ASSESSMENT OF UNETHICAL BEHAVIOURS AMONG PUBLIC LIBRARY USERS IN ILORIN METROPOLIS, KWARA STATE, NIGERIA

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Abstract

This study ascertained the unethical behaviours of public library users in Ilorin metropolis, Kwara State, Nigeria. Specifically, the study was conducted in Kwara State Library, Ilorin. Three research questions guided the study. Descriptive research of a survey type of design was adopted for the study. Seventy-six library personnel of Kwara State Library were selected through total enumeration sampling technique. Data were collected with the use of a four (4) point Likert scale 38-item self-designed and validated questionnaire (0.81) titled "Unethical Behaviour Assessment Questionnaire" (UBAQ). Data collected were statistically treated with descriptive statistic mean, and standard deviation. The findings of the study revealed that: the most prevalent unethical behaviours exhibited by public library users in Ilorin metropolis were; stealing of fellow users belongings, improper dressing, use of mobile phone to communicate extensively during reading/library hours, theft of library books and materials, and refusal to return borrowed books or withholding of library materials beyond loan date with mean values 3.38, 3.31, 3.24, 3.17, and 3.10 respectively. The study also revealed that, breakdown of cultural and moral values in the society (mean value 3.89) was the major cause of unethical behaviours among library users in public libraries in Ilorin metropolis. Based on the findings, it was suggested that: library users should generally value and adopt moral ethics in the usage of the library and its resources while, shunning and decrying unethical behaviours; and the suggested ways in reducing or eliminating unethical behaviours as found in this study should be reinforced vigorously by library managers in order to maintain a high standard of ethical behaviours among library users which will aid the smooth and operational functioning of the library.

Key words: Unethical behaviours, Public library users, Ilorin Metropolis, Kwara State, Cultural and moral Value.

Introduction

A library is a centre of information, primarily established to generate knowledge, equip people with knowledge to serve the society and advance the well-being of mankind.

Thus, the library provides information needs to its clientele/potential users through the acquisition, processing, organisation preservation and creation of access to those information resources (Uzoigwe, 2017). However, the organisational structure, nature of users, purpose of establishment and variations in the type of services rendered led to the classification of the library into many types. These include the national, public, academic, school, special, private and electronic library. Of all types of libraries, Okafor (2012) stated that, public libraries which are established under "clear mandate of the law" in every state capital by the state government to serve the reading public has the most heterogeneous clients to serve. According to the United Nations Educational Scientific and Cultural Organization (UNESCO) Public Library Manifesto enacted in 1949 which was revised in 1994, a public library is maintained wholly from "public fund"; and it is open "for free and equal" use by all members of the community irrespective of race, colour, caste, creed, religion, age, sex, nationality, language, status or level of educational attainments.

In view of this, public libraries typically provide services free of charge to anyone who wishes to use them, although lending is often restricted to residents of the locality. Specifically, their services as noted by Salman, et al (2014) include: inter library loan and document delivery; providing information services to support local business, economic and workforce development; maintenance of up-to-date reference materials on market trends and career opportunities; maintaining and providing access to local historical collections; providing materials and programmes that complement formal studies; facilitating access to information on services and programmes of government and community agencies; assisting users to find relevant, accurate information quickly through print and electronic sources. In this regard, these services are directed at everyone including literate, non- literate, students, teachers, farmers, industrialists, doctors, bankers, civil servants, businessmen, poor, wealthy, able, and disabled peoples etc.

Research evidences (Ntui, et al, 2014; Yaya, 2016) however revealed that approximately 85% - 95% of these services are affected by unethical behaviour exhibited by library clientele/users. Some of which include: physical aggression, impulsivity, poor interpersonal skills, moral and attitudinal deficiencies, criminality, disloyalty and other unpatriotic acts, lack of public spiritedness and noncompliance with library rules and regulations. In this direction, Phillips, et al, (2018) attested that these behaviours are on an irresistible rise in our libraries; and that they not only interfere with the library operational functioning but consume time and energy of library personnel. In a nutshell, unethical behaviour has become a thorn in the flesh of librarians and information scientist as it affects library services and its realization of library aims and objectives. However, it is of importance to note that these behaviours are not accepted in the library and if discovered they attract sanctions as a denial the use of library materials or expulsion from library facilities. Despite these, library users still exhibit

different behaviours, actions and inactions which deviate from library rules and regulations. There is therefore need to assess the unethical behaviours of public library users in Ilorin metropolis, Kwara State, Nigeria.

Statement of the Problem

Library users' unethical behaviour seems to be ubiquitous in the 21st century in Nigerian public libraries. With recent increase in library enrolment in public libraries, unethical behaviours are bound to accentuate and cause more burdens on library personnel and administration. From casual observation, as well as research evidences (Ntui, et al, 2014; Yaya, 2016),users of public libraries display different forms of behaviours which are contradictory to the rules and regulations of the library. These amongst others include: pilfering or theft, mutilation, defacing of library materials, hiding of books in between shelves and keeping books beyond due dates, chewing, eating, drinking, noise making, littering, loitering within the reading area without any genuine reason or permission, use of abusive or foul languages. These behaviours are unethical and it has significantly threatened the existence, survival, operational functioning as well as both personnel and institutional performance of most public libraries hence, this study assessed unethical behaviours of public library users in Ilorin metropolis, Kwara State.

Objectives of the Study

In broad term, this paper aimed at investigating the unethical behaviours of public library users in Ilorin metropolis, Kwara State, Nigeria. Specifically, the objectives of this paper are to:
i. ascertain the prevalent unethical behaviours exhibited by public library users in Ilorin metropolis;
ii. highlight the causes of unethical behaviours among public library users in Ilorin metropolis; and
iii. determine the possible ways to reduce or eliminate unethical behaviours among public library users in Ilorin metropolis.

Research Questions

In addressing the problem of this study, the following research questions were raised and answer:
1. What are the prevalent unethical behaviours exhibited by public library users in Ilorin metropolis?
2. What are the causes of unethical behaviours among public library users in Ilorin metropolis?
3. What are the possible ways to reduce or eliminate unethical behaviours among public library users in Ilorin metropolis?

Literature review

Ethics is one of those nebulous concepts that do not lend themselves to a broadly and generally accepted definition. It is a branch of philosophy that is derivedfrom the Greek word *ethos* which means "habit" or "character". Ethics can be viewed as asystem of moral principles that affect how people makedecisions and live their lives. In similar manner, Igbeka and Okoroma (2013) relate ethics to moral principles, and the guiding conduct which is held by a group or even a profession. These principles guide individuals' actions in the group and in their dealings with other individuals within and outside the group. They provide basis for judgment in any situation. In their own contribution, Adebayo, et al, (2017) refers to ethics as ideas that sustain action that is good and right in terms of obligation, fairness and benefits to society, describes conduct of individuals or groups in the society. From the foregoing, what seems to be consensual about ethics is that, it has to do with what is good or not good, what is morally right or wrong. What is acceptable in a library environment or not, what is expected or not of a library user.

This attested to the observation of library scholars and researchers (Adebayo, et al, 2017; Enamiroro, et al, 2016)who appreciated the fact that, ethics is an important component of human behaviour and that without adherence to good ethics in the usage of the library and its resources, the library may not be able to deliver world class library and information services which meet the needs of local, national and international scholarly community, and contribute to the development of society. Thus, ethical behaviour occurs when one acts with equity, fairness and impartiality and respects the rights of others, or simply put, when one does what is morally right.

However, the exact opposite of ethical behaviour is unethical behaviour. Unethical behaviours are those behaviours exhibited by library users that are unwanted and unwarranted in the course of utilizing the library and its resources. In other words, unethical behaviours occur when library clientele/users exhibits those behaviours, actions and inactions which deviate from library rules and regulations. Iorgaa, et al, (2013) further stated that unethical behaviour can be said to be the unwillingness of library users to respect the constituted authority, observe and obey library rules and regulations and to maintain high standard of behaviours conducive to library environment and essential to the smooth running of the library to achieve its goals and objectives with ease.

In view of this, Igwe and Onah (2013) observed that a library user with unethical behaviour exhibit a range of aggressive and coercive behaviour. Some of which include physical aggression, caustic verbalization, noncompliance and criminality. The scholars reiterated further that such library user demonstrates impulsivity, poorinterpersonal skills, ineffective cognitive problem skill, and moral deficienciesthat negatively affect the smooth functioning of the library. Scholars like Ntui, Eyong and Kekayo (2014)and Arua,(2015) summarized unethical behaviour as any form of misbehaviours which

library user(s) can display in the following capacity: general disobedient to constituted authority, destruction of library property, poor attitude to reading atmosphere, immoral behaviour, smoking within the library premises, stealing, littering of the library environment, use of abusive or foul languages, rudeness, gangstarism amongst others.

In the light of the foregoing, Onwueme, Azubuike and Nwokeoma (2016) stated that the causes of unethical behaviours in libraries are traceable to rural and urban families, environments, relations, neighborhoods, village, social gatherings and peers outside school environment. Major causes why library users behave unethically according to Boma (2017), could be through broken homes and stress within the traditional family system. Their research revealed that high rate of divorce and broken homes always lead to library users' unhappiness, frustration and thereby making the children join bad groups or companies. As library users socialize themselves with bad groups or companies they imbedded bad behaviours like telling lies, weapon carrying, alcohol abuse, rape, stealing, insulting and assaulting and much other anti-ethical behaviours. In a more elaborate observation, authors such as Attama and Ezema (2015), and Phillips, et al, (2018) highlighted the following factors as responsible for poor unethical behaviours among library users. They include: library management: the components of this factor include lack of facilities and equipment, registration of overpopulated library users, lack of sufficient ethical awareness programmes. these could be remote factors for the students' act of unethical behaviour; staff factor: these include lack of sincerity and devotion to duty; moral laxity of library personnel, incompetent staff and undue familiarity of some library personnel with users; poor parental supervision and care; peer group influence; overcrowded library environment; library staff disciplinary style (for example, too lenient); substance abuse during library hours; poor library organization; ignorance of the rules and regulations in the classroom by the students; inadequate punishment rules for misdemeanors; failure to implement the disciplinary rules in a code of conduct.

Theoretical Framework
Unethical behaviours have been approached from a number of theoretical perspectives, and different psychologists propose different theories, but for the purpose of this present study, Bandura's Social Learning Theory and B.F Skinner Operant Conditioning theory underpins the theoretical foundation for this study.

The Social Learning Theory was proposed by Albert Bandura in 1977. According to this theory, behaviour is learned from the environment through the process of observational learning. Bandura believed that humans are active information processors and think about the relationship between their behaviour and its consequences. This implies that, library users are surrounded by many influential models, such as parents within the family, characters of actors in TV, friends within their peer group, and schools and the community at large; and these models provide examples of behaviour to observe and imitate, e.g. masculine and feminine, pro and anti-social, unethical among others (Attama&Ezema, 2015). In a nutshell, the major assumption of the social learning theory is that, all behaviours weather adaptive or maladaptive, social or antisocial, deviant or

non-deviant, praiseworthy or condemnable, ethical or unethical are learnt and can be unlearnt. It could therefore be said that all manners of unethical acts that pervades the library environment today or that are prominent among library users at all level is as a result of poor learning experiences, as some of these library users learn blindly by taking after behaviours and practices without taking into consideration the consequences of these behaviours and practices. In summary, behaviours whether acceptable or unacceptable are learnt hence unethical behaviors are learn, just as they are learnt they can also be unlearnt.

The second theory that led credence to this paper is the B.F Skinner Operant Conditioning (1938). The main assumption of this theory is that, reward and punishment makes people behave in a certain ways. This means that, behaviour which is reinforced tends to be repeated (strengthen) and behaviours which is not reinforced tends to die out or be extinguished (weakened). That is roughly changing a behavior by the use of reinforcement which is given after a desired response or punishment which is given after unpleasant or undesired response. For instance, if a student tried smoking at school and the chief consequences is that he got to hang out with the crowed he always wanted to, then he is likely to repeat that behaviour if on the other hand, he was caught, canned, suspended from school and the parents become involved he most likely never to smoke in school. In summary, teachers and school administrators need to understand student's background and information to be able to reinforce student behavior through the adoption of appropriate strategies for the management of disciplinary behaviours to attain desire results.

Studies on Unethical Behaviours

Mild researches have been conducted in relation to this studies were carried out in tertiary institutions. Notably, Phillips, Oyewole and Akinbo (2018) examined the awareness and perception of ethical issues in library service delivery by librarians in the Polytechnic Ibadan, Nigeria. The study was phenomena in nature and five professional librarians were interviewed. Results showed that there was a high level of awareness of the ethical issues by the librarians. The study also revealed that ethical issues should be taken seriously. The prominent inhibiting factor that could affect the librarians from upholding code of ethics was conflict of interest.

In another survey involving 1,232 library users from four tertiary institutions (University of Calabar, Cross River University of Technology, Federal College of Education Obudu and College of Education Akamkpa) of higher learning in Cross River State, Ntui, Eyong and Kekayo (2014) investigated the perceived effect of students' antisocial behaviour on library services. Results of the analysis showed that: antisocial behaviour in the libraries like mutilation of library materials, defacing of library materials, hiding of library materials in between shelves, theft of library

materials, withholding of library materials beyond due date and noise affects library services significantly.

Having observed the reviewed studies, this researcher is convinced that no study has focused on the assessment of unethical behaviours among library users in public libraries in Ilorin metropolis, Kwara State, Nigeria. In view of this apparent gap in the available body of research literature, this study was carried out as it is hoped that the findings will make significant contributions to the management of public libraries in Nigeria especially in the area of ethics.

Methodology

The descriptive research of a survey type of design was adopted for this study. According to Atunde (2011), descriptive research involves a systematic and comprehensive collection of information about the opinions, beliefs and behaviours of people through the administering of questionnaire to a relative representative sample of a target population.

The study was carried out in Ilorin metropolis. Ilorin is the capital of Kwara State in North-Central Nigeria. It is divided into three Local Government Areas viz; Ilorin South; Ilorin West; and Ilorin East. As of 2007, it had a population of 847,582 inhabitants making it the thirteenth largest city in Nigeria in terms of population (The World Gazeteer, 2013). In Ilorin metropolis there is only one public library owned by the Kwara State Government. The library has a total of 76 personnel. Therefore, the population of this study comprised 76 library personnel in Kwara State Library in Ilorin (Source: Personal Contact with the Library Director).

Consequently, the total enumeration was adopted for the selection of samples for the study. By total enumeration, this implies that the entire population of 76 library personnel working in Kwara State Library in Ilorin was used. This is in line with the assertion made by Nastasi_and_Schensul(2015) that a researcher can adopt the entire population in a study if it is manageable, accessible to subjects of the study and will not create problem in terms of cost. The research instrument used for data collection in this study is a four (4) point Likert scale 38-item self-designed, validated and reliable questionnaire (0.81) titled "Unethical Behaviour Assessment Questionnaire" (UBAQ) which were administered to all library managers, library officers and library assistants in the studied library. In lieu of this, the data collected were analyzed using relevant descriptive statistics such as mean and standard deviation to answer research questions.

Data analysis and results

The results of this study were presented in tables according to the individual research questions. In analysing the research questions, mean and standard deviation were used and a cut-off point of 2.50 was considered. This implies that if Mean > 2.5, the item is accepted and when the Mean < 2.5, the item is not accepted.

Research Question 1: What are the prevalent unethical behaviours exhibited by public library users in Ilorin?

Table 1. Mean scores of the respondents on the prevalent unethical behaviours exhibited by public library users in Ilorin metropolis

S/N	Questionnaire Items	$\bar{X}$	Std. Deviation	Decision
1	Indiscriminate writing on the walls, desks, chairs and other library properties by users	2.65	0.94	Accepted
2	Loitering around the library premises during library hours	2.60	1.03	Accepted
3	Making of noise or discussing with fellow users during reading/library hours	2.72	0.84	Accepted
4	Use of mobile phone to communicate extensively during reading/library hours	3.24	0.95	Accepted
5	Littering of the library environment	2.29	0.99	Not accepted
6	Disobedient/rudeness/insolent behaviours to library personnel	2.67	1.00	Accepted
7	Improper dressing among library users	3.31	0.63	Accepted
8	Making sexual advances to fellow users during reading/ library hours	2.91	0.86	Accepted
9	Chewing of gum while reading	2.65	0.99	Accepted
10	Sleeping during reading/library hours.	2.57	0.98	Accepted
11	Cases of users been drunked before coming to the library	1.97	1.12	Not accepted
12	Stealing of fellow users belongings	3.38	0.79	Accepted
13	Theft of library books and materials	3.17	0.88	Accepted
14	Defacing of library books and materials	2.53	1.08	Accepted
15	Hiding of library materials in between shelves	2.61	0.80	Accepted
16	Refusal to return borrowed books or withholding of library materials beyond loan date	3.10	0.92	Accepted
17	Mutilation of library materials and facilities	2.91	0.85	Accepted
18	Illegal use of the library facilities	3.06	0.92	Accepted

Table 1 shows the agreement of the respondents to items 1, 2, 3, 4, 6, 7, 8, 9, 10, 12, 13, 14, 15, 16, 17 and 18. Specifically, items 12, 7, 4, 13, 16 and 18 with mean values 3.38, 3.31, 3.24, 3.17, 3.10 and 3.06 respectively were rated highly. This implies that stealing of fellow users belongings, improper dressing, use of mobile phone to communicate extensively during reading/library hours, theft of library books and materials, refusal to books or withholding of library materials beyond loan date and illegal use of the

library facilities, were the most prevalent unethical behaviours exhibited by public library users in Ilorin metropolis.

Research Question 2: What are the causes of unethical behaviours among public library users in Ilorin metropolis?

Table 2.   Mean scores of the respondents on the causes of unethical behaviours among public library users in Ilorin metropolis

S/N	Questionnaire Items	$\bar{X}$	Std. Deviation	Decision
19	Poor parental upbringing, care and guidance	3.65	0.79	Accepted
20	Peer-group influence i.e. library users imitating the unruly behaviour of their colleagues.	2.98	0.93	Accepted
21	Lackadaisical attitude of library personnel to work	2.85	0.91	Accepted
22	Overcrowded population of library users in the library.	3.50	0.92	Accepted
23	Low library personnel/users ratio	3.12	0.87	Accepted
24	Poor awareness and exposure of users to library code of ethics	3.32	0.86	Accepted
25	Lack of user's involvement in formulating library policies	2.78	1.06	Accepted
26	Unhealthy relationship between library personnel and users	2.61	0.93	Accepted
27	Poor legal actions against library users who involve in unethical behaviours	2.77	0.92	Accepted
28	Breakdown of cultural and moral values in the society i.e. poor values system.	3.89	0.51	Accepted

From Table 2 above, it was deduced that the respondents' responses on items 19, 20, 21, 22, 23, 24, 25, 26, 27 and 28 respectively were above the acceptance level of 2.50. However, items 28, 19, 22, 24, and 23 with mean values 3.89, 3.65, 3.50, 3.32 and 3.12 respectively, were highly rated and this indicates that, breakdown of cultural and moral values in the society, poor parental upbringing, care and guidance, overcrowded population of library users in the library, poor awareness and exposure of users to library code of ethics, and low library personnel/users ratio; were the major causes of unethical behaviours among public library users in Ilorin metropolis.

Research Question 3: What are the possible ways to reduce or eliminate unethical behaviours among public library users in Ilorin metropolis?

Table 3. **Mean scores of the respondents on the possible ways to reduce or eliminate unethical behaviours among public library users in Ilorin metropolis**

S/N	Questionnaire Items	$\bar{X}$	Std. Deviation	Decision
29	Stop and search technique i.e checking of library users before entering and going out of the library	3.00	0.80	Accepted
30	Verbal reprimand	2.61	0.93	Accepted
31	Signing of undertaking on behavioural change	3.16	0.90	Accepted
32	Suspension/expulsion from using library facilities	2.82	0.92	Accepted
33	Ensuring a small library sizes.	3.47	0.87	Accepted
34	Organizing individual and group counselling for at risk unethical library users	3.28	0.82	Accepted
35	Provision of ethics training programmes for library personnel/users	3.50	0.88	Accepted
36	Involving library users in the formulation and preparation of users codes of ethics	2.98	0.93	Accepted
37	Ensuring users abide strictly to library users conduct and ethical behaviours	3.84	0.51	Accepted
38	Handing erring library users over to appropriate authorities (securities)	2.81	0.88	Accepted

Table 3 indicated that the respondents' responses on items 37, 35, 33, 34, 31 and 29 with mean scores of 3.84, 3.50, 3.47, 3.28, 3.16, and 3.00 respectively were above the 2.50 criterion score and the most highly rated. This result shows that the respondents agreed that, ensuring users abide strictly to library users conduct and ethical behaviours, provision of ethics training programmes for library personnel/users, ensuring a small library sizes, organizing individual and group counselling for at risk unethical library users, and signing of undertaking on behavioural change, and stop and search technique i.e checking of library users before entering and going out of the library are the possible ways to reduce or eliminate unethical behaviours among public library users in Ilorin metropolis.

Discussion of Findings

The result of the research question revealed that the most prevalent unethical behaviours exhibited by public library users in Ilorin metropolis were; stealing of fellow users belongings, improper dressing, use of mobile phone to communicate extensively during reading/library hours, theft of library books and materials, refusal to returnborrowed books or withholding of library materials beyond loan date and illegal use of the library facilities, with mean values 3.38, 3.31, 3.24, 3.17, 3.10 and 3.06 respectively. This findings supported the studies of other local scholar (Ntui, Eyong and Kekayo, 2014; Yaya, 2016) and international researchers (Kocanje and Kadoić, 2016) who reported that loitering within the library premisies, pilfering or theft of library

materials, noise making, stealing among others are various unethical practices or abuses that often characterize activities of library users in the use of the library and its facilities.

Results from the second research question indicated that, breakdown of cultural and moral values in the society with mean values 3.89 was the major cause of unethical behaviours among public library users in Ilorin metropolis. This result is in agreement with that of Ntui, Eyong and Kekayo (2014) who observed that unwholesome rot in the society contributed immensely to anti-social behaviour exhibited by library users. Other causes of unethical behaviours among public library users as found in this study include: poor parental upbringing, care and guidance, overcrowded population of library users in the library, poor awareness and exposure of users to library code of ethics, and low library personnel/users ratio with mean values 3.65, 3.50, 3.32 and 3.12 respectively. This finding corroborated that of other research reports (Attama_and Ezema, 2015; Boma, 2017; Hansson, 2016) which independently reported that the causes of unethical practices among library users included inconsistent parenting, uncaring parents, over-protective parents, peer influence, and large library size.

Findings from the third research question revealed that, ensuring users abide strictly to library users conduct and ethical behaviours, provision of ethics training programmes for library personnel/users, ensuring a small library sizes, organizing individual and group counselling for at risk unethical library users, and signing of undertaking on behavioural change, and stop and search technique i.e checking of library users before entering and going out of the library with mean scores of 3.84, 3.50, 3.47, 3.28, 3.16, and 3.00 respectively are the possible ways to reduce or eliminate unethical behaviours among public library users in Ilorin metropolis._The above findings are in concert with the postulations of Dömeová and Jindrová (2013) who confirmed that, observation of user's ethical code of conduct, use of security personnel to guide the_entrances of the library and awareness programme on ethical practices are effective in reducing unethical behavior in any library environment or setting.

Conclusions

Based on the research, various unethical behaviours_often characterize activities of public library users in the use of the library and its resources. Notably are stealing of fellow users' belongings, improper dressing, use of mobile phone to communicate extensively during reading/library hours, theft of library books and materials, refusal to return_borrowed books or withholding of library materials beyond loan date and illegal use of the library facilities. Major cause of these unethical behaviours among public library users include: breakdown of cultural and moral values in the society poor parental upbringing, care and guidance, overcrowded population of library users in the library, poor awareness and exposure of users to library code of ethics, and low library personnel/users ratio. Thus, possible ways to reduce or eliminate these unethical behaviours_include: ensuring users abide strictly to library users conduct and ethical

behaviours, provision of ethics training programmes for library personnel/users, ensuring a small library sizes, organizing individual and group counselling for at risk unethical library users, and signing of undertaking on behavioural change.

Recommendations

Based on the findings of this study, it is recommended among others that:

1. library users should generally value and adopt moral ethics in the usage of the library and its resources while, shunning and decrying unethical behaviours found in this study.

2. library users should be sensitized on the harmful effects of behaving unethically in the use of the library and its resources

3. efforts should be made by the government in employing more library personnel in order to increase personnel/user ratio.

4. Disciplinary measures relating to stealing of fellow users' belongings, theft, refusal to return borrowed books, and keeping books long after they are due should be enforced. Offenders should be made to replace or pay for lost books irrespective of their status and to pay fines for over-due books.

5. young and energetic security personnel could also be engaged to man the entrances of the library. Also, closed-circuit television (CCTV) or video surveillance cameras should be installed in strategic locations of the library in order to monitor the activities of both personnel and library users.

6. library staff should vary their periods of supervision by making it part of their duties to patrol the stacks and reading halls from time to time. This is because, when library users know that they are under the surveillance, they will be discouraged from acts of abuse;

7. the suggested ways in reducing or eliminating unethical behaviours as found in this study should be reinforced vigorously by library managers in order to maintain a high standard of ethical behaviours among library users which will aid the smooth and operational functioning of the library.

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