

EVALUATING THE RELATIONSHIP BETWEEN PLANNING, ORGANIZING, AND LIBRARY SERVICE PROVISION IN SOUTH-EAST NIGERIAN UNIVERSITIES

By

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Abstract

This study investigates the relationship between planning, organizing and the provision of library services to university undergraduates in South-East Nigeria. A correlational design was adopted, and data were collected from 375 students and 202 librarians using a modified Likert rating scale. Three research questions and two hypotheses guided the study. A correlational design was employed. Data collection was based on 4-point modified Likert Rating Scale. The population of the study was 19,390 comprising librarians and students. This is made up of 19,188 students and 202 librarians. Multi-stage sampling technique was adopted for the study. The sample size for the students in this study was 375. This is in relation to Krejcie and Morgan's (1970) table for determining sample size. The researcher adopted the census enumeration sampling technique to select the population of 202. T-test was used for hypotheses at a 0.05 significance level and correlation coefficients for research questions. The results showed a high and very strong

positive relationship between planning, organizing, and provision of library services. The study recommends continuous implementation and reinforcement of measures to enhance library services at a very high extent.

KEYWORDS: Academic libraries, planning, organizing, provision of library services, undergraduates

Introduction

Libraries and other information center have, over the years, accepted and improved many management principles from business, industry, and government. Libraries and information centers have been mandated to do so. In all cases, however, library managers have tried to adopt proven principles from the non-library world that they think will add to the successful operation of their organizations. There is a difference between most libraries and businesses because almost all libraries are nonprofit organizations. However, whatever the nature of the organization, whether profit making or non-profit, it must work to provide product to or users, to give the employees and employers a sense of safety and self-assurance, in order to sustain an attractive and healthy environment, and to provide reliable and efficient services. A well-managed library or information center achieves all of these purposes better than one that is poorly managed.

The university library is an academic library. According to Kumar (2006) a university library is a part of university set-up that exists to serve the objectives of the parent organization and most times aim to advance the functions of its parent bodies. Similarly, Okunu, Akalumhe and Monu (2011) see the university library as the heart and blood of the university. In line with the discussion on university library Akanwa and Udo-Anyanwu (2017:11) state that “University library is a library that is established in the university environment to support the mission, objectives and function of its parent body – the university by providing information resources, staff and library accommodation to its users.

In academic libraries, planning and organization play a vital role in supporting the research, teaching, and learning needs of the institution. Planning in academic libraries enables the development of targeted services, resources, and spaces that align with the institution's academic goals. According to American Library Association (2013), effective planning in academic libraries involves assessing user needs, prioritizing services, and allocating resources to support student success and faculty research. Planning is the formation and setting up of goals, objectives, decision making for future and strategic policies for effective management of an organization. Planning as a variable in management deals with setting up a wide range of activities that need to be done and the process by which the set goals and objectives are to be achieved. Therefore, if university libraries must adequately provide the needed library services the administration of these libraries must apply these management variables. Akpan (2016), states that planning is regarded as the primary management function which involves setting of objectives, evaluating resources constraints and implementing the plan. Similarly, Ifidion and Ifidion (2007) reveal that planning involves the interpretation of objectives and the expansion of

the objectives into an effective blueprint. For effective provision of library services there must be proper planning with the available human, material and financial resources for efficient service delivery. Planning of library services must be done strategically.

Organization in this study refers to organization of information resources for easy accessibility and utilization by the library users. According, Akanwa (2017), organizing is the process of identifying and grouping of works to be done. This is likened to organization of information resources for effective use of library services. The organized information resources must be communicated to the staff and as well to the library users for effective utilization of library resources and services.

Research Questions

In line with the purpose of the study, the following research questions were answered in this study:

1. To what extent are library services provided by the university libraries in South-East zone of Nigeria under study?
2. What is the relationship between planning and provision of library services to undergraduate students in university libraries in South-East, zone of Nigeria?
3. What is the relationship between organizing and provision of library services to undergraduate students in university libraries in South-East, Nigeria?

Hypotheses

The following null hypotheses formulated were tested at 0.05 level of significant.

1. **H₀₁** There is no significant relationship between planning and provision of library services to undergraduates in university libraries in South-East, zone Nigeria.

2. **H₀₂** The relationship between organizing and provision of library services to undergraduates in university libraries in South-East, zone of Nigeria do not differ significantly.

Literature Review

Strategic planning is “a systematic process of envisioning a desired future, and translating this vision into broadly defined goals or objectives and a sequence of steps to achieve them” (Roberts & Wood, 2012, p. 10). The process typically involves six steps: developing a vision; developing a set of core values; conducting an environmental scan; developing goals and strategies; implementing and assessing the plan; and revisiting the plan (Dole, 2013). In addition to an environmental scan, which analyzes external factors impacting the organization, libraries involved in strategic planning might also benefit from a SWOT (strengths, weaknesses, opportunities, and threats) analysis, which examines internal factors (Morgenstern & Jones, 2012).

The focus of academic library management is to achieve the library set goal, and they do this by proper planning. Over the years, library has witness a paradigm shift, which is known as significant changes that occur when the typical way of thinking about or doing something is change by a new and dissimilar way. The 21st century information and communication technology has brought a lot of changes in the library operations around the world, and to follow the current trend the need for effective planning becomes inevitable. Angeline and Rani (2019) stated that, management refers to series of functions for the organisation and administration of various activities and people in the organization. Management is essential for all types of organisation and academic libraries are no exception. Libraries had very limited financial

resources and limited services. With effective management, the gap created by the limited resources will be covered. According to Nnadozie (2007), Ibeagwam (2015) and Edom (2012), university libraries are libraries established in university environment to render information services to the teeming population of the university community. For a university to be granted accreditation for its educational programmes, it must own a enough space, operational modalities and appropriate facilities, the university must maintain its academic health excellence and the adequacy of the library. In line with the importance attached to university library, the National University Commission in 1960's adopted a policy of allocating 10% percent of the university recurrent budget as Library Development Fund (LDF) to federal universities (Nwosu, 2000).

Planning enables one and work units with a visual representation to follow in their future activities, this representation may specify different routes and destinations based on individual circumstances and changing conditions. In the process of planning, the university library managers decide or plans what information resources and services are to be provided to the library clientele. The university library managers should be anticipatory in providing library services as a result of information expansion. According to Musaazi (2008) planning is future and goal oriented and since development takes place over a period of time, planning should be designed to achieve development which is a continuous process.

The authors Ekene, Agbo and Onyekweodiri (2016), evaluated available resources and library services provided in two medical libraries in South-East Nigeria and the result showed that reference services, searching medical databases, Current Awareness Services are rated by the respondents to be the most adequate of all the services provided. Also, Uganneya, Ape and Ugbagir (2012) investigated the study on the extent to which users are satisfied with reference

and circulation services provision by agricultural research libraries in Nigeria. The result of the study indicated that reference and circulation services were highly provided by the agricultural research libraries in Nigeria. Majority of the users were satisfied with both the reference and circulation services provision by the agricultural research libraries. The work of Gwang (2011) hence the results revealed that library resources were provided to a small extent in the university libraries in the zone. The reason for this disagreement could be lack of adequate funding and assessment of needs of library users.

Methodology

The study adopted a correlation design. The population of the study was 19390 comprising librarians and students. This is made up of 19188 students and 202 librarians. The population was made up of all university undergraduate registered library users and librarians within the period the study was carried out. Multi-stage sampling technique was adopted for the study. A stratified sampling technique was employed to select a total of 360 university undergraduates, comprising 72 students from each of the five states in the South-East region. Additionally, one federal university library and professional librarians from each of these states were included in the sample. This is in relation to Krejcie and Morgan's (1970) table for determining sample size for research undertakings. The researcher adopted the census enumeration sampling technique to select the population of 202 as sample size for the librarians, 98% percent of the instruments were filled and returned that is 198 and 375 for the undergraduate students, 360 of the instruments for students was returned showing 96%. The researcher adopted a Modified-Four Point Likert-rating scale as the instrument for data

collection. Two sets of instruments were used for the study. The first rating scale is tagged “Extent of Provision of Library Services Rating Scale (EPLSRS)”. The rating points were very high extent (VHE), high extent (HE), low extent (LE) and very low extent (VLE), 4, 3, 2 and 1 respectively. The second instrument was for the librarians to determine the managerial issues of the subject matter that is Management Function Rating Scale on Providing Library Services to University Undergraduates (MFRSPLSUU). The response options and decision rules were based on as follows; strongly agree (SA) 4, Agree (A) 3, Disagree; (D) 2 and strongly disagree (SD) 1. The reliability of both instruments were determined by a trial test conducted at Imo State University, Owerri; Cronbach Alpha was used to estimate the reliability coefficients of the two instruments. The study used a 30-item Management Function Rating Scale on Providing Library Services to University Undergraduates and Extent of Provision of Library Services Rating Scale, which had reliability coefficients of 0.78 and 0.79 among professional librarians and South-east University undergraduates, respectively."Data collected from respondents were analyzed using Pearson Product Moment Correlation statistics for the research questions. The test of significance for the hypotheses were done at 0.05 alpha level using t-test statistical tool for all the hypotheses.

Result and discussion of findings

Research Question 1: To what extent are library services provided by the university libraries in South-East Zone of Nigeria.

Table 1: The mean response on the extent of library services provision

S/N	Question items	VHE	HE	LE	VLE	MEAN	NO	DECISION
1.	User education is provided	156	149	33	22	3.22	360	High Extent
2.	Library orientation							

service is provided	140	126	64	30	3.04	360	High Extent
3. Lending services are provided	158	132	46	24	3.18	360	High Extent
4. Reference services are provided	105	100	130	25	2.79	360	High Extent
5. Advisory service is provided	50	45	215	50	2.26	360	Low Extent
6. Book reservation Service is provided	150	132	22	56	3.04	360	High Extent
7. Referral service provided in my library	73	91	166	30	2.58	360	High Extent
8. Inter-library loan service is provided	67	83	149	61	2.43	360	Low Extent
9. Reprographic service are provided	182	148	20	10	3.39	360	High Extent
10. Current awareness are services provided	150	147	33	30	3.16	360	High Extent
11. Extension services are provided	30	45	155	130	1.93	360	Low Extent
12. Consultancy services are provided	172	88	64	36	3.10	360	High Extent
13. Book display is provided	162	78	75	45	2.99	360	High Extent
14. Internet services are provided	33	57	145	125	1.99	360	Low Extent
15. Document delivery are services provided	78	62	100	120	2.27	360	Low Extent
16. Literature/information search service provided	61	89	109	101	2.31	360	Low Extent
17. E-library services are provided	81	79	80	120	2.34	360	Low Extent
18. Counseling services are provided	73	77	121	89	2.37	360	Low Extent
19. Repackaging of Info are provided	82	79	74	125	2.33	360	Low Extent
Grand mean						2.67	High Extent

Source: Field Survey (2023) **Decision arrived at using 2.5 criterion mean

The result in Table 1 indicates summary of the responses on the extent of library services provision to the undergraduate students in federal university libraries in South-East Zone of Nigeria. The finding shows that library services are provided at a high extent and with positive margin going by the grand mean of 2.67. This result is in agreement with the study of Ekene, Agbo and Onyekweodiri (2016), the authors evaluated available resources and library services provided in two medical libraries in South-East Nigeria and the result showed that reference services, searching medical databases, Current Awareness Services are rated by the respondents to be the most adequate of all the services provided. Also, Uganneya, Ape and Ugbagir (2012) investigated on the study the extent to which users are satisfied with reference and circulation services provision by agricultural research libraries in Nigeria. The result of the study indicated that reference and circulation services were highly provided by the agricultural research libraries in Nigeria. Majority of the users were satisfied with both the reference and circulation services provision by the agricultural research libraries. The work of Gwang (2011) is in disagreement with the result of this study; hence the results revealed that library resources were provided to a small extent in the university libraries in the zone. The reason for this disagreement could be lack of adequate funding and assessment of needs of library users.

Research Question Two: What is the relationship between planning and provision of library services to undergraduate students in university libraries in South-East, zone of Nigeria?

Table 2: The Coefficient of Correlation between the between planning and provision of library services to undergraduate students in university libraries in South-East, zone of Nigeria

Variable	<i>n</i>	<i>r</i>	<i>r</i> ²	Remark
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Planning	198	0.956	0.91	Positive
Prov_of_Lib_Serv				

The result from Table 2, the correlation coefficient between planning and provision of library services is 0.956 while the coefficient of determination is 0.91. Going by the decision rule, the correlation coefficient of 0.956 is considered as a “very high relationship” and positive as well. What this entails is that there is a very high relationship between planning and provision of library services in federal university libraries in south-east zone of Nigeria.

Hypothesis one: There is no significant relationship between planning and provision of library services to undergraduate students in university libraries in South-East, zone of Nigeria.

Table 3: Summary t-values Table for Testing Hypothesis One

t_{Cal}	df	t_{Crit}	p	Decision
145.745	196	1.960	0.000	Reject H_{01}

As shown in Table 3, since the t-calculated of **145.745** is greater than the t-table of **1.960** therefore, we reject the null hypothesis and conclude that there is a very high and significant relationship between planning and provision of library services in federal university libraries in south-east zone of Nigeria. In order to test the significance of the relationship between the variables, we compare the probability value of the t-statistic with the critical value 0.05. A look at the *p-value* of the t-statistic shows that the value 0.000 is less than 0.05 critical values.

From the findings in Table 3, the result shows that there is very high relationship between planning and provision of library services with **r 0.956**. Also, the result shows that majority of the respondents agreed to planning and provision of library services with grand mean of 3.18

which indicates positive agreement on planning and provision of library services to the undergraduate students in federal university libraries in South-East Zone of Nigeria.

The result of the study is in line with Akanwa, Okorie and Okere (2016) the authors investigated influence of planning on the provision of services to children in Eastern States of Nigeria. The result indicated that planning significantly influenced the provision of library services to children in the public libraries studied that through careful planning, a variety of services was offered to children users which sustained their interest to patronize the libraries. The study of Oluebube and Gwang (2016) on the topic influence of planning on infrastructural resources provision in Nigerian university libraries, the study found that infrastructural resources were provided to a large extent and planning was found to have a significant influence on the provision of infrastructural resources in the university libraries

Research Question Three: What is the relationship between organizing and provision of library services to undergraduate students in university libraries in South-East, Nigeria?

Table 4: The Coefficient of Correlation between what is the relationship between organizing and provision of library services to undergraduate students in university libraries

Variable	<i>n</i>	<i>r</i>	<i>r</i> ²	Remark
Organizing				
	198	0.991	0.98	Positive
Prov_of_Lib_Serv				

As shown in Table 4, the correlation coefficient between organizing and provision of library services is 0.991, while the coefficient of determination is 0.98. According to the decision rule, the correlation coefficient of 0.991 is considered “very high relationship”. This entails that

there is a very high relationship between organizing and provision of library services in federal university libraries in South-east zone of Nigeria.

Hypothesis Two: There is no significant relationship between organizing and provision of library services to undergraduate students in university libraries in South-East, Nigeria.

Table 5: Summary t-values Table for Testing Hypothesis Two

t_{cal}	df	t_{crit}	p	Decision
178.886	196	1.960	0.000	Reject H_{02}

From Table 5, since the t-calculated of **178.886** is greater than the t-table of **1.960** therefore, we reject the null hypothesis and conclude that there is a very high and significant relationship between organizing and provision of library services in federal university libraries in south-east zone of Nigeria, while the critical or tabulated t-value is 1.960. Also, the obtained probability value is 0.000, while the hypothesized probability value is 0.05. Hence, there is significant relationship between organizing and provision of library services to undergraduate students in university libraries in South-East, Nigeria.

The result of the study is in consonance with Ima (2008), the author carried out a study on the influence of management variable of organizing on availability of information sources in the four Federal University Libraries in the south-south zone of Nigeria. The result revealed that the management variable of organizing influenced availability of information sources in the university libraries since the calculated chi-square was greater than the critical chi-square. Correspondingly, the study of Olise (2021) revealed that libraries organize their materials for research productivity to a large extent amidst the major challenges they encounter varying from lack of automation, poor funding to unavailability of technology. Likewise, the work of Barkindo and Ibrahim (2021) on the topic organization and accessibility of information resources in federal high court libraries in North-East geo-political zone of Nigeria, the findings revealed that

the respondent highly agreed that resources in the libraries were organized serially in accordance with the broad subject of each item in open shelves.

The study of Gwang (2011) disagrees with the result of the study on high relationship between organizing and provision of library services. Gwang result showed that organization has no significant influence on provision of library resources. The reason for this none significant influence is not known though may not be farfetched.

Conclusion

In a nutshell, this research investigated the relationship between management variables and the provision of library services to university undergraduates in South-East Nigeria. The findings highlight the significant role of effective management practices in enhancing the quality and accessibility of library services. By analyzing various management factors such as planning and organizing, this study has enlightened the interrelated nature of these variables and their impact on the overall library experience for university undergraduates. As institutions continue to evolve in the digital age, it is apparent that a well-managed library system is pivotal in meeting the diverse academic needs of students. This research serves as a valuable resource for library administrators, educators and policymakers, offering insights that can inform strategic decisions aimed at optimizing library services and ultimately enriching the educational journey of undergraduates in South-east Nigeria.

Recommendations

Based on the findings of this study, the following recommendations are made to enhance the planning, organizing, and overall provision of library services in university libraries in the South-East zone of Nigeria:

1. University library management should adopt systematic and participatory planning models that align library services with institutional goals. Proper planning ensures adequate allocation of resources, prioritization of user needs, and sustainability of service delivery. Also, University management and library administrators should regularly review library service policies and set measurable performance indicators. Monitoring and evaluation mechanisms should be put in place to ensure the effectiveness of planning and organizing processes.
2. Effective organization of resources, personnel, and services should be emphasized. University libraries should adopt modern organizational tools and digital management systems (such as integrated library management software) to streamline cataloguing, circulation, and reference processes.
3. The Federal and State Governments, in collaboration with university authorities, should increase budgetary allocations to libraries. Adequate funding will improve the acquisition of current materials, maintenance of ICT infrastructure, and continuous staff training.
4. The study revealed that e-library and internet services are provided to a low extent. Therefore, libraries should prioritize the development and maintenance of digital services to enhance access to electronic resources, promote remote usage, and integrate with global academic databases.

5. Continuous professional development and training in areas such as digital literacy, library automation, and user-centered service delivery should be institutionalized. This will help librarians remain competent in providing high-quality services.

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