

INFLUENCE OF SOCIAL INTELLIGENCE IN ENHANCING LIBRARY USE ACTIVITIES IN UNIVERSITY OF LAGOS LIBRARY, AKOKA

By

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Abstract

This study examines the influence of social intelligence on the enhancement of library activities among the library users of the university of Lagos Library, Akoka, Nigeria. The study is expected to assist in the creation of new experiences and vistas for the library staff and users. The study's main objectives, research questions and hypotheses were explored. The study is descriptive survey research. A total of 200 (Two hundred) respondents were used in this study using the simple random selection technique. The mean, standard deviation and t-test statistical instrument were used to test the null hypothesis at 0.05 level of significance. The results showed that there was a significant awareness of the use of social intelligence on library activities among library users in the University of Lagos Library, Akoka, Nigeria and also there was equally significant influence of social intelligence on the enhancement of library activities among users of the University of Lagos Library, Akoka. The study concluded that the creation of awareness in the use of social intelligence would improve library activities in Nigerian tertiary institutions. The study recommends by extension that the application of social intelligence should be a must, to enhance the library activities in the higher institutions in Nigeria.

Keywords: Awareness, Libraries Activities, Library Users, Social Intelligence, University of Lagos library

Introduction

Libraries have started to change their role in the information-seeking space from collection developers to content managers by adopting and utilizing the many technologies available to remain relevant, particularly in the current technological era as information providers and promoters of value-added services. To help users get the most out of their educational experience, academic libraries have worked hard to create more engaging and dynamic services. They have also entered the online social network scene by providing direct links from their corporate library websites to support service delivery and customer marketing. This has been observed by Khan and Du (2017) and Awang (2012). With increasing needs and a variety of requests from users, the integration of social intelligence into

library operations is becoming more and more appealing. By facilitating the development of novel experiences for library patrons and other stakeholders, the application of social intelligence to library services will help libraries gain more legitimacy and recognition in a variety of social contexts. The capacity to get along with people, form connections, and traverse social contexts is generally referred to as street smarts, or social intelligence, according to Balkhi (2020) and Albrecht (2006).

The ability of library management to get along with users and stakeholders, comprehend what drives people to use information resources, and establish strong, harmonious, and dependable relationships are all components of social intelligence. It also involves navigating the social environment concerning the characteristics of users that are most prevalent in the community where the library is located. All efforts put into social intelligence are geared towards users' satisfaction and key elements of social intelligence according to Riggio (1986) are as listed below: Verbal fluency and conversational skills; Knowledge of social roles, rules, and script; Effective listening skills; Understanding of what makes other people to tick; Role-playing/social self-efficacy, and Impression management skills.

Therefore, Morin (2020) confirms that libraries must develop, adapt, improve, and maintain methods and strategies to fully understand and be sensitive to the lifestyles of both their active and potential users. These efforts also improve literacy skills among society members, bridge information gaps between members and the needs of the community and offer high-quality and trustworthy information services. These efforts are necessary due to the diverse social characteristics of library users.

The integration of social intelligence into library services in Nigeria is hindered by several issues and dangers, including a lack of technological know-how, technophobia, data privacy and security, inadequate funding for librarians, a lack of ICT collaboration and policy guidelines, and an unstable power supply Ari (2006). Moreover, different expectations from library patrons, management demands, changes in library services because of digital technology, and other limitations can all pose problems for librarians' emotional well-being. This is because a librarian's job is to enhance productivity within an organization, and empathy plays a major role in this regard.

Statement of the Problem

People's reading habits and library usage have been negatively impacted by the swift advancement of technology, which has had a profound impact on university students. As a result, the library is undergoing a significant transformation, and the librarian must be emotionally stable to handle a range of needs. Also, they frequently must distinguish between various people's feelings and modify their sentiments and emotions accordingly, which could impair their effectiveness if disregarded.

The problem of the study is to comprehend the significance of social intelligence factors in service delivery and their effect on librarians' emotional well-being. This will facilitate a better understanding of the challenges librarians face in providing services and how social intelligence can be used to lessen their suffering. The researcher decided to investigate how social intelligence affects library activities at the University of Lagos, Akoka, Nigeria.

Research Questions

Three research questions were raised and answered.

1. What is the influence of awareness of the application of social intelligence on library activities among library users of the University of Lagos Library, Akoka, Lagos, Nigeria?
2. To what extent is the influence of social intelligence on the enhancement of library activities among library users in the University of Lagos, Library, Akoka, Lagos, Nigeria?
3. What are the challenges associated with the application of social intelligence for the enhancement of library activities among library users of the University of Lagos Library, Akoka, Lagos, Nigeria?

Research Hypotheses

Two null hypotheses were formulated and tested.

- (1) There is a significant influence of awareness of the use of social intelligence on library activities among library users at the University of Lagos Library, Akoka, Lagos, Nigeria.
- (2) There is no significant influence of social intelligence on the enhancement of library activities among users of the University of Lagos Library, Akoka, Lagos, Nigeria.

Review of Literature:

Amos and Dandy (2021) noted the various ways that libraries serve people. The researchers claim that one of the main purposes of libraries is to facilitate access to knowledge and that libraries perform a variety of streamlined activities in this regard. Libraries also play various responsibilities in the acquisition, preservation, and organization of information that has been gathered, as well as in enabling important users to read and use that material for personal or academic purposes. Libraries have traditionally been at the core of the

infrastructure supporting culture and research, to use Barnes' words (2020). Since libraries are the primary sources of primary and secondary information that can spur advancements and innovations in both academia and humankind, it is assumed that they are the custodians and guardians of the documentary heritages of today's world.

Furthermore, libraries are socially important notions that function inside social systems, according to Amos (2021). The researcher went on to say that, in any industrialized or emerging nation, such as Nigeria, libraries have a vital role to play in the growth of postsecondary institutions. The researchers also proposed that by considering and comprehending the unique economic, religious, demographic, political, psychographic, and social factors that dominate the activities and interactions in higher institutions, libraries can fulfill their natural mandates or functions in the tertiary institutions where they are housed.

Elias and Penny (2018) propose that libraries may effectively cater to and remain relevant to the reading community by embracing social intelligence, which capitalizes on social connections and users' growth. For example, social intelligence—also known as street smarts—is the capacity to get along with people by forming strong bonds and skillfully navigating social settings. According to Mundi (2020), social intelligence is the management of a library's capacity to get along with its employees, patrons, and other stakeholders. It also involves understanding what drives people to use specific information resources to establish a positive, dependable, and strong rapport that can foster productive social environments for these groups of people and other important stakeholders in Nigerian library institutions.

A library serves or plays social, cultural, and political roles to lessen inequalities in the society or educational environments where libraries are located, according to Reuben and Ford (2018). Libraries are much more than just places where information and knowledge are

gathered and transacted for academic achievement. Additionally, they asserted that libraries are essential to the goals and advancement of any respectable society with a strong intellectual foundation. This is because libraries are establishments that offer information in a variety of concepts, sizes, and forms to satisfy the information requirements of Nigerian educational and general societies.

According to Anyanwu (2017) and Longe (2019), libraries act as the intellectual backbone of any given tertiary community, supporting, enhancing, projecting, and sustaining its intellectual development. For it to expand, grow, and provide users with quick access to knowledge, the library is therefore necessary. The users can implement the knowledge they have received as excellent resources thanks to this easily accessible information. The need for knowledge and information means that libraries' main duty is to be the source of accurate information and useful resources that are pertinent to the demands of stakeholders, staff, and clients (Aloy, 2020).

Individuals who reported being motivated by success demands were more likely to have a high perceived ability to control their emotions, according to research by Iyal et al. (2021). Librarians are therefore encouraged to consider how they might do even better in their library when they consistently receive good feedback (achievement orientation) for their efforts from management and users.

Research Methodology

The present study utilized a descriptive survey approach, utilizing structured questionnaire to gather pertinent data from participants. For the study, two hundred (200) respondents in all were chosen. The respondents were chosen using a stratified sampling process that included a cap-and-draw selection investigation. Information from participants

who were library users was gathered using a standardized questionnaire. The two proposed null hypotheses were tested at the 0.05 significant level using the t-test, an inferential statistical technique, while the mean and standard deviation were employed to evaluate the descriptive data. formulated null hypotheses at 0.05 significant level.

Results.

Research Question One: What is the influence of awareness of the application of social intelligence on library activities among library users of the University of Lagos Library, Akoka, Nigeria?

Table One: Influence of awareness of the application of social intelligence on the library activities among library users of the University of Lagos Library, Akoka, Nigeria

S/N Items	Agree	Disagree	Total/%
1. I am aware of the use of social intelligence in library activities	120 60%	80 40%	200 100%
2. Being aware of the use of social intelligence is good for effective library activities	140 70%	60 30%	200 100%
3. Library activities without the awareness of the use of social intelligence are ineffective.	100 50%	100 50%	200 100%
4. I am highly aware of social intelligence, but have not used it to carry out library activities.	111 55%	90 45%	200 100%

Table one results show that 60% of the respondents agreed that they were aware of the use of social intelligence in library activities, while 30% of them disagreed with the item. Also, it was the opinions of 50% of the samples that being aware of the use of social intelligence is good for effective library activities, while 50% of the respondents disagreed with the opinion. Equally, the opinions of 55% of the respondents showed that library activities without the awareness of the use of social intelligence are ineffective, while 45% of them did not agree with the view.

Hypothesis One: There is a significant influence of awareness of the use of social intelligence on library activities among library users at the University of Lagos Library, Akoka, Nigeria. The result of the analysis is shown in Table 4.

Table Two: T-test analysis of awareness of the use of social intelligence in library activities among library users in the University of Lagos Library, Akoka, Nigeria.

Variables	N	Mean	SD	Df.	t-cal.	t-crit.
Users' awareness	50	27.18	15.01	198	4.11	1.98
Social intelligence	150	79.14	29.32			

***P<0.05.**

Results on Table two show that the value of t-calculated 4.11 is higher than the value of t-critical 1.98 given 198 degrees of freedom at 0.05 level of freedom. This further indicated that there is a significant influence of awareness of the use of social intelligence on library activities among library users in the University of Lagos Library, Akoka, Nigeria.

Hypothesis one was tested using the independent t-test statistical tool at 0.05 level of significance. The result showed that there was a significant influence on the awareness of the use of social intelligence in library activities at the University of Lagos Library, Akoka, Nigeria. Linus (2021) asserts that students who embrace and adjust to social intelligence make appropriate and efficient use of libraries in postsecondary institutions.

The use of social intelligence, according to Benson (2019) and Zimmerman and Chang (2018), is to help library users—especially management and staff—effectively relate to one another for the highest outputs or results in higher education. Scholars like Golden and Donatus (2020) contend that utilizing social intelligence as a necessary condition for engaging in rich activities in libraries requires awareness. Academic libraries in Nigeria's higher education institutions would expand and flourish because of social intelligence knowledge and application.

Research Question Two: To what extent is the influence of social intelligence on the enhancement of library activities amongst library users at the University of Lagos Library, Akoka, Nigeria?

Table Three: Influence of social intelligence on the enhancement of library activities amongst library users at the University of Lagos Library, Akoka, Nigeria.

S/N	Items	Agree	Disagree	Total/%
5	Social intelligence can influence the activities of library users positively.	130 65	70 35	200 100%
6.	Good library users must develop their interests in the use of social intelligence for effective results.	150 75	50 25	200 100%
7.	Personal interest is of great essence for the effective application of social intelligence for library activities among users.	111 55	9 45	200 100%
8.	Without the proper use of social intelligence, library users do many activities in the library.	130 65	7 35	200 100%

In table Three, the results showed that 65% of the respondents agreed that social intelligence can influence the activities of library users positively, while 35% of them disagreed with the opinion as presented. Also, the views of 75% of the respondents agreed that good library users must develop their interest in the use of social intelligence for effective results and 25% of them disagreed. Similarly, 55% of the respondents affirmed that personal interest is of great essence for the effective application of social intelligence for library activities among users, while 45% of them disagreed with the opinion. In another development, 65% of the respondents affirmed that without proper use of social intelligence, library users do many activities in the library, and 35% of them did not agree with the opinion presented.

The responses on the table indicated that there is an influence of social intelligence on the enhancement of library activities amongst the library users at the University of Lagos Library, Akoka, Nigeria.

Hypothesis Two: There is no significant influence of social intelligence on the enhancement of library activities among staff and users of the University of Lagos Library, Akoka, Nigeria. The hypothesis was tested using the t-test statistical tool at 0.05 alpha level. The result is presented in Table five.

Table Four: Influence of social intelligence on the enhancement of library activities among users of the University of Lagos Library, Akoka, Nigeria.

Variables	N	Mean	SD	Df	t-cal.	t-crit.
Social Intelligence	50	25.22	14.12	98	4.91	1.98
Enhancement of library Activities	150	78.54	26.09			

***P<0.05**

Result on Table four indicates that the value of t-calculated 4.91 is higher than the value of t-critical 1.98 given 198 degrees of freedom at 0.05 level of freedom. This further indicated that there *is a* significant influence of social intelligence on the enhancement of library activities among users of the University of Lagos Library, Akoka, Nigeria.

The outcome of the study demonstrated that social intelligence applied to library use in Nigerian higher education institutions can enhance the activities of library users. In their talks about social intelligence and productive library operations, Ethelbert (2018) and Nuhak and Padhi (2019) claimed that consistent application of social intelligence can support the development and expansion of libraries in Nigerian postsecondary institutions. Additionally, Jimoh (2019) and Orji and Anyira (2021), social intelligence is a superior concept when it comes to people in a certain group. Social intelligence serves as a means of ensuring that managers, employees, and other library users collaborate and work together.

Research Question Three: What are the factors associated with the application of the social intelligence for the enhancement of library activities among library users at the University of Lagos Library, Akoka, Nigeria?

Table Five: Factors Associated with the application of the social intelligence for the enhancement of library activities among library users at the University of Lagos Library, Akoka, Nigeria.

S/N Items	Agree	Disagree	Total/%
9. Lack of awareness of the use of social intelligence in library activities is a great setback for library activities	120 60	80 40	200 100%
10. Being aware and not using social intelligence is not good for effective library activities	140 70	60 30	200 100%
11. Users' lack of interest in the use of social intelligence is contributing to the ineffective library activities.	100 50	100 50	200 100%
12. The non-application of social intelligence amongst library users is slowing down library activities in Nigeria.	111 55	90 45	200 100%

Results Table Five show that 60% of the respondents agreed that lack of awareness of the use of social intelligence in library activities is a great setback for library activities, while 30% of them disagreed with the item. Also, it was the opinions of 50% of the samples that being aware and not using social intelligence is not good for effective library activities, while 50% of the respondents disagreed with the opinion. Equally, the opinions of 55% of the respondents showed that users' lack of interest in the use of social intelligence is contributing to ineffective library activities, while 45% of them did not agree with the view. The above responses indicated that many factors are responsible for the non-application of social intelligence for the enhancement of library activities among library users in the University of Lagos, Akoka, Nigeria.

Conclusion

Library management and library users can carry out their library activities seamlessly by adopting the use of social intelligence as this will enable them to achieve a level of effectiveness in their library activities in higher institutions. This is centered on the examination of awareness of the use of social intelligence on library users' activities in higher

institutions. Two null hypotheses were tested, and the results were: there is a significant influence of awareness on the use of social intelligence on library activities in tertiary institutions. Also, it was concluded that a significant influence of social intelligence on the enhancement of library activities among staff and users of the University of Lagos Library, Akoka, Nigeria. These conclusions mean that the use of social intelligence obviously, improves the activities in the institutional libraries in Nigeria.

Recommendations

- 1) The management of the University of Lagos Library, Akoka should concentrate their attention and resources equally on figuring out how personnel and patrons in the libraries could employ social intelligence to have productive library operations.
- 2). Library management should also work with stakeholders to develop strategies for introducing, utilizing, adapting, and developing social intelligence—the newest tool in human management and administration.
- 3) All library heads of departments, staff and other stakeholders should be exposed to external and internal conferences, workshops, and seminars.
- 4) Individuals must exercise discretionary effort in taking charge of their personal growth to prevent the depreciation of human resources through training and retraining

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