up to help library staff members become more knowledgeable and prepared to perform their jobs, but it's important to stress how important it is for them to participate in the training when it's offered. Public libraries must have policies requiring their personnel to participate when

given the chance, as doing so will eventually keep them informed of the latest developments in librarianship. There are numerous places to receive training. The alternatives available to library personnel can be so numerous that simply reviewing them all can be time-consuming and exhausting. However, continuing education is necessary for librarians to be informed, vital, and important to meet the always changing demands of the clients they serve. Every library's strategic plan should include a thorough training program for its staff in order to achieve this goal. The curriculum should be created to offer instruction that supports the mission and long-term objectives of the library. In order to help library staff members, achieve their personal and professional growth objectives and plans, it should also offer education, training, and career development opportunities. Last but not least, the program ought to provide training based on interests, opening doors for creative staffing possibilities.<sup>69</sup>

Examining training initiatives at other libraries can help librarians get ideas for their own. Additionally, a lot has been written about training to help libraries set up such a program. When training is used as a keyword in a library literature search, nearly ninety publications from only the past two years are returned. A skills inventory or staff survey should be part of the process of creating a training program that will be useful to your library. To determine training needs, the survey should ask employees about their skills and interests. A survey could ask about a variety of subjects, such as supervising, management, leadership, coping with transition and change, providing and receiving constructive feedback, proactive listening, facilitating, leading productive meetings, trends and developments in the field, information technology, computer software, and fundamental hardware, as well as more specialized subjects like the use of "chat" in

workgroups and the use of blogs, wikis, RSS, etc. Training sessions on motivation or transformation may be more theoretical in nature.

Sometimes, training might be completed "just in time" to meet an urgent requirement. "Training initiatives must take into account the various ways in which people learn. While some employees could appreciate it, others would loathe it. A successful training program will offer a range of techniques that will accommodate the demands of the majority of participants. There are two types of training options: internal and external library training. A library's human capital development includes significant intangible assets such as staff training and employee quality. In order to foster innovation and creativity and make sure that the library remains the community's first stop for information, it is crucial that library employees get ongoing training. Programs for staff development and training are designed to make sure that both the company and each employee get the most out of their investment in these initiatives.

It is necessary to evaluate training in terms of reaction, learning, behavior change, results, and return on investment to determine the added value to the organization and the individual staff members in order for individuals and organizations to fully benefit from training and development activities. Many organizations base their assessment of the success of training programs purely on the participants' initial responses. Organizations must make sure that staff training and development programs are reviewed and that employees who benefited from training were able to apply their newfound knowledge, talents, and skills to their work. Knowledge is power, a cliché that serves to emphasize this fact. Library staffs that participate in development programs such as seminars, conferences, workshops etc., are most likely to identify shortfalls and loopholes in their

current library management/operating system, as a result of the knowledge acquired from these programs. They are thus intellectual and mentally empowered to proffer solutions to their supposed out of date procedures in their respective libraries and also implement cutting edge ideas which would not only make the library interesting and resourceful, but would also help to secure and increase patronage.

Empowerment is a buzzword generally used that either generates enthusiasm or disinterest. Major changes in libraries in recent years have resulted in the need for new expanded skills and abilities. These changes include the implementation of technologies such as computer-based cataloguing, automated based circulation system and online access to machine-readable bibliographic database and the development and formalization of personnel policies and procedures. Library staff therefore need to be empowered for all these to be achieved. The empowered employees fully realize their potential for achieving a motivated staff, namely the increased competition for funds, customers, staff and professional librarians<sup>70</sup>. The process of empowerment enables librarians to fully access personal /collective power, authority and influence, and to employ that strength when engaging with other people, institution or society. It encourages librarians to gain the skills and knowledge that will allow them to overcome obstacles in the library and ultimately help them to develop within themselves. Librarians are able to acquire the following skills when empowered: Managerial skill, organization skill, technical skill, communication and human relation skills, marketing of library products and services skills, consultancy skills, outreach and library development skills, ICT handling skills and teaching university libraries are faced with new challenges every day, for example, the collection development function of university libraries now entails

offering knowledge gateways. Modern methods of cataloguing entail attaching suitable metadata to information objects in order to guarantee that users will easily find the correct information when searching<sup>71</sup>. Despite the World Wide Web's and the internet's widespread use, consumers still require more assistance while accessing electronic resources than they did when using print materials<sup>72</sup>. In order to extend services and provide sufficient resources for the university community, the university libraries consequently demand librarians in all fields to have a broader diversity of abilities. Therefore, it is crucial for university libraries to prioritize staff training and development since it increases their ability to adapt to the ongoing organizational and technological changes in university libraries.

Therefore, public library directors must understand that staff members must have opportunities to advance their skills, knowledge, and talents through training and development programs before they can effectively contribute to the achievement of the library's mission and strategic goals. In order to increase productivity, university libraries have implemented a number of staff development and training programs. The aim is to increase the capacity of library employees to carry out their duties effectively and efficiently. Future academic libraries will require a group of adaptable professionals with a range of skills and specializations who will work together as technicians, managers, and researchers. They must also take initiative to support the accomplishment of their individual universities' missions<sup>73</sup>.

Development programs enable staff members recognize, use, and hone their existing skills in addition to providing them with the training they need to run the library. Some of

these programs also include certification, which confirms that the participant (library personnel) has learned a certain skill or set of skills that were anticipated to be learned by the end of the program. These programs are important because they give library employees the tools, concepts, and know-hows necessary to become experts at managing libraries in order to maintain and increase their patronage and relevance. To influence local, regional, state, national, and international legal decision-making in order to bring about the desired financing or policy change in favor of academic libraries, people or organizations engage in advocacy. Advocacy in academic libraries helps to ensure that libraries have the resources to continue providing these crucial services, educate library users about library services and their value, show how services—including access to the Internet—improve patrons' lives, and secure a seat at the table for library leaders when crucial funding and policy decisions are made. It is impossible to overstate the significance of development programs and their advantages for the academic community since they give library staffs the tools they need to provide the assistance that is expected of them, making libraries important. Collection development, which involves the library staff acquiring a variety of resources to meet the needs of its patrons, is one of the profession's most creative and inspiring duties.

The majority of librarians commonly use the term "collection development" as a synonym for the words "selection" and "acquisition," thus it does not appear to be a new concept to them. In recent years, the concept of "Collection Development" has expanded to encompass a range of duties related to the principles and procedures of selection, appraisal, and library compilation acquisition. The development of collections is a crucial part of a librarian's job. The best judges of a library's collection are its patrons. They are

in the best position to determine what is and is not freely available in the library<sup>74</sup>. The strategy adopted for enhancing a library's collection or inventory is called a collection development policy. A policy could be a written document or an unwritten convention. By transforming the goals and objectives into specific and clear rules, the review and preparation of an authored policy must also encourage the library and the institution to clearly define or refine their goals as well as help the library collection conform to the goals and targets of the institution and of the library. This is necessary for every phase of content management, including selection, housing, processing, acquisition, weeding, and disregard. A collection development policy provides guidance to the staff and serves as a reference point for employees to go to when deciding whether to acquire or forgo a library file or product, including the handling of gifts. More consistent and informed decisions about the collection could be made by applying the guidelines established in the policy, which in turn provides continuity during employee turnover. A collection development policy should be adaptable enough to accommodate future changes and should also reflect the goals and objectives of the library<sup>75</sup>.

In libraries, collection development is a key activity. To ensure that their customers are making efficient use of these resources, libraries all around the world continue to acquire and maintain enormous informational resources. Building and maintaining a library collection that will meet the wants and demands of its customers is the essence of these. Any academic library's main goal is to fulfill its users' informational needs by providing resources that support the institution's goals and objectives through careful content selection, acquisition, arrangement, and storage. This is feasible with sufficient collection development. Collection development is the process of enhancing and expanding a

library's information resources.<sup>76</sup> The main advantage of a strong library collection is that it enables libraries to assess the strengths and weaknesses of their holdings, according to <sup>77</sup>. The library will examine the collections' strengths and weaknesses and develop plans to strengthen the collections' weaknesses and maintain or improve their strengths. Ranganathan's fifth law, which said that "the library is a developing organism"<sup>78</sup>, "demonstrated the significance of collection development in libraries.

This shows that it is required of the library to develop its collections to satisfy the informational requirements of its varied customers. Collection creation is a crucial component of library services that supports libraries. Academic libraries must therefore be conscious of their obligation to assist teaching, learning, and research with current materials, as doing so will increase the efficiency with which library resources are used. The means by which library operations can be gauged by users<sup>79</sup> is collection development. Collection development is the deliberate, ongoing, and cost-effective purchase of high-quality, pertinent materials to support the goals and purposes of university libraries. The library is aware that certain resources are debatable, that each material has a user, and that each user need materials. Decisions are made completely based on the title in connection to developing the collection and meeting user needs, not on any anticipated acceptance or disapproval. One of the fundamental duties of a library is collection development, which entails the processes of choosing and purchasing information resources for the library. The process of selection involves picking the best library resources to meet the user's demands. Picking the materials that will best satisfy a client's information need from the numerous information resources is another step in the selection process. The process of picking products to be purchased from a list of

publications in a library is known as selection of information resources. Regarding the selection of materials, there should be a clear policy that outlines the kind and scope of the goods that must be chosen and purchased. The chosen materials ought to correspond with the goals of the parents'"institution." The process of acquiring library materials, by which books and non-books resources are added to the library, is known as acquisition<sup>81</sup>.

Material is obtained by public libraries through gifts, direct purchases, legal dépôts, bequests, and exchange. Since each library is concerned in servicing its client, who may be homogenous or heterogenous<sup>82</sup>, first and foremost, the selection and acquisition of library items depends on the type of library. According to a researcher, there are several ways to obtain library materials: through purchases, gifts and exchanges, legal deposits, and professional groups.<sup>83</sup> The library builds and improves its collection as additional high-quality information resources are acquired, hence maximizing the efficiency with which its patrons use the library's resources. Collection development is the act of methodically constructing a library's holdings to support patrons' needs for study, instruction, research, and leisure time. The process entails choosing current and historical items, formulating plans for ongoing acquisition, and assessing collections to see how well they meet user needs. The academic library serves as the hub of support for all types of academic endeavors. In order to retain its vitality and ongoing existence, the library must constantly expand its collection. An academic library's collection development process is ongoing and includes the following steps: community analysis, policies, selection, acquisition, weeding, and evaluation<sup>84</sup>.

Community analysis: To support efficient collection growth in an academic library, one must do a thorough analysis to identify its user community and determine its information

demands. The librarian or bibliographer in charge of collection development will be able to identify the collection's weaknesses and identify the areas that require the most improvement. The discussion of demand vs. quality is the first stage. The academic library must contain materials that are regarded as being of high quality because it is typically built with the intention of delivering correct and up-to-date information for its clientele. Policy: The collection development policy serves as a general framework for collection development in most libraries. A policy is a framework and set of guidelines that employees and users must abide by. A policy paper offers a solid framework for future planning, helping to establish objectives, especially when money is at a premium. It also offers a formal publication to which one can refer to maintain consistency and prevent confusion.

Policies outline the parameters that must be met while making decisions. A policy ought to align with the goals of the organization. When libraries work on collection development, they aim to keep the books and other items that best meet the demands of their user base. A living document, library policy organizes and directs the processes of obtaining and giving access to information sources, integrating their growth, and making decisions concerning preservation, withdrawal, and cancellation. It is continually reviewed and updated. General policies serve as informational tools for dealing with the library's community and encourage uniformity and communication between libraries. It is the purpose of a written collection development policy statement to make goals clear and to make coordination and cooperation easier, both inside a library and between cooperating libraries. If properly executed, it should act as a daily working tool that offers the essential instructions for completing the majority of the tasks involved in collection

development. Writing a collection development policy is mostly done to keep the library from being influenced by things like events or passionate individuals who might not support the library's aim. The mission statement of the library, the goal of this policy, and the target audience will all be included as the initial component of a collection development policy. It ought to give an explanation of the different programs the library collection supports. The policy statement assists the librarian in exercising broad control over choice. The sort of materials that are appropriate for the collection will be determined by a policy statement, which will assist restrict the rate of expansion. The policy statement represents an effort to apply reason, logic, and common sense to opinions of selection and evaluation. Among them is the fact that the policy will: i. Help set procedures for evaluating materials prior to acquisition. ii. Guidance in selecting the optimal way of acquisition, whether it be through a jobber or straight from the publisher. iii. By clearly stating the kinds of materials to be bought and making it obvious that the policy has the approval of the library's governing body, you may help combat censorship.<sup>4</sup> Make suggestions regarding the materials that should be discarded, stored, or weeded.

These guidelines are created at academic libraries to make sure the aforementioned objectives are met. Written or unwritten, these collection development objectives are: a. Ensure that the book collection regularly includes intellectual material. b. Lay out methods for the collection and acquisition of resources to ensure their quality. c. Provide a document that the collection development librarian can refer to in case of uncertainty. d. Coordinate all acquisition-related operations to avoid duplication. In order to construct a high-quality library collection, it is necessary to have a clear policy statement, according

to a critical analysis of the collection development goals listed above. In an ideal world, policy is extremely important in academic libraries and serves a variety of functions.

Among these goals are: i. A policy statement compels employees to consider library objectives and commit to them, aids in the identification of users' immediate and long-term requirements, and establishes funding allocation priorities. ii. Library rules aid in establishing guidelines for the selection and purging of materials. iii. It improves efficient library consortia by making users, administrators, and other libraries aware of the library's collection scope and amenities. iv. Aid in reducing selectors' personal bias and highlighting the imbalance in the selection criteria. v. Acts as a tool for in-service training for new employees. vi. Library policies provide continuity in collections of any size and offer a structure and framework to make the transition from one librarian to the next easier. vii. Offers data to help with budget allocations. viii. Improves operational effectiveness by making routine judgments. ix. Users, needs, and resource availability all vary throughout time, but a policy can highlight these changes by serving as a baseline data collection for ongoing operations and a launching pad for future development. The library acts as a storehouse of accumulated knowledge and can be seen as a repository of information where information searchers can access a wealth of knowledge. When libraries are underequipped to deliver the full range of services entrusted to them, usage is always low. The most reasonable source to judge if the library is fulfilling its purpose or not is the patron. The quality of resources collected in boosting effective information transmission and the use of such to lessen user annoyance are also taken into consideration when considering collection development, in addition to the growth in volumes and titles<sup>85</sup>.

The goal of collection development is to fulfill a library's mandate to serve as a repository or portal for information for scholars today and to record the intellectual history of the dominant culture for the benefit of present and future scholars. The creation of a collection and the client's efficient use of its resources both depend on these ideas of building a repository and a gateway to knowledge. One may say that the objective of collection development, in particular, is to increase the value of particular information sources so that they can be used more effectively to satisfy user needs. Therefore, increasing the usefulness and accessibility of the materials for users is crucial to collection development. The material itself is of considerably more relevance to researchers than how it is presented.

Academic librarians are required to base their collection management choices on the information resource's content. Prior to deciding what content is necessary to satisfy those objectives, one must consider the needs of the user. Only now can the format or packaging be taken into consideration. Instead of being a place to store packages, the library is a platform for content. The creation of a collection should be based on quality rather than number; the usefulness of a library collection depends on its own quality and relevance. The result of collection development activity is the quality and worth of the library collection. The usability of the materials is mostly determined by the library's collection. The purpose of the institution and the requirements of the community it serves determine the size, nature, and contents of the library collection. The quality of a library's collections, not their quantity, is the main determinant of that quality<sup>87</sup>. To maintain the teaching, learning, and research activities for which academic libraries are renowned, librarians must get current and pertinent information resources.

Collection development is the area of library and information work that is in charge of choosing and obtaining the information resources that will allow practitioners to efficiently carry out the many tasks for the users. One of the most debated yet least understood aspects of librarianship is collection development. According to them, collection development is a specialty that emerged from the requirement for a specialist to be hired in order to discover and locate necessary resources and ensure that the library was successful in obtaining the materials it required<sup>88</sup>. Since users' requirements, institutional aims, and the library's function within the institution, all play a part in collection growth, it has always been the primary concern of all sorts of libraries. If someone is to perform well in the information age, they must have access to information<sup>89</sup>. Effective collection development in academic libraries is hampered by a number of variables, including: Over the past few decades, underfunded academic and research libraries have had a hard time meeting user and institutional expectations and needs. First of all, they are trying to carry on where they left off and even go beyond without any new tools or assistance.

One of the biggest issues these libraries have is that they are unable to complete collection development programs for published materials because of high inflation, rising book and serials prices, declining funding from parent institutions, and the wide variety of formats that users and researchers demand<sup>90</sup>. Additionally, there is a rising need for knowledge and materials, which the money available cannot keep up with. Academic libraries need to purchase enough materials to meet user demand and work toward comprehensiveness in particular disciplines in order to support graduate and research programs. Without a budget big enough to sustain this, this cannot be done. Although

research grants and contracts are significant sources of income for academic institutions, it has been discovered that the library receives very little of this money. Universities that get rising amounts of funding for research grants put a significant demand on their libraries to supply research literature and information, which is a concern. Libraries should get some of the research funds, and institutions should recognize their contribution to the research results.

### **2.1.3 Fundraising**

Fundraising means working with donors. Whether they are individuals, corporations, foundations, or other funders, there are some baseline expectations. Fundraising as an exercise of accumulating economic resources and determine the principal sources of finances<sup>91</sup>. They highlight how the nonprofit industry (fundraising included) has gone through orientation phases in its development, as regarding the merchandise, sales and marketing orientation. Fundraising in terms of its activities and considers that it might be regarded not merely as part of the entire marketing approach, but additionally as a separate strategic and implementation strategic activity<sup>92</sup>. Fundraising has gotten to a marketing orientation in its development, also it cannot be viewed as an appeal for funds, grounded around the philanthropic motives, but instead as the exchange of values, that satisfies the donors' needs<sup>93</sup>. Although there is simply no generalized distinction of fundraising sources, partially because of regional/national features and laws, sources of funding can typically be (roughly) broken into four major options: donations of individual donors, donations of profit entities, for-profit and non-profit foundations;

revenue made by own income and activities out of the partnership with the private industry<sup>94</sup>.

Among the regularly quoted classifications of fundraising activities is; major gift fundraising; direct promotional fundraising; Internet fundraising; development and retention of associations with donors; bequest gift, in memoriam and tribute donation; planned giving; company giving, and foundations and grant<sup>95</sup>. Due to inadequate financial assistance from the governing administration and rising expectations on the part of academic libraries, fundraising in libraries has become critically essential. This system is global in nature rather than isolated to a particular geographic area, which is made worse by the global financial crisis. Therefore, library administration must search for new ways to acquire resources in order to protect both libraries and library services. The library has made its photocopying, video coverage, laminating, printing, user registration, binding, and other services commercial in order to keep its core services operational and maintain a steady supply of stationery. Fines, endowments, grants, gifts, charges, and bequests are other sources of income<sup>96</sup>. According to the researchers<sup>97</sup>, the idea of preferred financing sources is now ubiquitous in South-West public libraries. It was noteworthy to notice that money from the parent organization's budget for the library always came from government subsidies. Many experts stated that the majority of preferred financing sources for public libraries in Africa come primarily from government allocations<sup>98</sup>. This suggests that public libraries need a hierarchy and a different source of income.

A functional library must have adequate funding for librarianship. In order to support the delivery of services, enhance, and sustain use of library management systems in public libraries in South-West, Nigeria<sup>99</sup>, funding is the use of library domestically generated funds or revenue. Globally, libraries are evolving in response to factors including information recording formats, readership and usage patterns, and technical advancements in both architecture and librarianship. The library offers a range of accommodations for library administration, collection selection, acquisition, organization, care, and repair, as well as spaces for ancillary tasks like photocopy services, bibliographic guidance, the preparation of audio-visual materials, and computer support services, among others. A functional library must be able to aid society's educational endeavors. It must have an acceptable number of professionals, contemporary structures with sufficient artificial intelligence, and sound management. It must constantly offer customers a setting that is conducive to learning, research, and amusement. Without adequate funds, it is hard to establish a successful library service; in fact, without a certain minimum amount of revenue, it is impossible to offer any meaningful service<sup>100</sup>. In essence, without the proper financing source preference, the library as a repository of knowledge cannot be developed or properly maintained through the use of library management systems.

To ensure that their main goals are achieved, academic libraries raise financial resources. Since none of their goals can be achieved without money, the disruption of library services negates the purpose of founding the institution. Similar to how an automotive engine stops working when it develops a problem or gets clogged with dirt, the library is the university's engine. As such, it serves the same function for its parent institution. .

Identity of current fundraising needs are listed as processing an archival collection to creating a new virtual reality suite, academic libraries have numerous causes that could benefit from donor support<sup>102</sup>. Traditionally, this variety of public library fundraising falls into four main need areas; building, positions, collections, and projects. Ultimately, this means that academic libraries should consider the needs that have traditionally been met through fundraising, but should not be afraid to explore fundraising for their own variants of those traditional causes in order to best meet their own unique needs.

The library is one of the oldest buildings in the society and many college campuses, and some library administrators are seeking to renovate or replace their aging spaces in order to make them more appealing, accessible, and usable. In any structure, parts break when they have been repeatedly used over time. This is no different for public library buildings that have seen decades of wear and tear. Also how students use and access information has changed dramatically in recent decades, but academic library spaces often do not reflect these changes. For instance, many buildings lack sufficient electric power to meet the demands of students who want to plug in their laptops in order to complete their research. One of the greatest assets of and expenses of any library is their personnel. At larger academic libraries, donors have helped to mitigate these expenses by funding the salaries of key personnel such as the dean or the head of special collections. Another possibility is for donors to fund a shared position that engages in a special activity for a period of time. Positions are frequently supported through the contributions of a single donor or a pair of related donors who then can choose to have the position named for themselves or someone meaningful to them. In most cases, the donors will establish an

endowment, a fund that can only be spent for a specific purpose and whose initial contribution – known as the principal – is invested in order to generate income.

From books that can be borrowed to rare, one – of – a – kind objects, donors have a long history of supporting libraries by helping them build and maintain their collections. Which prospective donors are approached and how they are approached depends on the collection, how valuable it is, and how it will be used. One of the easiest ways for academic libraries to begin a fundraising program is by creating a new book donation programs. In some instances, libraries also have received donor support for electronic resources such as database or journals. These are some of the most difficult resources to fund, however, for a variety of reasons. One of the challenges is that, even though they are vital to students' research, most are purchased through a subscription model so a donor will need to continue to support the resource if the library wants to maintain access. Also, the prices of electronic resources have risen dramatically over time and are often unpredictable from one year to the next.

The primary purpose of university libraries is to support teaching, learning, and research in ways consistent with, and supportive of, the institution's mission and goals. In addition, library resources and services should be sufficient in quality, depth, diversity, and currency to support the institution's curriculum. As a result of this, public libraries are often considered the most important resource center of an institution. However, education in Nigeria is facing a critical challenge in meeting new demands of the 21st century, with its ever increasing population growth, inadequate library facilities, resources and insufficient funding .In the Library and Information Science (LIS) system, funding is an

area that is open for more discussion in terms of funding and separate funding support system from the government both state and federal.

Public libraries are launching sustainable initiatives that can be used to their advantage to deliver services effectively using electronic information resources in an effort to increase financing. Despite the fact that public library funding is a crucial component of providing electronic information resources in all educational institutions around the world, the literature that is currently available indicates that securing financing for electronic information resources has been a persistent challenge. For instance, practically all of the publicly financed libraries in the United Kingdom receive financial support from a variety of charities and other organizations in addition to their primary sources of funding from the government<sup>103</sup>. The goal is to guarantee increased effectiveness and accessibility to library electronic information resources<sup>104</sup>.

Public libraries have been expanded and upgraded for decades through the Global Libraries Program of the Bill and Melinda Gates Foundation. More than 253 million people<sup>105</sup> benefited from its billion-dollar investment in roughly 30,000 public libraries throughout more than 20 nations. The Foundation has also made contact with the South African National Library, giving it access to information technology and pertinent training<sup>106</sup>. Academic libraries in Nigeria seek to the Tony Elumelu and Dangote Foundations, which can provide similar financial support to Bill and Melinda Gates Foundations. More businesses need to get on board<sup>107</sup>, even though the MTN Foundation has only supported a small number of Nigerian university libraries (such as the University of Benin, Ahmadu; Bello University, Zaria; the University of Lagos; and

University of Nigeria, Nsukka). These libraries offer technology resources and internet access to EIRs.

The quality of library services is impacted by inadequate funding for library resources, which forces libraries to rely on donations and trade for survival<sup>108</sup>. The Standing Conference of African National and University Libraries in Eastern, Central, and Southern Africa (SCANUL-ECS) created a funding model for libraries in the area in 1996 in response to issues with university finance. The model took into account the distribution of institutional income, distribution of student tuition fees, revenue earned by the library, and additional revenue from library services. Through the Tertiary Education Trust Fund (TETFund)<sup>109</sup>, 92% of the financing for information resources in Nigerian university libraries is provided by the Nigerian government. The majority of financial assistance for all government-owned universities in Nigeria, whether federal or state, is provided by the TETFund, an arm of the national government. In addition to creating infrastructure, the organization is in charge of distributing subscriptions to select electronic publications and acquiring physical library items for Nigerian public universities. Libraries have been forced to explore for additional revenue sources in order to meet the increasingly sophisticated expectations of library users for electronic information services<sup>110</sup> because the funding sources have been insufficient and ineffective. In a similar vein, university libraries in underdeveloped nations are heavily dependent on government funding and, for a variety of reasons, do not demonstrate any interest in or experience with well-organized fundraising. In contrast, almost 50% of the funding for information in more developed countries like Belgium, Germany, Sweden, and Korea comes from businesses and government organizations<sup>111</sup>.

Strategic planning is an action plan that emphasises high flying choices in an organisation. 'The library's strategic planning involves placing the library strategic plan on the community strategic plan, allowing implementation time, and informing the public of the library's progress'<sup>112</sup>. Flexible strategic planning can alter the institution's potentially dangerous condition and prioritize the skills that are now accessible, financial limitations, core capabilities, user needs, and corporate goals<sup>113</sup>. Therefore, carefully thought out EIRs can enable libraries to offer and improve information services. Globally speaking, sustainability strategies are expert techniques used to guarantee that a project, system, policy, network, or other connected product of an organization is improved, put into practice, and kept in the best possible condition<sup>114</sup>. Without sufficient strategic planning and policy, these professional procedures cannot be implemented. Strategic planning was first used in public libraries in 1970<sup>115</sup>. McGrath from Cornell University challenged the implementation of strategic planning in academic libraries resulting in a corporatized framework on strategic planning, which is widely applied in academic libraries specifically as a response to the rapid technological change and funding challenges in academic institutions<sup>116</sup>.

In poor countries, librarians have discovered that without strategic planning as a crucial element of management, library services may cease<sup>116</sup>. There is no strategic planning being implemented in Nigerian university libraries at all levels (national and institutional) to improve the policy framework that directs technology adoption for its full potential<sup>117</sup>. A strategy is a technique to "describe how you are going to accomplish things; it is less precise than an action plan (which describes the who-what-when); instead, it attempts to

answer the question broadly, "How do we get there from here?" (Should we board the train? Fly? Walk?). A strategic framework must be created by aligning many plans that are necessary for the development of strategy. These include laws, regulations, statements of vision and mission, core values, a SWOT analysis of strengths, weaknesses, opportunities, and threats, as well as long-term goals, short-term goals, and action plans. If properly described, each of these is essential enough to render strategic management planning adequate<sup>118</sup>. There is importance to not merely employ inventive but equally various fundraising techniques<sup>119</sup>. It has been recommended that the necessity for academic libraries to come up with as well as enroll in consortia networks so as to share the expense of information materials and provision. Likewise, it was also recognized that the utilization of tax waivers to motivate potential donors, donations and grants, presents (one-off, standard, gifts and legacy in kind) and also developing the donor's gallery to display the presents presented by donors and advertise their activities by archivists in England and Wales. Within the schooling industry, education trust funds are employed to augment limited financing<sup>120</sup>.

In Nigeria, the application of contractual solutions was confirmed, charging membership and service charges, donating materials in recollection of a treasured one, employing open access online resources, partaking in entrepreneurial projects to make profits, searching for community help and applying for grants from foundations and corporate bodies<sup>121</sup>. Additional fundraising strategies pointed out within the literature are utilization of collaborations, long-term commitments and marketing lobbying, info-preneurship, advocacy in addition to partnering with book-trade industry and library associations, intense advocacy strategies annual fund program, provision of consultation services,

soliciting for donations as well as setting up endowment resources. Friends of the library are, commercial approaches and capital campaigns and sporting activities<sup>122</sup>.

Nigerian taxpayer money and special funds are typically used to fund public libraries. Since public libraries are part of the government, they are responsible for budgeting and administration. Additional funding sources for public libraries include: i. Gift and Private Contribution: These come from businesses, wealthy individuals, and international organizations in the form of financial and book donations. ii. Endowment: This type of benefaction is a little different from gift in that it is permanent. It is assistance offered to specific initiatives since some libraries get notoriety as a result of the services they provide. iii. International Aids: This is a type of assistance provided by international organizations, such as the World Bank, the British Council, and UNESCO. iv. Other things: These are internally produced funds derived from patron and library-related activities. The selling of books, stationery, bindery services, patron registration fees, fines for late returns of borrowed library items, photocopying, and literary search<sup>123</sup> may all contribute to the revenue.

## **2.2 Theoretical Framework**

### **2.2.1 Triple Bottom Line Theory**

The Triple Bottom Line Theory (TBL), which focuses on economic, social, and environmental factors, is used to examine how fundraising efforts and development initiatives can boost library usage in South West Nigerian public libraries. These are

required due to the fact that investment and development plans have failed in the three areas of the public libraries in the southwest of Nigeria.

The old approach only considers the financial advantages, whereas the economic part of TBL refers to economic sustainability within the environment. Additionally, the acquisition, purchase negotiation tactics, collaboration, and procurement are all intimately related to the triple bottom line. Economic sustainability looks at whether organizations or commercial entities are more concerned about the future than the present<sup>124</sup>. The Social Bottom Line (SBL), in contrast, seeks to gain from the viewpoint of human capital<sup>125</sup>. In other words, it demonstrates the societal ideals as a whole. This assessment is based on organizational justice, activities, and commitments<sup>126</sup>. Additionally, SBL is associated with social movements that support library patronage, such as skill development, user training, social media services, marketing, and other social tactics for doing so. TBL's social component (the people) also looks into the social impact on people, employee welfare, laws, community services, and supplies, while the economic component (the planet) considers the profit and the environmental component (the people) assesses the ecological impact, facilities, and shared space.

The last but not least, the Environmental Bottom Line includes every aspect of the environment, including waste, energy use related to technological and architectural hardware, and all equipment that facilitates library operations, including air conditioning, computers, internet, green information common spaces, electricity, and others. Low environmental harm is guaranteed by environmental sustainability<sup>127</sup>. The term "Triple Bottom Line" was created by a scholar in an effort to promote sustainability management

in a commercial organization<sup>128</sup>. The Triple Bottom Line measures the global impact of an organization's operations in order to capture the essence of sustainability. It incorporates its social, human, and environmental capital as well as profitability and shareholder values<sup>129</sup>. The bottom line is defined as "the profit or net income that is obtained after expenses are subtracted from revenue and is often the last line of the income statement"<sup>130</sup>. Instead of using the conventional financial technique to measure organizational performance, the TBL was created in the 1990s to integrate three aspects (economic, social, and environmental)<sup>131</sup>.

The Triple Bottom Line idea for improving organizational sustainability Triple Bottom Line, sometimes known as TBL<sup>132</sup>, is an accounting paradigm with three variables (economic, social, and environmental). TBL is a management strategy to improve teamwork<sup>133</sup>. To encourage companies to manage their operations' broader economic, environmental, and social implications was the initial goal of TBL<sup>134</sup>. An "objective accounting technique that enables social enterprises to define social and environmental values, plans, and standards against which they may measure performance alongside their financial measurement" is the social, economic, and environmental measurement. <sup>135</sup>. Because social responsibility negatively impacts an organization's financial performance, its production should only be valued in terms of its effects on the triple bottom line of the economy, society, and the environment<sup>136</sup>. In order to promote sustainability goals, the TBL is an essential reporting tool<sup>137</sup>. The focus of this study is the implementation of ways to improve sustainability and development through the implementation of fundraising and development programs in the south west of Nigeria. In this regard, public libraries are required to make commitments to offer "sustainable services" to their users

as it is their professional responsibility<sup>138</sup>. Sustainability is a comprehensive discipline that spans corporate limits of responsibility and its procedures. It is not necessary to overstate the importance of information services offered in public libraries, such as EIRs. If not addressed, organizational imbalances in the natural system can have a negative impact on the economy and quality of life for people. Sustainability is the prevailing way to looking at these imbalances.

The adoption of TBL was emphasized in the pursuit of social, economic, and environmental sustainability, asserting that the fight to preserve as many resources as is humanly possible for future generations while utilizing just enough for survival today must be part of the evolutionary process into sustainability<sup>139</sup>. It is impossible to overstate how interdependent the three types of sustainable tenets are. The simultaneous pursuit of economic prosperity, environmental quality, and social equality is referred to as sustainability development.<sup>140</sup> Instead of promoting a single financial bottom line, it was suggested that organizations seeking for sustainability instead advance TBL<sup>141</sup>. The idea that social and environmental considerations must be taken into account when reporting financial performance<sup>142</sup>. From an economic, social, and environmental perspective, this financial reporting would assist in identifying common hazards and addressing them through management strategic ways. TBL measurement necessitates that an organization widen its traditional focus on measuring and reporting economic performance to also include social and environmental performance<sup>143</sup>. TBL scorecards must be used by the majority of firms worldwide to ensure long-term profitability. They further stated that cooperation and partnerships make good financial sense, particularly when working with

a non-profit organization to achieve objectives related to social welfare, environmental protection, and economic prosperity<sup>144</sup>.

Organizations looking to increase sustainability would use the TBL measurement approach<sup>145</sup> to track and evaluate the impact of their social performance. TBL reporting promotes the development and upkeep of moral organizational principles through adherence to the law and community involvement. The TBL is being promoted and included into administrative services in the majority of advanced nations. These nations include Australia, Germany, the United States of America, the United Kingdom, France, Japan, Canada, New Zealand, South Africa, and Switzerland (Centre for Promoting Idea)<sup>146</sup>. The TBL theory is consequently given a lot of weight in the current study. Because the effectiveness of the financing sources is essential to the sustainability of EIRs services in public libraries, the economic bottom line dimension of sustainability places an emphasis on the funding impact on the system (i.e., the public library). The Social Bottom Line in this study stresses the social practices of the corporation or corporate entity (i.e. public libraries). Social investment is a factor in how well organizations in the social dimension perform<sup>147</sup>. Thus, social benefits derived directly or indirectly from libraries have an effect on the economy as well.

Recognizing and responding to global factors becomes crucial in a corporate environment that is constantly changing<sup>148</sup>. Public libraries must constantly assess their surroundings for risks and opportunities. The environmental bottom line, which also includes reporting on space, technological advancements, and other factors, is the last one. Public libraries must pay attention to technology, green space, computer facilities, alternative electricity supply, and other factors in order to provide efficient and effective EIRs services. The

social and economic effects of EIR services could be diminished if the essential EIRs service facilities are compromised.

### **2.2.2 Theory of Patronage Behaviour (Sheth, 1981)**

Patronage behavioral theory was postulated by Sheth in 1981; the theory has been frequently applied in business and social research. Nevertheless, it can also be used to a study of this kind since it is human focused and deal with consumer patronage behavior. According to this theory, patronage behavior is based on some influential factor that is regarded as a determinant of the type of product/services users selected from a particular firm<sup>149</sup>. Some of these factors are referred to as firm attributes (structure) which include firm business location, product/service quality, firm building ambiance, and conveniences among others. Thus, the extent at which the attributes of a library influence public libraries staff can make them develop frequent patronage habit. User patronage habit refers to the continuous visit of patrons to a library. User patronage Habit according to Shetty is measures by frequency of visit to a library. The relevance of theory to the study is that public library patronage behavioral theory adopted critically examines what public libraries should do to retain their users, increase users' level of patronage and retain public libraries value in South West, Nigeria. It provides insight on several factors that can serve as factors on library patronage, some of these factors are: academic library building attribute, collection attributes and service attributes. Public library building location, ambiance and conveniences.

## **2.3 Empirical Review**

### **2.3.1 Development Programmes and Library Patronage**

It has been noted that there is a drop in lecturers' research production in South-West Nigeria<sup>150</sup>. Library utilization and academic productivity are related. She looked at academic lecturers' and librarians' research output at a few universities in south-west Nigeria. According to the survey, 124 professors and academic librarians wrote a total of 726 publications over a five-year period (2009 – 2014). From 2000 to 2012, a researcher examined the academics' productivity in research at sixteen universities in Northern Nigeria. According to the study, 373 articles were created by 165 academics throughout the time period under consideration. This is really little. Library utilization is a representation of the approaches and the attitude embraced in the search for information in a library. It is a degree of the level of significance attached to the library by its users<sup>151</sup>.

While studying the usage of Federal University of Technology Library in Nigeria likewise discovered that from 475 pupils, merely eighty-two use the library on day-to-day basis. Equivalent research by some researchers disclosed that pupils utilize the library mainly during exams in order to study and also to do class assignments. The research further disclosed that the library collections were limited in order to meet users' requirements. A scholar went further to assess pupils and university utilization of academic libraries in Nigeria with specific reference to Delta State University, Abraka<sup>152</sup>. Even though pupils constituted the largest percentage of the users, many respondents were observed using the library 2-3 times per week or regularly. The research even more

unveiled that textbooks are the most frequently used resources with ninety-eight (63.6%), in addition to reference content at 25 (16.2%).

In a study on public universities in Nigeria focusing on Oyo state public library, noted that, rate of visit to the public library by respondents reported, from ninety-two respondents, the bulk of 57.6 percent go to the library every day, 23.9 percent visit the library once each week, while 14.1 percent respondents go to the library once in a week, 6.5 percent visit once per month and 2.2 percent hardly ever stop by the library<sup>153</sup>. Additionally, in a study conducted on undergraduate student in the university of Calabar, reported that, on the frequency of usage of the library, the outcome revealed that 123 respondents (38.4%) visits the library every workday, eighty-seven respondents (27.3%) visits the library three to four times per week, while sixty-six respondents (20.6%) visits the library two to three times per week. Individuals who visit the library at least once every week were twenty-six respondents (8.1%) while individuals who do not utilize the library were eighteen respondents (5.6 %). The outcome is indicative of the quality time undergraduates spent whenever they visit the library as the frequency of visit is a degree of the significance user obtained from the library<sup>154</sup>.

According to a survey on academic libraries' usage, students frequent them primarily before and after exams<sup>155</sup>. The majority of postgraduate students who participated in a study said that their main reason for using the library is to stay current on their knowledge and skills<sup>156</sup>. In order to satisfy user wants and preferences, it is crucial to understand them. In order to support user satisfaction, it is necessary to deliver the information or services that will best serve their needs<sup>157</sup>. Graduate students are just one group of the public library's numerous patrons. Because they have completed the

undergraduate stage and are now tackling a higher level of academic study, this group of students is known as "mature students."

Several scholars observed that there are scanty literatures on the needs of the postgraduate students, yet they form a significant group of researchers in a society. Furthermore, they noted that how the postgraduate students perceive the role of their public library matters a lot. This is very important because the nature of postgraduate study demands that students must do a lot of independent studies on their own<sup>158</sup>. The use of library resources and services is thus indispensable to the postgraduate students in order to achieve their academic objective. Therefore, academic libraries must develop a strong collection of information resources in both physical and digital forms to meet the needs of their users<sup>159</sup>.

The aim of user's visit to the library was ascertained to figure out if they show up to fulfill their information requirements for exploration needs or for basic perusing. Although users utilize the library for various functions, research on the use of public library disclosed that pupils utilize the library mainly during exams period. In an investigation carried out among the postgraduate, vast majority of the pupils alleged that their focal drive of making use of the library is updating their skills and knowledge<sup>160</sup>. Studies conducted, revealed that the aim of visiting the library ranges from study for exams, conduct course assignments, borrow books, read newspapers, make photocopies, to use internet, print assignments, hanging out between classes and meet friends. Visiting the library encourages reading and exploration in students<sup>161</sup>.

They can learn at every turn. Even returning books on time can show can teach some basics of responsibilities. Students and staff visit the library for several reasons which may also include accessing the internet, borrowing and reading books, for leisure and among others. Associated with the goals of libraries and the organizations that house them. User pleasure might or might not be associated with a library's worth or effectiveness. The same services may not satisfy all users equally. The sources of students' satisfaction and dissatisfaction may be the same, according to an interesting study on how effectively students view libraries: if they were satisfied, they were satisfied with the materials they were able to locate and find; if they were dissatisfied, they were dissatisfied with their ability to find materials and the lack of available materials<sup>162</sup>. Even more, it has been demonstrated that customers will be content with services whether or not they think they are very good. For instance, studies revealed that the usage of ICT has significantly altered library services<sup>163</sup>. Early in the 1970s, initiatives for automating libraries were launched in an effort to streamline their operations. With the advent of web-based services in the late 1990s, the internet altered this automation process. In the last 8 to 10 years, the web 2.0 has revolutionized ICT by enabling faster information exchange and networking. Beautiful building, well-trained staff and modern information storage and retrieval systems can only be appreciated if excellent services are given to users. These services cannot be given without quality resources.

The importance of the aforementioned contribution is that having access to reliable information sources is crucial for the library to provide efficient services. A study looked at the interdependence of corporations in the TBL contexts in which they operate. The

study demonstrated that a number of factors played a role in the organizations' success. These included the public's opinion, the acquisition, and investor confidence. Moreover, it was determined that achieving sustainability required a focus on economic efficiency. Based on a researcher's study, a method for improving profit evaluation was devised, which helped the indirect sustainability of services due to the assessment <sup>164</sup>. A study that sampled company managers, employees, consumers, and investors in Nigeria looked at the crucial elements of a successful sustainability plan using TBL. They discovered that one of the greatest ways to report organizational practices and performance was through sustainability reporting. The study also discovered a favorable correlation between organizational performance and sustainability reporting<sup>165</sup>.

Using TBL, a study was conducted in a South African organization that manufactures chemicals. The study found that ecological spending raises production costs, eats away at an organization's revenues, and, if it continues, has a risk of hurting the bottom line. The study also showed that combining South Africa's chemical manufacturing industry under a single management accounting system improved the chemical industry's sustainability services<sup>166</sup>. In an effort to compare Rwanda's organizational reporting system to international norms using TBL, a researcher found that despite the fact that businesses produce annual reports, they do not adhere to the global reporting system. This conclusion was related to the accounting board's poor constitution, the absence of effective regulation for the profession, and the lack of competent human capital<sup>167</sup>. It was also linked to the lack of knowledge or skills for report creation and presentation. The sustainable delivery of digital information services was examined in a case study at the University of Nairobi in Kenya using TBL theory. The study gathered information from

postgraduate students, the employees of the library, ICT, Digital repository, and E-resources. According to the data analysis, respondents were aware of the digital information services and resources developed as a result of the case study, but their staff did not have a good understanding of environmental sustainability issues<sup>168</sup>.

### **2.3.2 Fundraising and Library Patronage**

Academic libraries are underfunded by their host institutions in South Africa. As a result, they encounter financial difficulties because they only receive 6% of the institutional budget, which is the minimum amount that is considered to be a generally acceptable level of funding source<sup>169</sup>. The needs of universities have changed along with them, particularly in terms of technological infrastructure. Consequently, the percentage of the university money that goes to libraries has decreased. Because supporting EIRs in ULs around the world is difficult, certain international, national, and regional organizations have helped libraries by offering funding or taking care of part of their material needs. For instance, the International Network for the Availability of Scientific Publications (INASP) pays the publishers' expenses so that developing countries can access important scientific journal databases<sup>170</sup>. Libraries have historically received assistance from non-governmental organizations, philanthropic organizations, and other organizations. For instance, there is proof that the Carnegie Corporation and the Rotary Club of Newcastle in Australia's New South Wales<sup>171</sup> supported libraries as early as 1935. Similarly, the Bill and Melinda Gates Foundation has given US\$1.9 million to public libraries in Toronto, Canada, since 1997 for the construction of 588 internet-ready workstations and other<sup>172</sup>

projects. It is intended that the Foundation would expand its financial assistance to other areas, particularly in countries that face serious difficulties.

These foundations' contributions enable librarians to serve library patrons, widen access to information, and make use of information resources<sup>173</sup>. Non-governmental groups, philanthropic organizations, and other organizations have historically provided support to libraries. In Australia's New South Wales<sup>171</sup>, for instance, there is evidence that the Carnegie Corporation and the Newcastle Rotary Club financed libraries as early as 1935. The Bill and Melinda Gates Foundation has also donated US\$1.9 million to Toronto public libraries since 1997 for the development of 588 internet-ready workstations and further <sup>172</sup> projects. The Foundation wants to extend its financial support to more places, especially in nations that are experiencing severe hardships. The support provided by these foundations enables librarians to provide library services, increase information access, and utilize information resources<sup>173</sup>.

Only 32 universities and 22 libraries, according to a research from Spain, had up-to-date strategic planning papers, and 33 of the 74 universities and libraries studied had none. Similar to this, a study's findings showed that only three of Greece's public libraries have formal strategic plans for their collections<sup>176</sup>. In a study, the impact of strategic planning in Portuguese ULs was investigated in the context of declining human, material, and financial resources. Strategic planning and risk management are adaptive responses to change, according to the study. The supply of information services changes dramatically as a result of strategic planning, so it was determined that it was extremely important in the library. The strategic planning of the library placed an emphasis on the necessity for

the plan to be based on the university plan, offering a timeframe and reporting progress to promote the ideals and influence of the libraries, according to a study of academic library leadership in Australia and the USA<sup>178</sup>. The study focused on the methods senior library managers can use to carry out library planning based on university planning. These consist of adapting to the institutional environment's and its strategic plans' constant change, being a strategic thinker capable of putting specific plans into action, being customer-focused and creative, ensuring that the circle of planning devotes time and energy to the university plans, and alterations to the institution's vision, strategy, and goals<sup>178</sup>. According to a research of academic library leadership in Australia and the USA<sup>178</sup>, the strategic planning of the library placed an emphasis on the necessity for the plan to be based on the university plan, establishing a timeline and reporting progress to promote the goals and influence of the libraries. The study concentrated on approaches that senior library managers might utilize to implement library planning that is based on university planning. These include changing the institution's vision, strategy, and goals<sup>178</sup>, adapting to the institutional environment's and its strategic plans' constant change, being a strategic thinker capable of putting particular plans into action, being customer-focused and creative, making sure that the circle of planning devotes time and energy to the university plans. The study found that the library's top goals were staff, collections development, and bettering technology use.

The majority of the Association of College and Research Libraries' member libraries, according to a researcher, had a wider range of strategic objectives. 50 important areas were also highlighted by the study, including personnel, collections and services, budgeting, data management, a digitisation initiative, and instruction. The strategy plan

for the long-term delivery of EIRs services, however, did not adhere to standard <sup>180</sup>. EIRs must therefore receive special consideration when strategic planning for particular resources and services. Due to their reliance on parent institutions' budget allocation policies and their reliance on public funding, academic libraries are particularly sensitive to any worldwide economic distresses<sup>181</sup>. Using a mixed-method approach that included a questionnaire and a semi-structured interview, a researcher examined the impact of the economic downturn on university libraries in the UK. Information was gathered from 12 library directors from five universities<sup>182</sup>. The analysis found that during the recession, projects and services were well-protected, whereas employees and EIRs' subscriptions were most negatively impacted.

It was alleged that the management had chosen survival tactics over improving ones as a result of the library budget shift. Libraries must handle their economic, social, and environmental challenges if they are to manage the cost-based library resources that are economical for the consistent provision of EIRs services<sup>183</sup>. In their individual academic libraries, developed countries like the UK, the USA, Australia, Germany, and the Netherlands put a lot of effort into sustainable EIRs plans before the global economic crisis. Fundraising<sup>184</sup> is an important aspect of maintaining EIRs in university and college libraries. In the US, the Librarian's cooperation effort with the universities of Oklahoma, Texas Technology, Penn State, and University of South Carolina resulted in a successful fundraising endeavor and significant publicity for library services<sup>185</sup>. The study highlighted the museum library's funding plan in San Diego (America), where money was given to maintain library services and to guarantee quality and value in order to raise their libraries' bar relative to other financed institution libraries<sup>186</sup>. Another strategic

endeavor is collaboration, which involves two or more people, businesses, or organizations forming intentional connections in order to share a shared strategic plan, resources, design, policy implementation, and supply chain management<sup>187</sup>. A crucial component of keeping EIRs in university and college libraries is fundraising<sup>184</sup>. In the US, the librarian's collaboration with Oklahoma, Texas Technology, Penn State, and University of South Carolina campuses led to a fruitful fundraising drive and major attention for library services<sup>185</sup>.

In order to raise the bar for their libraries relative to other financed institution libraries<sup>186</sup>, the study highlighted the museum library's funding plan in San Diego, America. Funds were provided to maintain library services as well as to ensure quality and value. The formation of purposeful links between two or more individuals, companies, or organizations in order to share a common strategic plan, resources, design, policy execution, and supply chain management is known as collaboration. The justification for teamwork in business is that one organization cannot compete on its own<sup>188</sup>. The motivation to provide limited resources and strong economic management skills are the major benefits of teamwork. Any library struggling in a time of economic hardship cannot act alone in offering EIRs that are getting more and more expensive. The parties involved in the collaboration have higher expectations for success, efficiency, and effectiveness. Consequently, a cooperative method can improve the delivery of EIRs services in libraries.

The capabilities for managing academic libraries vary from writer to writer. Many academic libraries lack fundraising programs, which prevents them from knowing exactly

what to do when a problem arises<sup>189</sup>. They have no idea how to support their services because they have no idea who to contact or what to do. Libraries must increase lobbying if they are to receive adequate funding from the parent institution and elsewhere, but there is no effective strategy or framework for doing this within academic libraries. Librarians struggle to raise funds for their libraries because it is not what they are accustomed to doing, they occasionally run into hard-hearted people who are difficult to persuade, and they also compete for funding with other academic departments. Library development and fundraising are practically unknown. Additionally, library directors lack a defined constituency, fundraising experience, and institutional capacity. A study on the effectiveness of library services and resources at an African university found that if these services and resources are sufficient and easily accessible, usage will rise<sup>190</sup>.

Additionally, if user demands are better met, the library's role in supporting users' educational objectives, needs, and research will grow as a result. It becomes crucial for the library to offer excellent services and resources to its numerous customers in developing countries like Nigeria where purchasing books is a luxury due to the expensive cost and small number of book shops. In addition to creating enough and useful materials, the library should also make them accessible. The more thorough and humble the aid provided, the more likely it is that the user will be satisfied and use of the library will increase. The librarian should accommodate a range of users both inside and outside the university in order to provide efficient service and resources in university libraries. In order to make the enormous investment in library resources worthwhile, they must be used effectively.

Many academic libraries don't have fundraising programs, so they don't know exactly what to do when something goes wrong. They have no idea how to support their services because they have no idea who to contact or what to do. Libraries must increase lobbying if they are to receive adequate funding from the parent institution and elsewhere, but there is no effective strategy or framework for doing this within academic libraries. Librarians struggle to raise funds for their libraries because it is not what they are used to doing, they occasionally run into stubborn people who are difficult to persuade, and they also compete for funding with other academic departments. Library development and fundraising are practically unknown. Additionally, library directors lack a defined constituency, fundraising experience, and institutional capacity. A survey of the UWC library revealed that funding and a lack of books are two very real problems for the institution. Effective management of the UWC library is hampered by limited library funding<sup>191</sup>.

Every university library has a program in place for modification in order to reach its final objective. Planning helps an organization adapt to change by identifying opportunities and avoiding problems. It establishes the direction for all other management duties. Making decisions is improved by planning. Planning involves involvement from all organizational levels. According to studies on planning in academic libraries, these libraries use a range of planning techniques (budget, strategic, consortia, and collection development) because of institutional constraints such as insufficient resources and the requirement for frequent functionality assessments. If academic libraries are to continue receiving support from funding organizations<sup>192</sup>, this is essential. The results of the research show that while planning is a method for resolving issues, it also creates and

entails issues of its own. Current literature was consulted to determine the current funding source for Nigeria's various types of libraries<sup>193</sup>. Nigerian libraries receive a yearly financial allocation mostly from the federal government. When it comes to university libraries, the governing administration gives the university a block allotment.

The university administration then allocates cash for the library. In a study on financial planning in medium-sized libraries of American universities, which had an average student enrollment of 15800,<sup>194</sup>. A structured mail questionnaire was sent to fifty-five university libraries as part of the test. The findings showed that there were different chances for funding public libraries to be successful. Although some libraries had bright futures, others faced bleak ones. However, almost all of the libraries in the survey ended up taking part in some form of financial planning. Planning to deal with financial challenges brought on by variables including increasing enrollment, automation of libraries, curriculum development, and improvement of physical infrastructure and amenities was extensively highlighted. A study looked into the training requirements for working expert librarians in university libraries<sup>195</sup>. Data was collected using two methodologies: first, library staff operations were observed, and second, librarians were questioned on staff operational circumstances. The belief that qualified librarians who have earned the least professional qualification do not require on-the-job training was found to be widespread yet false.

It was discovered that librarians' working conditions were improving everywhere. He suggested that academic librarians have sufficient training in advance of dealing with these kinds of changes. Additionally, suggestions for funding sources for personnel training were made, including the federal government, donor organizations, and donor

nations. It was also recommended that librarians and the other library staff members get ongoing education and training. According to a researcher, the university library outperforms the competition by providing a high level of expertise (to support teaching and research) to the user community<sup>196</sup>. Regardless of size, the academic society's dynamics accurately capture the diverse backgrounds of its members. As members of the community, university librarians must be prepared to perform the duties that are expected of them. In addition to finding a way to teach their patrons how to deal with the massive amount of networked information that is currently available, library employees must benefit from appropriate in-service training. They will need to develop their skills in information retrieval, namely how to make efficient use of the resources that are accessible for searching and retrieval. They invariably raise the institution's level of output and efficiency.

A researcher believes that the growth of information and communication technology (ICT) has reached its peak<sup>197</sup>. It is now necessary to use electronics, computers, telecommunications, data entry software, and a combination of phone lines and computers to link and send data. A person can now quickly connect with others practically anywhere in the world by using the Internet, a network of computer networks. How information is saved, delivered, and retrieved has evolved according to the current information environment. The most noticeable effect is seen in the dissemination of scholarly findings. Scholarly discoveries have been shared through printed periodicals for many years. It was considered to be the fastest method of communicating research findings. However, this platform for academic engagement is progressively moving away from a paper-based medium and toward an electronic one thanks to the current

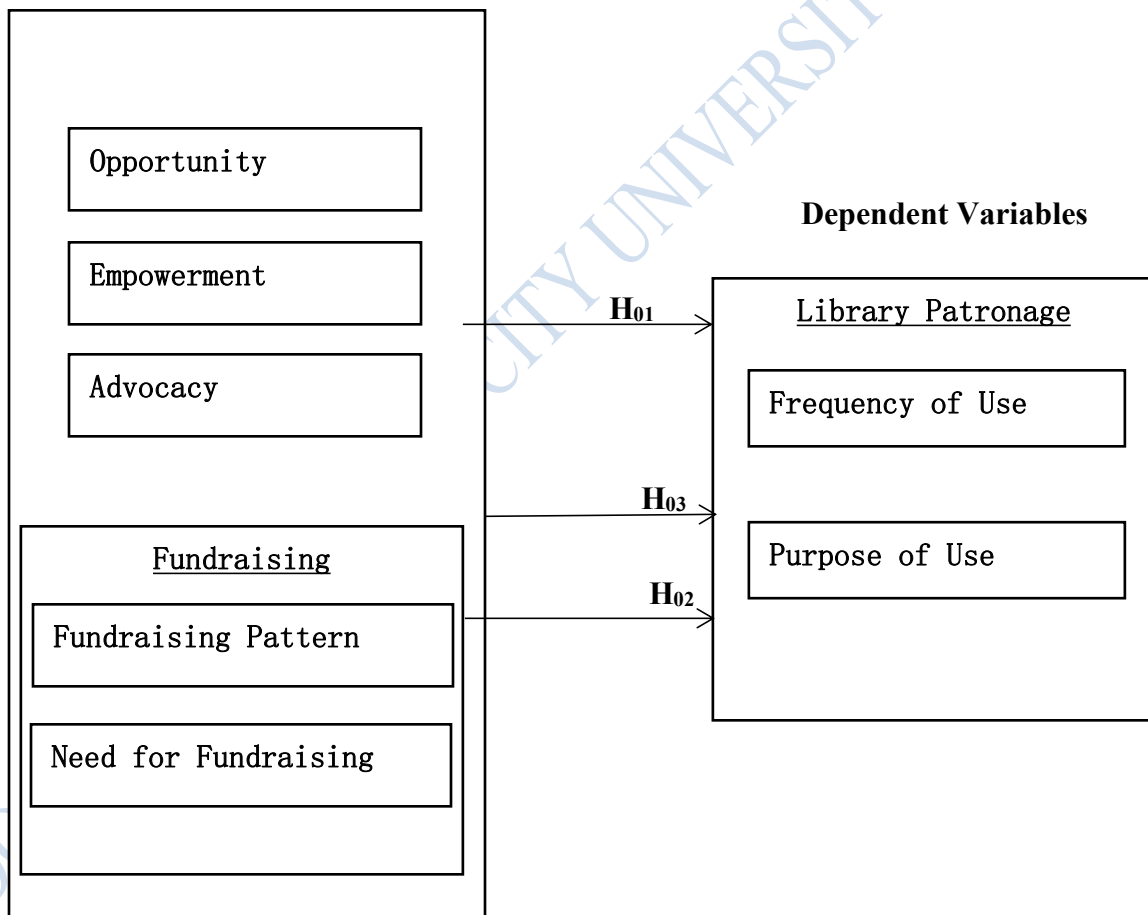
innovations in ICTs. Investigation academics can quickly send their discoveries or purchase the information of other researchers by using the phone, fax machine, electronic mail, electronic bulletin boards, the web, computerized library catalogues like OPAC, and other information networks. Users now have equipped access to a wonderful diversity of information resources as a result of the increased availability of bibliographic information via electronic press. In the information age, library patrons want immediate access to information, and librarians are under pressure to give patrons that access as soon as possible. Libraries have to hire qualified librarians who can build, set up, and disseminate knowledge in this digital age in order to meet the growing demands of library customers.

The majority of library staff members and patrons, including undergraduate students, postgraduate students, and lecturers, may need assistance with regular information programs, Internet activities, orientation or training in how to use library software for institutional repositories and library computerization. According to a study, students' academic performance declines when they don't fully utilize the library's resources<sup>199</sup>. To guarantee that students are prepared to utilize the library, conference users' needs must be librarians' and libraries' academic focus. Therefore, students need to be proficient in information technology in order to make the most of the library's resources. According to an examination, the use of information expertise in a library has been constrained by a lack of staff, skilled employees, and training<sup>200</sup>. A student found that there were typically not enough workshops and training sessions available for staff and students to improve their ICT skills<sup>201</sup>. The modest amount of information use by students at the library is caused, in part, by their lack of information retrieval skills for utilizing electronic

resources<sup>202</sup>. Due of the wide geographic distribution of the university libraries and the community they serve, the researcher chose a survey research method. Data was gathered through interviews, observations, and questionnaires because the researcher used a mixed-methods strategy.

## 2.4 Conceptual Framework

### Independent Variables



**Figure 2.1: Conceptual Framework on Development Programmes, Fundraising and Library Patronage**

**Source: Researcher's Conceptual Framework, (2022)**

The conceptual framework in Figure 1 above shows that the model has three major dimensions: Fundraising Strategies, Development Programmes and Library Patronage. In this study, library Patronage is the dependent variable, the measures are frequency of use and purpose of use. Fundraising strategies, an independent variable will be measured by fundraising pattern and need for fundraising while the second independent variable, Development programme will be measured by IFLA library development program (LDP) (2017)<sup>ii</sup> levels which are; opportunity, empowerment, expertise and advocacy. The intention of the research is to test the independent variables on library patronage.

In summary, most of the studies focus primarily or basically on Expertise and empowerment as indicated from the categories highlighted by the IFLA. Secondly, there are little or no literature that examines both library development programs and fundraising simultaneously on library patronage. By that this study would add to the existing literature by filling the highlighted gap above.

## Endnotes

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## **Chapter Three**

### **Methodology**

This chapter presented the methodology used in this study. It included the research design strategies employed, population, sample, data collection and operation of variables.

#### **3.1 Research Design**

This study adopted descriptive survey research as it attempted to study a subset of population at a point in time and to determine the development programmes and fundraising as a catalyst for increase in library patronage in public libraries in South West, Nigeria. The advantage of the design was robustness with respect to distribution of data, and it was easy to compute the detailed information that could be derived from the test; it was used in studies for which parametric assumptions could not be met, and its flexibility in handling data.

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

The population of this study consisted of one hundred and thirty-four (134) librarians which was the total number of librarians working in public libraries in South West, Nigeria. The breakdown of the population was provided in table 3.1 below.

**Table 3.1: Population Distribution**

<b>Institutions</b>	<b>Population</b>
1. Oyo State Library Board	29
2. Lagos State Library Board	26
3. Ogun State Library Board	25
4. Osun State Library Board	19
5. Ondo State Library Board	17
6. Ekiti State Library Board	18
<b>Total</b>	<b>134</b>

**Source: Researcher, 2021**

### **3.3 Sample and Sampling Technique**

The sample size of this research work was one hundred and thirty – four (134) librarians and three (3) Heads of user service unit public libraries in south west, Nigeria. This employed a total enumeration of all librarians in public libraries in south west, Nigeria.

### **3.4 Description of Research Instruments**

The instrument used was a structured questionnaire and interview schedule which was used to gather data from the respondents because it analyzed the structured questions and responses easily to achieve the study's objective. This study adopted the Likert scale design which allowed the researcher in listing options where respondents chose from.

The questionnaire of this study was made up of four sections.

**Section A:** This section was developed by the researcher to collect demographic information of respondents and this contained Bio-data of Respondents measured through

five factors; Gender, Age, Educational Qualification, Year of Experience and Position in department which is generally middle level.

**Section B:** Library Patronage scale was 16 items scale which indicated the level of patronage of the libraries. The scale is of four point which were : Very high = 4, High = 3, Low = 2, Very low = 1. The research instrument was divided into two sections to elicit responses on frequency of use, and purpose of use. The research instrument was adapted from literature on library patronage<sup>1</sup>.

**Section C:** Development Programmes scale which indicated how often the staff were been trained, which indicated how often staff were exposed to opportunity, empowerment and advocacy. This scale was a four-point response which were: Strongly Agree = 4, Agree = 3, Disagree = 2, Strongly Disagree = 1. The research instrument was adapted on development patronage<sup>2</sup>.

**Section D:** Fundraising scale which indicated source of funding of public libraries in South West, Nigeria whether they had good training design or not, how training impacted their job, and how often they were willing to go for training. The scale was also of four-point which were : Strongly Agree = 4, Agree = 3, Disagree = 2, Strongly Disagree = 1. This instrument was adapted from existing literature on fundraising<sup>3</sup>.

#### Interview Schedule

The developmental program had seven questions to be answered by head of users services, and six (6) question of fundraising patterns. Examples of question were stated below;

- i. Mention opportunities that your library developmental program has created over time regardless of gender, race, religion, disability and religious beliefs
- ii. Do you library support diversity among users
- iii. How often do your library empower user community through capacity building for their development
- iv. Do your work effectively with stakeholders all the time

The interview questions were extracted from the literature

### **3.5 Validation of Research Instrument**

The items for the instrument were gathered through related literature review and adaptation from questionnaires that had been used by other researchers. Both face and content product validity will be done with the input of the supervisor and other experts in the field of information management. Corrections made would be incorporated in constructing the final questionnaire and would be given out to the respondents for the study.

### **3.6 Reliability of the Research Instrument**

The researcher would be subjected the questionnaire to a reliability test to check internal consistency of all items measuring each variable in the study. The reliability of the instrument would be done through a pilot study using 30 copies of the questionnaire would be administered to librarians working in Kwara State Library Board which was not part of the study. The Cronbach Alpha would be reported.

### **3.7 Method of Data Collection**

A primary data would be collected to address the objectives of the study through a structured questionnaire in line with existing literature. This instrument worked well with a descriptive survey research mainly because it supported the collection of data regarding opinion and perception of respondents at a point in time on current issues.

Letter of introduction and project attestation form would be obtained from the Department of Information Management, Lead City University which would be used to gain permission to conduct the survey from the management of public librarians in South West, Nigeria (Oyo State Library Board, Lagos State Library Board, Osun State Library Board, Ekiti State Library Board, Ondo State Library Board, and Ogun State Library Board). A two (2) day training would be conducted for five (5) research assistants to ease the administration, retrieval and initial sorting of copies of the questionnaires. The researcher and research assistants worked with the HR of the each state library staff to ensure access while briefing them on the need for adequacy of responses and advantages embedded in the findings of the study. In all 134 copies of the questionnaires would be administered to staff of the six-state library board.

### **3.8 Methods of Data Analyses**

The researcher would analyze the data collected using the descriptive and inferential statistics. Descriptive statistics (mean, frequency distribution, standard deviation and

percentage) would be used to analyze research question one to five. Inferential analysis would be used to analyze null hypotheses one to two while multiple regression analysis would be used to analyze the third hypothesis. All hypotheses in the study were tested at level of 0.05 significance. The data collected for the study would be analyzed using Statistical Product for Services Solution (SPSS), Version 24. The qualitative aspect was analyzed through thematic analysis.

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## Chapter Four

### Results and Discussions of Findings

This chapter establishes the result of the analysis of data collected from the participants in the study and thoughts of outcomes arising from the study. This chapter involves the following; data presentation and analysis; answers to research questions; test of hypotheses and discussion of findings

#### 4.1 Data Presentation and Analysis

<b>Response Rate:</b>	<b>Frequency</b>	<b>Percent</b>
Sample Size:	134	100%
Total Questionnaire Distributed	<b>134</b>	<b>100%</b>
Total Questionnaire Retrieved	128	95.52%
Valid Questionnaire	128	95.52%

#### Demographic Characteristics of Respondents

The demographic data of the participants were collected and surveyed using descriptive statistics such as frequencies and percentages and presented in tables.

##### 4.1.1 Distribution of Respondents by Gender

**Table 4.1: Gender of Respondents**

### Gender of respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Female	71	55.5	55.5	55.5
Male	57	44.5	44.5	100
Total	128	100	100	

**Source: Field Survey, 2022**

The gender of librarians in public libraries in south west, Nigeria is indicated above. The table shows that going by a total of 128 public librarians surveyed in this study, 57(44.5%) were male while 71 (55.5%) were females. This confirms the notion that the profession, librarianship is one profession mostly dominated by the female gender.

**Table 4.2: Educational Qualifications of Respondents**

### Education of respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
ND	8	6.3	6.3	6.3
Bachelor's Degree	46	35.9	35.9	42.2
Masters' Degree	56	43.8	43.8	85.9
PhD Degree	18	14.1	14.1	100
Total	128	100	100	

**Source: Field Survey, 2022**

The table above indicates the educational qualifications of public librarians in south west, Nigeria. 8 of the total number of librarians hold the National Diploma. 46 of the total number of respondents claim to have the bachelor's degree while 56 hold the master's degree and 18 of the total number of respondents hold the doctorate degree. With this

educational qualification, it is pretty much okay to say that librarians in public university libraries in south west Nigeria are well educated. This implies that to a large extent this librarian are well informed about how what the library profession entails.

Also, with this level of educational qualification, it is not out of lace to say that these librarians are not just librarians but are professional librarians because they hold the bachelor's degree and the master's degree as well the doctorate degree. Only 8 out of the total number of respondents possesses the National Diploma certificate. These category of certificate holders can only be tagged as library officers or assistant librarians. But all in all, a good number of them hold educational qualifications which can make them to classify them as professional librarians.

**Table 4.3 Years of work Experience of Respondents**

<b>Work experience of respondents</b>				
	Frequency	Percent	Valid Percent	Cumulative Percent
5-10 Years of Experience	18	14.1	14.1	14.1
11-15 Years of Experience	29	22.7	22.7	36.7
16-20 Years of Experience	46	35.9	35.9	72.7
21-25 Years of Experience	20	15.6	15.6	88.3
26-30 Years of Work Experience	15	11.7	11.7	100
Total	128	100	100	

**Source: Field Survey, 2022**

In terms of work experience, librarians managing public libraries in south west, Nigeria are well experienced. 18 of the total number of librarians surveyed in this study, indicated that they have 5 to 10 years work experience. 29 expressed the fact that they already have 11 to 15 years of work experience. 46 respondents said they have already worked between 16 to 20 years work experience. 20 respondents indicated that they 15 of the librarians indicated that they have spent 26 to 30 years working as librarians in public libraries in south west, Nigeria. What this data suggests that to a very large extent, librarians working public libraries in south west, Nigeria are well experienced and have what it takes to actually speak objectively as regards what this study is trying to investigate into. Also, with this vast years of work experience, these librarians will really know their onions very as regards what librarianship ought to be in terms of operation.

**Job Level of Respondents**

	Frequency	Percent	Valid Percent	Cumulative Percent
Junior Level	12	9.4	9.4	9.4
Middle Level	84	65.6	65.6	75.0
Senior level	32	25.0	25.0	100
Total	128	100	100	

**Source: Field Survey, 2022**

The job level of librarians in public libraries in south west, Nigeria is shown in the table above. 12 librarians said they are in the junior level, while 84 said they are in the middle level, however, 32 indicated that they are in the senior level. Considering the fact majority of librarians are in the middle and senior level shows that to a large extent, the outcome of this study can be trusted to be devoid of bias. Many of the librarians are well

laced in their job and therefore response from these set of respondents should be taken seriously.

## 4.2 Research Questions

### 4.2.1 Research Question 1:

What is the level of library patronage in public libraries in south west, Nigeria?

Response on the level of Library patronage in Public Libraries in south west, Nigeria

Library Patronage	SA	A	D	SDA	
Std. Mean %			%	%	
<b>Frequency of Visit</b>					
The library is visited for assigned reading	31 24.2	27 21.1	55 43	15 11.7	.985 2.66
Users access the e-resources from outside the library	40 31.3	31 24.2	34 26.6	23 18	1.056 2.69
The library is visited during weekends	28 21.9	27 21.1	46 35.9	27 21.1	1.127 2.77
The available e-resources can only be accessed within the library environment	32 25	24 18.8	39 30.5	33 25.8	1.120 2.76
The library database are adequate for easy access outside the library	37 28.9	26 20.3	38 29.7	27 21.1	1.088 2.76
<b>Average Mean: 2.72</b>					
<b>Purpose of Visit</b>					
Patrons come to the library to consult resources	32 25	31 24.2	35 27.3	30 23.4	1.108 2.88
The library	26	30	46	26	1.049 2.63

management permit book lending	20.3	23.4	35.9	20.3		
The library program enhance preparation for exam	24 18.8	44 34.4	36 28.1	24 18.8	1.033	2.45
It enhance information literary skills	31 24.2	38 29.7	31 24.2	28 21.9	1.085	2.58

**Average Mean: 2.64**

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Grand Mean: 2.68

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**Source: Field Survey, 2022**

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Key: Strongly Agree(SA) =4, Agree (A) = 3, Disagree (D) = 2, Strongly Disagree (SDA) = 1  
 Decision Rule: 1.00 – 1.49 (Very low), 1.50 – 2.4 (Low), 2.50 – 3.49 (High), 3.50 – 4.00 (Very High)

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The first research question says “What is the level of library patronage in public libraries in south west, Nigeria?”. The level of patronage for public libraries in south west, Nigeria is just a little bit above average level of a scale of 1 to 4. The grand mean score of 2.68 serves as the determining value for the level of library patronage in public libraries in south west, Nigeria. Two factors which also served as the indicators of library patronage in this study must have actually contributed to this level of library patronage. The factors are: Frequency of visit and purpose of visit. Frequency of visit attracted an average mean score of 2.72 on a scale of 1 to 4. While purpose of visit as the second indicator attracted an average mean score of 2.68 on a scale of 1 to 4. A close look at both average mean scores of both indicators suggests that frequency of visit and purpose of visit was all within an average level. This mean must

have had a determining influence on the grand mean score of the variable – library patronage.

**Interview Question: Mention opportunities that your library developmental program have created overtime regardless of gender, race, religion, disability and religious beliefs.**

Ekiti State

Our library has been able to train librarians and assistant librarians in order for them to manage school libraries regardless of their gender.

Lagos state

In the state, we have 12 public libraries under the Lagos state public library board. The day to day running of the Lagos state public library board is being directed by the headquarters of the Lagos state library board. One of the developmental programmes here is the holiday reading program. It is organized for children between the age range of 6 to 13 years of age. This is to help them to have a good reading culture. This takes place between August and September of every year. The library in each part of the state will execute this developmental program. Another one is Lagos reads interschool quiz competition for students in public schools from age 6 to 13 years of age. The third one is the world book day. This programme is celebrated in 95 countries all over the world. We invite students to come to our headquarters and show us how they read. The fourth one is international literacy day. It is a day to honor public writers to discuss the importance of literacy. For librarians, we have workshops especially for those in the Nigerian Library Association chapter of the state. Librarians in the public sector library of the state also attend the Librarians' Registration Council of Nigeria (LRCN) programs.

Ondo State

We have a children section in our library. We don't discriminate. We are really diverse.

#### 4.2.2 Research Question 2:

What are the development programmes carried out by public libraries in South West, Nigeria?

Response on the development programmes carried out by public Libraries in south west, Nigeria

Development Programmes	SA	A	D (%)	SDA (%)	Std. (%)	Mean (%)
<b>Opportunity for all as an indicator of Library Developmental Programs</b>						
My library serves all people regardless of their race, national or ethnic gender.	34 26.6	37 28.9	36 28.1	21 16.4	1.046	2.59
My library does not exercise gender or sexual preferences when rendering services to their clients	40 31.3	31 24.2	34 26.6	23 18	1.099	2.83
My library does not exercise age, religion and disability preferences when serving their clients.	41 32	33 25.8	37 28.9	17 13.3	1.046	2.61
My library does not take cognisance of economic status and political beliefs of her clients when rendering services to them.	41 32	33 25	35 27.3	18 14.3	1.058	2.63
<b>Average Mean: 2.67</b>						
<b>Empowerment an indicator of Library Developmental Programs</b>						
My library encourages an academic environment where people from any background	45 35.2	29 22.7	32 25	22 17.2	1.114	2.69

can learn, create and innovate.

My library do support a culture of literacy and foster critical thinking and inquiry even within her parent institution.	49 38.3	31 24.2	31 24.2	17 13.3	1.072	2.65
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My library is socially and culturally inclusive.	38 29.7	23 18	48 37.5	19 14.8	1.065	2.65
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My library do support a culture of literacy and foster critical thinking and inquiry even within her parent institution.	23 18	37 28.9	42 32.8	26 20.3	1.010	2.59
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**Average Mean: 2.65**

**Advocacy as indicator of Library Developmental Programs**

My library do work effectively with many different stakeholder groups in different situations.	33 25.8	33 25.8	36 28.1	25 19.5	1.080	2.67
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My library do deliver programmes and services alongside local and national governments, community groups, charities, funding organizations and private and corporate enterprises.	35 27.3	33 25.8	32 25	28 21.9	1.112	2.55
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My library staff are agile actors who are able to work alongside others in government, civil society, business, academia and the technical community to help deliver policy goals.	51 39.8	26 20.3	29 22.7	22 17.2	1.137	2.52
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The development programs of my library is humanity friendly, goal achieving and promoting information literacy among every tribe in the country.	38 29.7	29 22.7	34 26.6	27 21.1	1.124	2.71
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**Average Mean: 2.61**

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Grand Mean: 2.64

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**Source: Field Survey, 2022**

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Key: Strongly Agree(SA) =4, Agree (A) = 3, Disagree (D) = 2, Strongly Disagree (SDA) = 1  
Decision Rule: 1.00 – 1.49 (Very low), 1.50 – 2.4 (Low), 2.50 – 3.49 (High), 3.50 – 4.00 (Very High)

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The second research question in this study centered on identifying various developmental programs existing public libraries in south west, Nigeria. The developmental programs existing in public libraries in south west, Nigeria was at an average level of 2.64 on a scale of 1 to 4. This implies that there were no much developmental programs carried out by public libraries in south west, Nigeria overtime. 3 factors could be responsible for this average level of developmental programs. These factors also served as the indicators used in measuring developmental programs in this study. The indicators are: Opportunity for all, empowerment and advocacy. Each of this indicator had a mean score of 2.67, 2.65 and 2.61 respectively on a scale of 1 to 4. This suggests that each of this indicator were just a little bit above average.

**Interview Question: Do your library support diversity among users?**

Ondo State

We support diversity of culture and we also embrace it.

Ekiti State

Yes we do. The library has been able to train librarians and assistant librarians for users.

Lagos State

Since we are a public library, we do support diversity of different categories of users. Our collection diversity of development policy says “Diversity for different kinds of demands”.

**Interview Question:** Mention ways by which your library advocate and engage stakeholders with the aim of strengthening the library for equitable access to sustain the user community.

Ondo State

Well, we have not done much in that regard.

Ekiti State

Yes we have made suggestions on library periods to be included in schools so that they can make use of the library effectively.

Lagos State

I will refer you to my answer to Question 1

**Interview Question: Do your library work effectively with stake holders all the time?**

Lagos State

Our stakeholders are our users and we are so concerned about them.

Ondo State

Apart from book aid international, we don't have relationship with any other stakeholder. We do have past relationship with Education Task Fund (ETF), but that is no longer in existence.

Ekiti State

Yes we work with Ministry of Education at all levels.

### 4.2.3 Research Question 3:

What are the fundraising strategies used by public libraries in South West, Nigeria?

Response on the fundraising strategies used by public libraries in South West, Nigeria

Fundraising strategies	SA	A	D	SDA		Std.	Mean
				(%)	(%)	(%)	(%)

**Fundraising Pattern of my Library**

My library has engaged in all manner of fundraising activities overtime.	34 26.6	35 27.3	36 28.1	23 18	1.065	2.71
My library do partner with many stakeholders who do provide strategic advice on how to raise funds for her library.	41 32	22 17	49 38.3	16 12.5	1.056	2.65
My library fundraising strategies has played a major role in contributing to the growth and development of my library.	34 26.6	33 25.8	43 33.6	18 14.1	1.024	2.36
My library staff do support various fundraising strategies that has been laid down by the library.	30 23.4	40 31.3	41 32	17 13.3	.985	2.49
I am aware of various campaigns sponsored by my library for fundraising.	36 28.1	31 24.2	33 25.8	28 21.9	1.119	2.57
I think various patterns that my library has adopted are effective and efficient.	36 28.1	30 23.4	46 35.9	16 12.5	1.020	2.52
My library staff are comfortable with the pattern of fundraising adopted by the library.	33 25.8	28 21.9	43 33.6	24 18.8	1.071	2.55
The pattern of fundraising that my library has adopted over time is pretty much supported by the management of my institution.	37 28.9	24 18.8	36 28.1	31 24.2	1.150	2.59

**Average Mean: 2.56**

### **Need for Library Fundraising**

Fundraising makes library services and librarianship more professional and valuable.	45 35.2	24 18.8	36 28.1	23 18	1.130	2.58
Fundraising improve efficiency of library services and operations.	40 31.3	26 20.3	39 30.5	23 18	1.105	2.44

Increase in the fortunes of a library is one need I see to serve as essence of fundraising for my library.	21 16.4	35 27.3	41 32	31 24.2	1.025	2.43
Acquisition of up-to-date materials serve as a need for fundraising for my library.	30 23.4	34 26.6	33 25.8	31 24.2	1.101	2.57
Procurement of state-of-the-art facilities serve as a major need for my library.	34 26.6	25 19.5	49 38.3	20 15.6	1.048	2.71
I think the major priority why my library should engage in fundraising should be basically user-centered	29 22.7	31 24.2	45 35.2	23 18	1.035	2.51
My library should engage in fundraising activities because of the need for the library to meet international standard of library operations in 21st century.	27 21.1	41 32	35 27.3	25 19.5	1.034	2.53
A major need why my library should engage in fundraising activities should be based on encouraging users to make more use of the library and for the library to be more attractive to her users as well.	35 27.3	32 25	34 26.6	27 21.1	1.105	2.44
<b>Average Mean: 2.53</b>						

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Grand Mean: 2.55

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**Source: Field Survey, 2022**

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Key: Strongly Agree(SA) =4, Agree (A) = 3, Disagree (D) = 2, Strongly Disagree (SDA) = 1  
 Decision Rule: 1.00 – 1.49 (Very low), 1.50 – 2.4 (Low), 2.50 – 3.49 (High), 3.50 – 4.00 (Very High)

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The third research question in this study is associated with fundraising pattern of public libraries in south west Nigeria. The grand mean score of fundraising strategies in this study recorded a grand mean score of 2.55 on a scale of 1 to 4. This means that the fundraising strategies adopted by public libraries in south west Nigeria is just recording

an average level of influence. Two indicators was used to measure fundraising strategies. These indicators are: Fundraising pattern and need for library fundraising. Each of this indicator attracted a mean score of 2.56 and 2.53 respectively on a scale of 1 to 4.

**Interview Question: Do you think various developmental programmes that your library has embarked on overtime has increased your library patronage?**

Ondo State

Yes, it has increased patronage especially for the science students association who use our facilities. Once they are done, they still come to use our facilities.

Ekiti State

Yes, it has increased our library patronage.

Lagos State

Yes, it has brought about increase in our library patronage. The way we measure our patronage is through the following: 1. Readers attendance, 2. Registration of new users and 3) Book consultation. At the moment, our Mushin public library is about to be equipped. Also Igbogbo Bayegun public library is about to be renovated as well Ikorodu public library.

**Interview Question: Kindly explain some fundraising strategies your library has embarked on overtime.**

Ondo State

We have not embarked on any overtime.

Ekiti State

Yes, we have made efforts in visiting banks and NGOs to come to our assistance.

Lagos State

We don't carry out fundraising. The state government frowns at such. Our funding comes from the state government. We try to solicit for funds from corporate organizations like MTN etc. but the funds have not been forthcoming.

**Interview Question : Can you tell if the developmental programmes offered by your library is friendly and goal achieving?**

Ekiti State

**Yes there are.** We have been able to train those sent to use effectively.

Lagos State

Yes it is humanly friendly. Especially through the programs we organize. We also reward those who do well.

Ondo State

Well we can't tell because some of the users come to the library for different needs.

**Interview Question: How often do your library empower user community through capacity building for their development?**

Ondo State

The one we can point out is that of readers coming to the library. We encourage reading culture in this regard.

Ekiti State

Yes we do that occasionally.

Lagos State

These are the programs identified in question 1.

**Interview Question 9: Why do you think your library needs to raise funds?**

Ondo State

Libraries need to raise funds because as an organization libraries need to procure information materials, journals, magazines for users to come around and use.

Ekiti State

Our library needs money so that our library can buy the materials they need.

**Interview Question: What are the various campaigns your library embarked on in order for the library to raise money for it to effective?**

Ondo State

**We don't** have any sponsor other than the state government.

Ekiti State

Yes we have done much through verbal campaigns, we have also gone on air to press home our demands.

**Interview Question: Does your library have state-of-the-art-facilities?**

Ondo State

We are still begging the state government to provide facilities for us.

Ekiti State

We don't have. We are still waiting for the state government to provide for us.

**4.3 Test of Hypotheses**

Ho<sub>1</sub>: There will be no significant influence of development programme on library patronage in

Public Libraries in South West, Nigeria.

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.035 <sup>a</sup>	.001	-.007	.51398

a. Predictors: (Constant), Developmental programs

**ANOVA**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.042	1	.042	.158	.692 <sup>b</sup>
	Residual	33.286	126	.264		
	Total	33.327	127			

a. Dependent Variable: library patronage

b. Predictors: (Constant), developmental programs

**Coefficients**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.613	.215		12.172	.000
	Developmental programs	-.031	.078	-.035	-.397	.692

a. Dependent Variable: library patronage  
**Source: Field Survey, 2022**

Finding out whether developmental programs will have any impact on library patronage is the first null hypothesis in this study. According to the hypothesis's findings, developmental programs will not be impacted by library patronage. The adoption of developmental programs will not affect library patronage, because the p value was greater than the level of significance. The basis for this conclusion is the p value, which has a value of 0.692 is greater than the level of significance (0.05), which serves as the benchmark to determine whether or not an independent variable would significantly affect the dependent variable. The researcher also accepted the null hypothesis as a result of this hypothetical outcome. The multiple correlation coefficient is calculated using the r value from the preceding table's model summary. This can be viewed as one metric for the accuracy of the dependent variable's prediction. In the table above, the r value is .035. Accordingly, there is a 35% chance that developmental programs will increase library patronage. This indicates that the prediction is a weak yet a positive one. The  $R^2$  value, which is the percentage of the variance in the dependent variables that can be explained by the independent variables, is shown in the "R Square" column.  $R^2$  is calculated using the model summary table, where it has a value of .001. This suggests that 1% of the variability of the dependent variable, library patronage, was explained by the independent variable, developmental programs. Other variables outside developmental programs as described in this study are responsible for the remaining 99%. Another significant component of the model summary table is the adjusted  $r^2$ . A value of -.007 in this context suggests that the predictor variable, developmental programs in this study, accurately

explains over 107% of the variation in the outcome variable. Based on the results of the test of the first null hypothesis, it can be concluded that public library patronage in south west, Nigeria will not be deeply affected by the developmental programs because other factors can also affect library patronage. The results of the initial null hypothesis test show that developmental programs will not affect library patronage other factors will definitely have an impact.

Ho<sub>2</sub>: There will be no significant influence of fundraising on library patronage in Public Libraries in South West, Nigeria.

#### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.429 <sup>a</sup>	.184	.178	.46458

a. Predictors: (Constant), Fundraising strategies

#### ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.132	1	6.132	28.410	.000 <sup>b</sup>
	Residual	27.195	126	.216		
	Total	33.327	127			

a. Dependent Variable: library patronage

b. Predictors: (Constant), Fundraising strategies

#### Coefficients

Model		Unstandardized Coefficients		Standardized	t	Sig.
		B	Std. Error	Coefficients		
1	(Constant)	1.344	.226		5.940	.000
	Fundraising strategies	.459	.086	.429	5.330	.000

a. Dependent Variable: library patronage

Source: Field Survey, 2022

Finding out whether the fundraising strategies will have any impact on library patronage is the second null hypothesis in this study. According to the hypothesis's findings, library patronage will be impacted by fundraising strategies. The p value, which has a value of .000 and is less than the level of significance (0.05), which acts as the benchmark to establish whether an independent variable would significantly influence the dependent variable or not, is the foundation for this conclusion. The adoption of fundraising strategies will affect library patronage, although in this instance the p value was low to the level of significance. This hypothetical result also prompted the researcher to reject the null hypothesis. The  $r$  value in the model summary table of the above table is being used to determine the multiple correlation coefficient. This can be considered to be one measure of the quality of the prediction of the dependent variable. The  $r$  value is .429 in the table above. This means that the level of prediction between fundraising strategies and library patronage is 42.9%. This means that the prediction is a positive average one. The "R Square" column represents the  $R^2$  value which is the proportion of the variance in the dependent variables that can be explained by the independent variables. From the model summary table, .184 serves as the value of  $R^2$ . This implies that the independent variable – fundraising strategies explained 18.4% of the variability of the dependent variable – library patronage. The remaining 81.6% is caused by factors other than fundraising strategies as included in this study. The adjusted  $r^2$  in the model summary table is another important factor in the model summary table. A value of .178 in this context indicates true 17.8% variation in the outcome variable is explained by the predictor variable, fundraising strategies in this study.

In conclusion from the test of the second null hypothesis, it can be deduced that fundraising strategies will definitely determine library patronage but at an average level as there are other factors that can determine library patronage. The results of the second null hypothesis test indicate that the adoption of fundraising strategies will undoubtedly affect library patronage, but only to a moderate extent because other factors can also affect library patronage.

Ho<sub>3</sub>: There will be no combined significant influence of development programme and fundraising on library patronage in Public Libraries in South West, Nigeria

#### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.431 <sup>a</sup>	.186	.173	.46588

a. Predictors: (Constant), fundraising strategies, developmental programs

#### ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6.197	2	3.098	14.275	.000 <sup>b</sup>
	Residual	27.131	125	.217		
	Total	33.327	127			

a. Dependent Variable: library patronage

b. Predictors: (Constant), fundraising strategies, developmental programs

#### Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	t	
1	(Constant)	1.445	.293		4.929	.000
	Developmental programs	-.039	.071	-.044	-.546	.586
	Fundraising strategies	.460	.086	.430	5.325	.000

a. Dependent Variable: library patronage

Source: Field Survey, 2022

This study's third null hypothesis comes from a joint viewpoint. According to the null hypothesis, "fundraising strategies and developmental programs will not have a combined effect on library patronage of public libraries in south west, Nigeria." Given that the "t" and "sig" columns in the table above contain the t-value and its related p-value. Respectively. According to the results of the tests shown in the table above, fundraising strategies is significant when  $p(.000) > 0.05$ , but developmental programs is not. This indicates that since the other variables are already present in the model, the explanatory variable, developmental programs is no longer meaningful. In other words, the model will significantly contribute to explaining library patronage if it exclusively adopts fundraising strategies.

#### **4.4 Discussion of Findings**

This study has three research questions, some interview questions and three hypotheses. The first research question was to find out about the level of library patronage in public libraries in south west, Nigeria. The findings has it that patronage of public libraries in south west, Nigeria is just a little bit above average. Two major factors was used to determine the level of library patronage in this study. They are frequency of visit and purpose of visit. The two indicators were visible in promoting library patronage but they were operating in operation just at an average level. Studies have revealed that frequency of visit and purpose of visit can actually determine library patronage <sup>1, 2</sup>. The second research question was about developmental programs existing in public libraries in south west, Nigeria. The study found that developmental programs of these public libraries in south west, Nigeria was a little bit above average. This implies that there were not much

developmental programs existing in public libraries in south west, Nigeria. Studies have actually shown that opportunity, empowerment and advocacy actually do bring about library patronage of libraries in general <sup>3,4,5</sup>. The third research question centered on the fundraising pattern of public libraries in south west, Nigeria. The study found that fundraising strategies was just at an average level.

The determinants of fundraising pattern as a variable in this study was in two ways. They are fundraising pattern and need for fundraising. Both of this indicators was also at an average level going by their average mean scores. Studies have also shown that when public libraries are funded, to a large extent it will bring about increase in patronage <sup>6, 7, 8</sup>. From a hypothetical point of view, developmental programs was found not to significantly influence library patronage of public university libraries in south west, Nigeria. This negates the findings of other studies <sup>9, 10, 11, 12</sup>. This also negates the response gathered from the interview conducted on heads of public libraries in south west, Nigeria. The heads of public libraries in south west, Nigeria are saying that due to various developmental programs carried out in the libraries, patronage has increased. The second hypothesis was to find out if fundraising strategies will bring about library patronage. The result showed that truly fundraising strategies will definitely amount to library patronage. Various studies have actually affirmed the position of this finding <sup>10, 11, 12, 13</sup>. Truly, from the response of heads of public libraries in south west, Nigeria, they clamored for massive funding for their libraries. They solely rely on their state governments to provide for them. However, this is not forthcoming. They also affirmed that if there is massive funding of their public libraries, to a large extent library patronage will be better off.

Lastly, from a joint hypothetical perspective, it was found in this study that only fundraising strategies will bring about library patronage and not developmental programs.

### **Discussion on interview conducted on heads of public libraries in south west, Nigeria**

The heads of public libraries in south west, Nigeria were interviewed as regards developmental programs, fundraising patterns and library patronage. Out of the six states in the south west region of the country, only 3 heads of public libraries were available to react to the questions asked them. The three states available were: Lagos, Ondo and Ekiti states. The first question says “Mention opportunities that your library developmental program have created overtime regardless of gender, race, religion, disability and religious beliefs”. From the response given by each of the state available to respond, Lagos state has a robust and comprehensive developmental programmes that has created opportunities for their users in various capacities. The head of the public library in the state mention three different programs that they have created for their users. Ekiti state claimed that they train librarians and assistant librarians. This response by Ekiti state is not really addressing the question posed as regards developmental programs. Ondo state said that they have a section for children in the library. From the response to this question, only Lagos and Ondo states have a clear cut developmental program in the context of opportunities. The second question is centered on how public libraries support diversity among their users. The three states responded in the affirmative. That is, they do support diversity. But again, Lagos state gave an elaborate explanation on how they support diversity. The response was also in line with their policy on collection development. A third question asked was based on how public libraries empower user community

through capacity building. Lagos state made reference to the answer that was giving to the first question. Ondo state said that they encourage reading culture while Ekiti state said they do that occasionally. Another question talks about how libraries work effectively with stakeholders all the time. Lagos state seem to be so passionate about their users. The response was that their stakeholders are their users. Ondo state gave a shocking response to this question. The response was that they don't have any relationship with any stakeholder. Ekiti state's response was that they work with the state ministry of education at all levels. In terms of if developmental programmes offered by public libraries is friendly and goal achieving.

The three states actually affirmed that their developmental programs are quite friendly. Ondo state are of the view that their public libraries have not done much as regards advocating and engaging stakeholders with the aim of strengthening the library for equitable access to sustain user community. Ekiti state said they have made suggestions to include library periods in schools so that they can make use of libraries effectively. Lagos state still made reference to their response to the first question. All the three states said that considering all manner of developmental programs they have introduced over time, the use of their public libraries have increased over time. In terms of fundraising, strategies embarked upon overtime, Ondo state said they have not embarked on any fundraising overtime. Ekiti state said that have made efforts in visiting banks and NGOs to come to their assistance while Lagos state said that the state government do give funds to their libraries but that the state government frowns at them raising funds for their libraries. Ondo state and Ekiti state said that they need funds for their libraries so that they can be able to purchase materials for their libraries. Also Ondo state said that their

major sponsor is the state government while Ekiti state said that they campaign through verbal campaigns majorly. Both Ondo and Ekiti state said that they don't have state of the art facilities in their respective public libraries.

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#### Endnotes

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## **Chapter Five**

### **Conclusion**

#### **5.1 Summary of Findings**

This study centered on examining the contribution of developmental programs and fundraising strategies towards library patronage of public libraries in south west, Nigeria.

The study made use of both quantitative and qualitative research design methods. A total number of 128 librarians in public libraries in south west, Nigeria participated in the study. Also, three heads of public libraries out of the six heads of public libraries served as interviewees for the aspect of the qualitative approach. The following were precise findings as gathered by this study.

- i. Developmental programs that has been carried out in public libraries in south west, Nigeria existed at an average level.
- ii. Fundraising strategies carried out in public libraries south west, Nigeria also existed at an average level.
- iii. The level of library patronage in public libraries in south west, Nigeria was also at an average level.
- iv. State governments of in south west, Nigeria have not carried out massive funding of their public libraries.
- v. Lagos state has a robust developmental program for users of her public libraries especially users in the secondary school level.
- vi. Developmental programs of public libraries in south west, Nigeria was found not to significantly influence library patronage.
- vii. Fundraising strategies was found to significantly influence library patronage of public libraries in south west, Nigeria.

From a joint perspective, only fundraising strategies was found to significantly influence library patronage of public libraries in south west, Nigeria.

## **5.2 Conclusion**

This study has been able to expose how important development programs and fundraising could be to bring about library patronage. The study showed that fundraising strategies plays a crucial role in contributing to the library patronage level of public libraries. Without development programs but with adequate funding of public libraries, library patronage will still be on the increase. Public libraries need to be adequately funded as this will encourage all manner of categories of users to always patronize public libraries.

### **5.3 Recommendations**

- i. State governments in south west, Nigeria need to massively fund public libraries in their states. This will bring about massive increase in public library patronage.
- ii. State of the art facilities need to be purchased for public libraries in order for it to be attractive to users of all categories of all levels.
- iii. Heads of public libraries in the country should be allowed by their various state governments to organize fundraising campaigns in order for their libraries to raise money to fund their libraries and everything as regards funding should not come from the government alone.
- iv. Public libraries should map out clear cut developmental programs that will clearly promote activities in their libraries for more patronage.
- v. Public libraries in Nigeria should always embark on international developmental programs. When this is done, it will expose the bests of public libraries in the country internationally.

### **5.4. Contribution to Knowledge**

This study has shown that fundraising strategies will go a long way to reposition public libraries in south west, Nigeria for excellence and what it supposes to be. Public libraries

cannot do without funds to operate effectively as well as developmental programs as well. Funding of public libraries should come from all stakeholders and not only state governments.

### **5.5 Suggested Areas for Further Studies**

For the development of public libraries in the country, researchers can expand the scope of this study in the following areas:

1. The effects of media campaigns on developmental programs for library patronage in south west, Nigeria.
2. Qualitative approach in investigating turn over intention of librarians in public libraries in the state.
3. Fundraising strategies of state governments towards repositioning public libraries in south west, Nigeria.

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**Lead City University**

**Faculty of Communication and Information Sciences (FCIS)**

**Department of Information Management**

Dear Respondent,

I am a Master's student of the above-named institution gathering data for the purpose of academic research on the topic "Development programmes, Fundraising strategies on Library Patronage in Public Libraries in South West, Nigeria. To achieve this, your optimum cooperation is needed; there are no right or wrong answers. All your responses will be kept confidential and use for research purpose only.

Thank you.

Oyedoyin Faith Eruemolo

**Section A: Demographic Information**

Gender: Male ( ), Female ( )

Age: 20 – 25 ( ), 26 – 30 ( ), 31 – 35 ( ), 36 – 40 ( ), 41-45 ( ), 46 and above ( )

Educational Level: ND ( ) Bachelor’s degree ( ) Master’s degree ( ) Ph.D ( )

Years of experience: 5 – 10 ( ), 11 – 15 ( ), 16 – 20 ( ), 21 – 25 ( ), 26 - 30 ( )

Job Level: Junior ( ) Middle ( ) Senior ( )

**Section B: Development Programmes that are available for staff of the Six-State library board**

The statement in this section concerns development programmes as applicable to the library. Please kindly tick the one that is objectively related to your library. The scale of response is in 4 point Likert-type in the following format: SA = 4, A =3, D =2, SD =1

<b>Developmental Programs of my Library</b>		<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>
		<b>(4)</b>	<b>(3)</b>	<b>(2)</b>	<b>(1)</b>
<b>S/N</b>	<b>Opportunity for all as an indicator of Library Developmental Programs</b>				
1.	My library serves all people regardless of their race, national or ethnic gender.				
2.	My library does not exercise gender or sexual preferences when rendering services to their clients.				
3.	My library does not exercise age, religion and disability preferences when serving their clients.				
4.	My library does not take cognisance of economic status and political beliefs of her clients when rendering services to them.				
<b>Empowerment an indicator of Library Developmental Programs</b>					
5.	My library encourages an academic environment where people from any background can learn, create and innovate.				
6.	My library do support a culture of literacy and foster critical thinking and inquiry even within her parent institution.				
7.	My library is socially and culturally inclusive.				
8.	My library do support a culture of literacy and foster critical thinking and inquiry even within her parent institution.				
<b>Advocacy as indicator of Library Developmental Programs</b>					
9.	My library do work effectively with many different stakeholder groups in different situations.				
10.	My library do deliver programmes and services alongside local and national governments, community groups, charities, funding organizations and private and corporate enterprises.				
11.	My library staff are agile actors who are able to work alongside				

	others in government, civil society, business, academia and the technical community to help deliver policy goals.				
12.	The development programs of my library is humanity friendly, goal achieving and promoting information literacy among every tribe in the country.				

### Section C: Fundraising Strategies of my library

The statement in this section concerns the fundraising strategies in your library. Please kindly tick the one that is objectively related to your library. The scale of response is in a four scale Likert-type format: Strongly Agree (SA) = 4, Agree (A) = 3, Strongly Disagree (SD) = 2, Disagree (DA) = 1. Answer by selecting one of the alternatives 4,3,2,1

Items on Fundraising Strategies of My library		SA (4)	A (3)	D (2)	SD (1)
S/N	<b>Fundraising Pattern of my Library</b>				
1.	My library has engaged in all manner of fundraising activities overtime.				
2.	My library do partner with many stakeholders who do provide strategic advice on how to raise funds for her library.				
3.	My library fundraising strategies has played a major role in contributing to the growth and development of my library.				
4.	My library staff do support various fundraising strategies that has been laid down by the library.				
5.	I am aware of various campaigns sponsored by my library for fundraising.				
6.	I think various patterns that my library has adopted are effective and efficient.				
7.	My library staff are comfortable with the pattern of fundraising adopted by the library.				
8.	The pattern of fundraising that my library has adopted over time is pretty much supported by the management of my institution.				
	<b>Need for Library Fundraising</b>				
1.	Fundraising makes library services and librarianship more professional and valuable.				
2.	Fundraising improve efficiency of library services and operations.				
3.	Increase in the fortunes of a library is one need I see to serve as essence of fundraising for my library.				
4.	Acquisition of up-to-date materials serve as a need for fundraising for my library.				
5.	Procurement of state-of-the-art facilities serve as a major need for my library.				
6.	I think the major priority why my library should engage in fundraising should be basically user-centred				
7.	My library should engage in fundraising activities because of				

	the need for the library to meet international standard of library operations in 21 <sup>st</sup> century.				
8.	A major need why my library should engage in fundraising activities should be based on encouraging users to make more use of the library and for the library to be more attractive to her users as well.				

### **Interview Questions for Head of User's unit**

#### **Developmental Programme**

1. Kindly mention opportunities that your library developmental programmes have created overtime regardless of gender, race, religion, disability, political belief and sexual preferences of users
2. Do your library support or encourage diversity among users?
3. How often do your library empower the user communities through capacity building for the development
4. Do your library work effectively with difference stakeholders all the time
5. Can you tell if the developmental programmes offered by your library is humanity friendly and goal achieving
6. Mention ways by which your library advocate by engaging all relevant stakeholders with the aims to strengthen the ability of the library for equitable access to sustaining the user communities.
7. Do you think various developmental programmes that your library has embarked on overtime has increased library patronage?

#### **Fundraising Pattern**

1. Kindly explain some fundraising strategies your library has embarked on overtime
2. Why do you think your library needs to raise funds?
3. What are the various campaigns sponsored by your library in order for fundraising to be effective
4. Do you think the fundraising strategies that your library has embarked on overtime has increased library patronage?

5. Can you tell us if fundraising strategies offered by your library has really been worth it?
6. Do your library have state of the art facilities. If yes, state these facilities

### **Biodata**

#### **1. Personal Data**

Name: OYEDOYIN Faith Eruemolo  
Address: No 46 Alhaji- Idowu street,  
Akowonjo, Lagos  
E-mail: [faith.e.oyedoyin@gmail.com](mailto:faith.e.oyedoyin@gmail.com)  
Phone No: 08033672113  
Date and Place of birth: October 9, 1982/Somolu,  
Lagos  
Nationality: Nigeria  
Local Government: Orhiomwon  
Sex: Female

Marital Status: Married

**2. Schools Attended with Dates**

- |  |            |
|--|------------|
| (a) Lead City University, Ibadan,            | 2019-2022  |
| (b) Delta State University, Abraka.          | 2006--2010 |
| (c) Gbagada Grammar School, Gbagada, Lagos   | 1993-1999  |
| (d) Ajidagan Primary School, Gbagada, Lagos. | 1987- 1993 |

**Academic Qualification with Date**

- |                                       |      |
|---------------------------------------|------|
| NYSC Certificate                      | 2011 |
| Bsc                                   | 2010 |
| Secondary School Leaving Certificate. | 1999 |
| Primary School Leaving Certificate.   | 1993 |

**Professional Membership**

Nil

**Working Experience with Dates**

1. Industrial Training at the  
Main Library of Delta State University, Abraka Dec. 2009 – Mar. 2010

Job description include but not limited to:

Indexing and Abstracting;

Shelving and Shelf-Reading;

Cataloguing and Classification of Library Materials

2. Library Officer in the Department of Library and information Science Training Library

Federal Polytechnic, Offa, Kwara  
2012

Aug. 2011 – June

Job description include but not limited to:

Shelving and Shelf-Reading;  
Reference Services

3. Librarian at Kingdom Heritage Model School,  
Ring Road, Osogbo, Osun State  
2018

Sept. 2013 – Aug.

Job description include but not limited to:

Ordering and receiving of Pupil's books and other library materials;

Charging and discharging of books;

Shelving and Shelf-Reading;

Devising and implementation systems for efficient library operation to ensure optimum  
user access to information resources

Preparing and administering the library budget;

Evaluating and reporting on library progress;

Managing the school's information resources and services to facilitate learning/teaching.

4. Head Teacher at kingdom Heritage Model School,

Ring Road, Osogbo, Osun State

Sept. 2018

Job description include but not limited to:

General Administration and Management

5. Facility Manager at Blooming Lights Montessori School, Omole Estate, Lagos June  
2021 till date

Referees will be provided on request.

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**Signature**

---

**Date**

### **University Compliance Certification**

This is to certify that this Thesis written by OYEDOYIN Faith Eruemolo with Matriculation No. **LCU/PG/001065** in the Department of Information Management of the Faculty of Communication and Information Sciences, Lead City University, Ibadan is in full compliance with the approved University format and style.

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**Signature**

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**Date**

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### List of Acronyms

Abbreviations	Meaning
LDP	- Library Development Programme
TBL	- Triple Bottom Line
ICT	- Information Communication Technology
SWOT.	- Strengths, weakness, opportunities, and threats

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