

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

It is no longer news that there are many extra judicial killings, political and religious unrest all over the world today most especially in a country like Nigeria. In the recent times, there have been series of killing and kidnapping of the innocent citizens by terrorists and Fulani herdsmen in every nook and cranny of the rural and urban areas of the northern Nigeria. The ugly situations have put so many lives in danger and cut short lives of the innocent citizens on a daily basis. Also, destructions of properties have been massively recorded majorly in the northern and southern parts of Nigeria. The incessant conflicts and loggerheads in the country have become major concern for the well-meaning Nigerians considering the impact on the peace, unity, development and security of citizens as well as the economic stability of the nation. Destruction of lives and properties has almost become a day-to-day affair by “Boko Haram” insurgency, Fulani herdsmen, militancy, political thuggery and other societal miscreants across the nation (Ogundipe, 2018 & Nanlong, 2018). However, these are due to inadequate orientation, awareness campaign, facilities, activities of engagement; and other relevant interactive tools for enlightenment.

Library as a social-oriented institution has essential role to play in order to sustain peace and promote peaceful coexistence among citizens (Galvanek & Planta, 2017). This could be done through book exhibitions, games and reading competitions which can have positive influence on the lives of the citizens. Researcher is of the opinion that policy formulation by government could facilitate peace among citizens by organising various social schemes and programmes

already in place to engage the minds of the youths and adults both mentally and physically on activities that are effective to promote the coexistence of a nation (Hartsough, 2014)

By doing these, it will prevent the youths and adults from idleness that can lead to conflicts, communal violence, terrorism, robbery, rituals, prostitution, drug addiction, political violence, rapping, kidnapping, vandalism and other social vices. A typical example is the periodically, and recently, seen in Plateau State where dozen are killed and houses set ablazed (Nanlong, 2018).

Peaceful coexistence is crucial to the development of every nation. For any society to advance, it must embrace peace and unity. The idea or principle behind national integration is simply to promote unity, not minding the differences in religion, tribe and language as citizens of a country. In other words, there is unity in diversity. To foster this unity, it requires a collective effort of all concerned if the goal or objectives must be achieved in any country and Nigeria in particular (Echem, 2018). According to Khaminwa (2003), coexistence is a state in which two or more groups live together while respecting their differences and resolving their conflicts non-violently. Also, peaceful coexistence implies living together in peace rather than in constant hostility. This includes interacting together with a commitment to tolerance, mutual respect, and the agreement to settle conflicts without recourse to violence and the coexistence initiative (Ikeke, 2008). Many elements are useful in defining peace. On an individual level, peace may start with having calmness within oneself. Expanding outward, peace entails agreement and harmony among people. At its largest scale, peace is to live without violent conflict or war (Farrington & Ttobi, 2009). It could be suggested that peace underlies our quality of life and the fabric of our communities; and, as our weaponry becomes ever more powerful, our very survival as people on this planet depends upon it.

At the core of coexistence is the awareness that individuals and groups differ in numerous ways including class, ethnicity, religion, gender, and political inclination. Therefore, awareness of vital information will assist in building peaceful coexistence among citizens.

Information is a core human right and is completely important to the sustenance of peace and development of any society. In the society today, access to information is required at any point in time for the citizens, since it is a catalyst for social, economic and political development as well as for good decision making. Access to Internet is an access to information which is a means for overcoming inequality of information in the society (Abolaji, 2009). In a bid to promote peaceful coexistence among members of the society, the library as a social oriented institution with the goal of providing access to information for dissemination becomes increasingly important. Library as an organisation is charged with the collection, provision and accessibility of information necessary for effective and efficient use by its host community and the society at large.

According to Ogunsola (2011), traditionally, librarians are in the forefront of information dissemination and will continue to be there. Libraries collect, stock, process, organize, disseminate and distribute information or knowledge recorded in documentary and non-documentary sources or formats. Since knowledge and information are so vital for all round human development, libraries and other institutions that handle and manage knowledge and information are indeed invaluable in national security. Also, Balogun (2017) reported that the issue of national security is a core responsibility of libraries since they are seen as one of the custodians of information in the society. Since no meaningful learning, education and development can take place in a context of insecurity and brazen destruction of lives and properties, the onus lies on the library for responsible librarianship through dissemination of

information that can contribute to peace and national security in Nigeria by helping the citizens to understand its role in national security. The library as a storehouse of information has positively altered its scope of influence across time to become not only a place that houses books but a gateway through which information can be conveyed to people irrespective of location.

Sobalaje and Ogunmodede (2015) opined that the general role of library is to provide information about its community while its objective is to serve as a centre for information where people acquire the needed knowledge to reduce ignorance about its environment. In Nigeria, aside from the academic libraries, public libraries exist both at the city and community level where people can take part in learning activities, discuss and share knowledge and information. As reported by Abolaji (2009), the main function of public libraries in Nigeria is to provide information contained in books, newspapers, magazines, journals, and audio-visual to users according to their needs. Libraries also provide an avenue for recreation and relaxation. Public libraries in developed countries perform the same functions but with some additional which include postal services for citizens living in remote farm houses, establishment and provision of library and information services to potential users such as prisoners, hospital patients and the handicapped (Aiyebilehin., Onyam & Akpom, 2018). However, situation in Nigeria is not the same.

Kwara State as a part of Nigeria has public library that saddles with responsibilities such as community service organization, public libraries function to meet the various information needs of the people and the host community and the public library services are provided for free irrespective of their race, nationality, age, gender, religion, language, disability, economic and employment status, or educational attainment.

The United Nation Economic, Social and Cultural Organization (UNESCO) manifesto (2004) defined public library as a library established and financed out of public funds. The objectives of public library include among others: assembling, preservation and administering of books and related educational materials in an organised manner. This is to promote, through guidance and stimulation, the communication of ideas and enlighten citizenship. In addition, it will enrich personal life of the community by promoting peaceful coexistence among citizens. Also, it serves the community as a centre of reliable information; to provide opportunity for recreation through the use of literature, music, art forms and internet accessibility. All these, will support educational, civic and cultural activities of groups or organizations. Moreover, public library serves continually in order to identify community needs and provide programmes of services to meet such needs; of the corporate with other organisations, agencies and institutions in order to provide programmes or services in order to meet community needs (Uwa, 2014). There are various categories of library users in the public library.

According to International Federation of Library Association, IFLA (2001), users of public libraries include children, young adults, adults, and people with special needs like those with hearing and visual impairment, prisoners, the aged, nursing mothers, organisations and people in government. Public library in its role has provided a platform where people irrespective of their diversity can unite as a result of the change-oriented information thus helping to lubricate national integration for development (Department of the Environment, Community and Local Government, Dublin, 2013). Over the years, libraries have been instrumental in providing individuals with the opportunity to access a range of information. This information, be it electronic or otherwise, has been invaluable in helping to shape opinion, as well as form a basis on which decisions are made. Such information enables accurate and timely

actions, and ultimately helps to contribute positive outcomes. Libraries can, therefore, be seen as an agent of socialization through their provision of information in printed and electronic formats. Several studies (Victoria, 2017; Echem, 2017) indicated that public libraries are indispensable in the role of nurturing unity among social, ethnic, cultural, religious and political diversity for national integration. However, its rate of development had been retarded by several challenges.

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Libraries are useful instrument for combating illiteracy and erasing ignorance in the society through the use of ICT to convey information to people in every nook and cranny of the society (Olili, 2008). Further stating, libraries serve as means for providing the required information and enlighten the communities to reduce the tension and uncertainty that translate to crises. It is an educational organization where people visit mainly to gain knowledge, keep abreast of the customs and arts produced by a particular society, improve on their reading habits and most especially earn a better living in their respective endeavours especially in ICTs era.

Information Communication Technology (ICT) services have been employed by libraries in conflict resolution. Such services include, e-mail, teleconferencing, list serve and other forms of on-line reference services (Malesi, 2008). Similarly, Echezona (2008) reported on the role of libraries and information dissemination for conflict resolution, peace promotion and reconciliation, and noted that ICT should be utilized by libraries toward resolving conflict in the society.

Man has continues to live in a world in which the prospects for universal and continuous peace and security remain dark with a plethora of global conflicts involving both developed and developing nations. Thus, the themes of war, conflict resolution and peace promotion have become global issue and dominated social science discourse, particularly in political science, sociology and international relations. As a result, peace and conflict research has become one of the cardinal pursuits of human societies and communities. Different organisations have been brainstorming and play active role to alleviate conflict issues and what has remained, in all of this development, is the role of library in disseminating information for conflict resolution.

Ossai-Ugbah (2013) studied the role of the library and librarians in promoting national security in Nigeria and opined that libraries provides not only information resources and guidance, but it is also a judgment-free zone in which a citizen can investigate interests of the terrorists without worry of embarrassment or exposure. A greater understanding of the differences and similarities between peoples of the world can potentially initiate and expand feelings of tolerance and empathy for cultures, religions and traditions outside of one's immediate sphere.

Libraries are indeed a key to fostering national integration for development since they play the role of making accessible all forms of suitable information materials and services to meet the needs of special groups thus, enhancing their education which is the right of every citizen (Echem, 2018). Through collaborative effort, public libraries do create a platform where multi-nationals, government and non-governmental agents meet on social forum where information on fight against social vices are provided and disseminated to the public. All these are geared towards building healthy community and state for fostering national integration for development. Librarians, therefore, in promoting access to this information, act as agents of the promotion of communal peace and reconciliation.

Ranganathan (2018) defined public library as a library owned and maintained by the public of its area for the socialisation of its books and kindred materials for free service to the people of the area. Therefore a public library is freely open to all, irrespective of age, profession, race, sex, color or creed and provides free access to any literature required. A public library is a library that is open to the public and generally funded by taxes at the municipal, district covering several municipalities, county, state, or federal level. Public libraries are distinct from research libraries, school libraries, or other special libraries in that their mandate is to serve the public's information needs generally rather than serve a particular school, institution, or research population. Public libraries typically are lending libraries, allowing users to borrow books and other materials. Public libraries typically focus on popular materials such as fiction and movies; Internet access is also often offered (Sela & Sela 2015). Through public library resources and programmes, the people are being enlightened on social and traditional values among different cultures. This is seen in the area of marriage, burial rites, cultural, arts festivals and others. By this national cohesion is enhanced.

Nigeria is a nation of approximately 180 million people and is home to more than 200 ethnic groups and has one of the highest rates of internal violence in the world (Osaghae, 2015). The country is characterized by frequent ethnic and communal clashes which always led to ugly scenes. A typical example is that periodically and recently seen in Plateau State where dozens are killed and houses set ablaze (Nanlong, 2018). Despite series of government efforts to promote peace in Nigeria, the rate of violence still increases. Egbefo (2015) maintained that national integration remains the cardinal objective of every multi-ethnic nation. Ogedebe and Jacob (2012) added that a secured atmosphere will encourage intellectual minds who will become great assets to give intelligence services for nation building. This will further guarantee a sustainable co-operation and mutual agreement among communities to facilitate suitable environment for positive growth and infrastructural development. Bhatti (2010) stressed that different library, which includes school, public, academic, special, and national libraries, can hitherto bring about the attitudinal changes in individuals that can encourage unity and consequently national development. Libraries serve as a place where information can be accessed by all manner of people in the society, libraries play a vital role of providing the society with adequate knowledge which can help unite them together. Several studies (Nanlong, 2018; Egbefo 2015) examined national integration. Based on researcher's knowledge, it appears none of the studies investigated perceived roles of public libraries in promoting peaceful coexistence among residents. Therefore, this study examined public libraries and peaceful coexistence among residents in the selected local government in Kwara State.

1.2 Description of the Study Area

Kwara State is made up of local government councils of which there are sixteen in number. Each of these local governments is housed by three Senatorial Districts which are: Kwara North, Kwara South and Kwara Central Senatorial Districts. Because of the unique geographical position of the State, it is often referred to as the "gateway" between the north and the south of the country. The main ethnic groups are Yoruba, Nupe, Baribas and Fulani minorities. Islam and Christianity are the major religions in the state. Agriculture is the main stay of the economy of the state and the principal cash crops are: cotton, cocoa, coffee, kolanut, tobacco, and palm produce (Olabanji, 2014). There are five public libraries in the state and they are as follow: Kwara State Library, Ilorin; Offa Township Library, Offa; David Folayan Memorial Library, Iludun Oro; Tunde Idiagbon Library, Ilorin and Ijomu Oro Library, Ijomu Oro.

1.3 Statement of the Problem

The role of public libraries in any society cannot be overemphasised. It provides access to information, and engages the youth to further develop reading habit and disseminate information on government programmes that promotes peace among citizens. Information as antidote for ignorance and libraries are saddle to provide enliven environment for the access by users. Informed and high well-educated people embrace peace and resolve issues amicably. Despite huge benefits of library services towards promoting peaceful coexistence, the rate of insecurity in Nigeria is alarming and lack of recognition on the part of government to identify libraries as hub to economic, social, educational and national development of the country (Ossai-Ugbah, 2013). The importance of library in promoting peaceful coexistence among indigenes of a community cannot be over-estimated. Several times, libraries have conducted town hall meetings to promote peaceful coexistence among the stakeholders. For instance, Niger Delta people are products of

neglect and present government in Nigeria assigned various organisations to assure them of proper care such as National Orientation Agency (NOA) and public libraries to organise peace talk. Several studies (Echem, 2018; Agwu, 2016; Uwa, 2014) reported the roles of libraries towards national integration. However, based on available literature and current security threat in Nigeria, to the researcher, it seems none of the studies examined public libraries and peaceful coexistence among residents. Therefore, this study examined public libraries and peaceful coexistence among residents in selected local governments in Kwara State.

1.4 Objectives of the Study

The main objective of this study is to investigate public libraries and peaceful coexistence among residents in selected local governments in Kwara State. The specific objectives are to:

1. examine the services provided by public libraries in promoting peaceful coexistence among residents in selected local government area (LGA) in Kwara State ;
2. identify the programmes used by public libraries in promoting peaceful coexistence among the residents in selected LGA in Kwara State;
3. ascertain the medium used by public libraries to promote peaceful coexistence among the residents in selected LGA in Kwara State
4. identify the prevailing factors that hinder public library services towards peaceful coexistence among the residents in the selected LGA in Kwara State and
5. investigate strategies to enhance public library services towards peaceful coexistence promotion among the residents in selected LGA in Kwara State

1.5 Research Questions

The following are the research questions of the study:

1. What are the services provided by public libraries in promoting peaceful coexistence among residents in selected Local Government Areas of Kwara State?
2. What are the programmes used by public libraries to promote peaceful coexistence among residents in the selected Local Governments?
3. What are the media used by public libraries in promoting peaceful coexistence among residents in the selected Local Governments?
4. What is the prevailing factors that hindering public library services towards peaceful coexistence among residents in the selected Local Governments?
5. What are the strategies used by public libraries to promote peaceful coexistence among residents in the selected Local Governments?

1.6 Significance of the Study

The findings of the study would be significant by educating the residents of the study area as well as Nigerians generally on the need to love, live in unity and tolerate one another through the use of the library services. The findings of the study would provide suggestions that will help to curb the insecurity situations in the affected part of the State and the nation at large. Also, the findings of this research would serve as a framework for policy makers to formulate strategies for peace promotion and conflict resolution. In addition, the findings would equally expand the existing literature on peaceful coexistence in Nigeria. The findings of the study would improve the practice of librarianship by suggesting means of improving public library services towards providing information that promotes peaceful coexistence among residents in Nigeria.

1.7 Scope of the Study

The study focused on public libraries and peaceful coexistence among residents in the selected local government in Kwara State. Similarly, the research focused on two public libraries in two local government areas, one from Kwara South and one from Kwara Central Senatorial District. The selected local government areas are Ilorin South Local Government Area categorised in Kwara Central Senatorial District and Offa Local Government Area categorised in Kwara South Senatorial District. The researcher selected the two local government areas for the study since there is availability of public libraries in the selected local governments. The study considered only librarians from the two selected public libraries (Kwara State Library Board and Offa Township Public Library) in the two selected local government areas namely: Offa and Ilorin South in Kwara State, Nigeria. The study used only semi-structured questionnaire for data collection.

1.8 Operational Definition of Terms

Conflict Resolution: This implies the process of resolving issues, settling disputes between or among warring factions that can result in violence or steer up crises at any place through a quarrel, misunderstanding or bitter argument between two or more groups.

Information: This means a way of passing data or messages to human beings on any subject matter or issue in a particular way either through action, audio, behaviour, or any other means.

Information Centres: These are strategic positions where information is circulated using the library resources and programs.

Information and Communication Technology (ICT): These are the modern driven technologies that allow the gathering, exchanging, retrieval, processing, analysing and transmission of information.

Justice: It is a concept of normal rightness based on ethics, rationality, law, religion or equity along with the punishment of the breach of said ethics: justice is the act of being just or fair.

Librarian: This means personnel who work in the library.

Nation Building: This refers to the process of constructing or structuring a national identity using the power of the state.

Peace: It is a state of harmony characterized by lack of violent conflict. It is commonly understood as the absence of hostility; peace also suggests the existence of healthy or newly healed interpersonal or national relationship.

Public Library: It is a library that is accessible by the general public and is usually funded from public sources, such as taxes. It is operated by librarians and library paraprofessionals, who are also civil servants.

Security Issues: These are the unpleasant situations confronted by the society as a result of the activities of insurgent group formed together by terrorists in the name of religion and ethnicity to kill people, destroy properties and threaten the peaceful coexistence of a nation such as; “Bandits, Boko Haram, Fulani Herdsmen and Militancy”.

Tolerance: It is the act of keeping people at arm length in hope of not harming or offending one another and has a common ground to live together in love, peace, unity and progress.

1.9 Summary of Chapter One

This study focused on public libraries and peaceful coexistence among residents in selected local governments in Kwara State. In addition, the study covers introduction; description of the study area; statement of the problem, objectives of the study, research questions, significance of the study, scope of the study and operational definition of terms were discussed.

CHAPTER TWO

REVIEW OF THE RELATED LITERATURE

2.1 Introduction

In this chapter, a review of literature relevant to this study shall be undertaken under the following sub-headings:

1. Services provided by public libraries in promoting peaceful coexistence among residents
2. Programmes used by the public libraries to promote peaceful coexistence among residents
3. Media used by public libraries to promote peaceful coexistence among residents
4. Prevailing factors that hinder public libraries services towards peaceful coexistence.
5. Strategies to enhance public library services towards peaceful coexistence promotion among the residents

Concept of Libraries

Libraries are regarded as agencies, through which sources of information of accumulated knowledge and experiences are selected, acquired, organised, preserved and disseminated to those who need them. In line with this, Onwubiko and Uzoigwe (2004) defined library as an information center located in an organisation, institute, agency, industry, government agencies etc to satisfy the information needs of the individual client and the realisation of the broad goals and objectives of the parent organisation. This can be achieved through the acquisition and dissemination of information to specific kinds of users. Libraries are established for the systematic collection, organisation, preservation and dissemination of knowledge and information. Rajkoomar (2012) affirmed this by stating that library is a treasure-house of

knowledge. It is very important for man to preserve and maintain the valuable knowledge and information contained in the books and documents because we want to preserve our knowledge and wisdom for the coming generations. By preserving the documents in a library this knowledge can be made available to others so that they can benefit from it. The central mission of a library is to collect, organise, preserve, and provide access to knowledge and information. In fulfilling this mission, libraries preserve a valuable record of culture that can be passed down to succeeding generations.

Libraries are an essential link in this communication between the past, present, and future. Whether the cultural record is contained in books or in electronic formats, libraries ensure that the record is preserved and made available for later use. Libraries provide people with access to the information they need to work, play, learn, and govern. The purposes of libraries have been changing over times becoming more faceted and multifarious. This modern concept of the library makes it defy the definition given to it in the earlier times. Libraries are not institutions/building/warehouses/stores etc. of materials, but are agents of educational, social, economic and political changes or revolutions in the community and their doors are now open to all who need them. Lehman (2011) opined that the future of library will be as a knowledge center that is dynamic, where not only the librarian, the “books” (whether real or virtual), and the users engage in an interchange of ideas — but the library architecture acts as not only a surrounding framework, but also as a healthy “space” where ideas can flourish, live, grow and even be protected. Hence, the library has become a place entrusted with the acquisition, organisation, preservation, storage, retrieval and dissemination of information in whatever format it might appear. In addition to providing materials, libraries also provide the services of librarians who are experts at finding and organizing information and at interpreting information

needs. The excellence of the library, it should be remembered, is dependent on the quality of its personnel and their zeal. It is obvious from the foregoing that the concept of the library is rich enough to serve as a framework or channel for the public libraries to promote peaceful coexistence in a society.

2.2 Services Provided by Public Libraries in Promoting Peaceful Coexistence among Residents

Dictionary of Library and Information Science (2018) defined library as a collection or group of collections of books and or other materials organised and maintained for use (reading, consultation, study and research). Prytherch (2000) defined Library as a collection of books, book related and non-book materials housed, organised and interpreted to meet the broad and varying needs of people for information, education, knowledge, recreation and aesthetic enjoyment. Ugulu and Oghuvwu (2015) defined library as a collection of books, book related and non-book materials (slide filmstrips, films, CD-ROMs, Microforms Video, etc.) which are organised, interpreted and made available for use globally. A library is also defined as the collection and storage of organised information sources. The acquisition, organisation, preservation and dissemination of this information sources are usually done by professionals known as librarians. Information is new ideas or knowledge extracted from the environment for human use with the aim of modifying behaviour, effecting changes, and enhancing efficiency in all human endeavours (Ajegbomogun, 2008). Information helps create enlightened and responsible citizens. The library is the gateway to information. It is a place where information is acquired, processed, repackaged, preserved, and disseminated (Victoria, 2017).

2.2.1 The Library as the Hub of Information and Knowledge

The peace, prosperity, progress, and development of any nation depend on the nation's ability to acquire, produce, access, and use crucial information. According to Age Concern (2008), access to information and advice is a key resource for local people in living active and independent lives. Access to information is also critical to letting people know their entitlements to welfare benefits and sources of support to overcome social exclusion. Development can only be effective if rural dwellers have access to the relevant, diverse information for their activities (Udo & Chimah, 2016). Rural development is a basis for economic development and information is an important ingredient in development process. People in rural areas whether literate or not should have access to any kind of information which will help them to become capable and productive in their social and political obligations, to become better informed citizens and enhance a peaceful atmosphere to strive. The library serves this role of being citadel of knowledge to the community in order to enlighten the youths and other members of the community by presenting them with factual information that will guide their actions and help them make good decisions that will promote peace in the society. Since knowledge and information are so vital for all round human development, libraries and other institutions that handle and manage knowledge and information are indeed essential in national security. Libraries function as the place where the information seeker can access information without restriction. This has been the world-wide effort of libraries to archive, protect and provide ongoing access to information and the world's cultural heritage for the long term access. These fundamental roles have differentiated libraries from all other institutions. This is where the civic and social responsibility of the library takes centre stage.

The library as a warehouse of information has positively altered its scope of influence across time to become not only a collection of books, book related and non-book materials but also a gateway through which information can be conveyed to people irrespective of location (Ugulu, 2015). Omotayo (2009) observed that in war situations in enlightened societies, use of libraries increases as users flock to libraries to find information to guide them. Information that can promote peace, unity, progress, peaceful co-existence, and harmonious relationship among all the communities must therefore be available in libraries. Mostly all the conflicts in the society are caused by lack of information or inadequate information. Information is a vital tool to the development of every individual or nation, since it is knowledge itself. Information is of paramount importance as it relates to the environment which in turn affects the totality of human's life. The library serves the most appropriate channel in disseminating knowledge across to people of all walks of life. Today modern libraries with the help of modern technologies perform the role of making information available in accelerated speed. Libraries stand as the appropriate channel in the rural areas to provide the right information at the right time and in the right format (Ugulu, 2015).

2.3 Programmes Used by Public Libraries to Promote Peaceful Coexistence among Residents

There are many approaches that libraries can use to integrate and cement the peaceful co-existence of a nation. Some of these include: awareness campaigns, conferences, talk shows, games, book exhibitions and other educative and informative activities by which citizens will find it more interesting and innovative to make libraries' facilities or materials to drive and facilitate nation-building and national security. Adeoye (2012) examined the role of Nigerians libraries in promoting peace, unity, and rural development and emphasized on the need for

information circulation which will lead to rural development and food security as a means to achieve peace and unity.

Bhatti (2010) examined libraries and peace education in Pakistan. Bhatti explored: “using libraries as a platform for exploring the causes and effects of extremism, bringing about positive change in the societal thinking and attitude convincing the global communities that violence is not an intrinsic ingredient of Pakistani society and that all the contributory factors must be examined, is the basic motivation of this study. Studies on the relevance of libraries on nation building noted that libraries are integral part of the society which in one way or the other creates opportunities for youths to be employed especially in restive community which in turn facilitate national development (Cletus & Ogunbiyi, 2015).

According to Ogunsola (2011), traditionally, libraries were collections of books, manuscripts, journals, and other sources of recorded information. In the last 50 years, libraries have increasingly developed into a provider of information resources and services that do not even require a building. The Library's traditional lasting objective is to provide access to relevant information resources. The aim of this is to give high value to the needs and expectations of users. Generating and sharing information is useless, if there is no way to locate, filter, organise and access it.

Also, Maduka (2010) enumerated that the social development of citizens hangs on the widespread of information and knowledge which the library provides. Agreed that the responsibility of library and information services rests on the librarian and information scientists, there is also the need to collaborate with the security agencies in bringing maximum information services to the public through different means like using the ICT and the mass media approach in this case for national security.

2.4 Media Used by Public Libraries to Promote Peaceful Coexistence among Residents

The world has gone beyond conventional use of library and it is now been driven by the revolution of information and communication technology which exposes knowledge seekers to so many resourceful materials that can broaden the level of socialisation, literacy and thinking of the people. Therefore, the positive use of modern technology can promote peaceful coexistence and also curb national insecurity.

Free access to information is fundamental to the people as this enables them to participate substantially in the process of economic, social and political activities in the society, and enhances education, knowledge and learning (David, 2016). Echezona (2008) further asserted that, for any nation to make meaningful impact in conflict prevention, peace promotion and conflicts resolution, early warning information is needed. Timely alert to potential conflicts is central to an early warning system which, in order to be meaningful, must be complemented by early political action. Library and information service is a key player in providing unhindered access to essential information resources for economic and cultural advancement. In doing so, they contribute effectively to the development and maintenance of intellectual freedom, democratic values, peace and universal rights (International Federation of Library Associations, 2002).

Nwaforonso, Theresa Tochukwu and Obiora. Hubert-Nwangwu (2018) examined the role of librarians in resolving conflict in Nigeria with particular reference to University of Agriculture Makurdi library. Three objectives were achieved and three research questions were answered. Population for this study was 120 subjects comprising of professional and paraprofessional librarians and was used as sample for the study. Instrument used for this study was constructed questionnaire title 'Role of Librarians in Resolving Conflict in Nigeria Questionnaire

(RLRCNQ)' and it was validated and tested by lecturers in department of library and information science of Benue State University Makurdi. Data was collected and analysed using mean. Findings revealed that there are services available for librarians in conflict resolution in University of Agriculture Makurdi. Also use of electronic mobile technologies and social media tools were the media through which librarians offer their services. The study concluded that there are problems encountered by librarian in rendering conflict resolution service. Library staff play vital role in resolving conflict. It was recommended that the identified strategies for conflict resolution should be used by agency for conflict management to resolve conflict among people in Nigeria, University management should ensure proper implementation of established library policy on conflict management information services and technological infrastructures like internet facilities for enhancing information dissemination should be established.

Oyeronke (2012) reported on "Information as an economic resource in Nigeria" noted that libraries can clearly play a major role in promoting peaceful coexistence through the provision and dissemination of information from the varieties of relevant materials in their holding. The library and librarians when prepared can contribute to all these by providing the avenue for creating awareness campaigns, talk shows, book exhibitions and using outreach programmes to sensitise especially the illiterate and semi-literate ones and above all, providing information materials to the community dwellers.

Libraries are expected to change attitude of the civil society, which is a stakeholder in the peace process (Ntui, 2009). Adewuyi (2009) carried out a study on the library as a tool for conflict resolution: The Nigerian experience. The study revealed among others that acquisition of government publications (such as gazettes, constitutions, government bulletins etc), acquisition

of materials of cultural heritages such as antiquities could help in conflict resolution. Haruna (2009) studied the role of academic libraries in conflict resolution in Africa. The study discovered that academic libraries could render such services like exhibition of information resources on conflict and related topics, current awareness services, selective dissemination of information and organising seminars, conferences, workshops and symposia as ways of bringing about conflict resolution.

According to Gisesa (2008) on the use of ICT in conflict resolution, conflicts are based on deficiency of information, that cases of misinformation, wrong information or missing information enhance disparity in opinions and social differences which may lead to as well heighten conflicts. People in the community can be given what is called peace education. Libraries can reach their users through their resources, services and facilities. The users will in turn reflect what they gained from the library in their societal lives, relationships and interactions. (Echezona, 2011) on the studies on the intervention of public libraries in conflict in the Niger Delta asserted that libraries equip researchers with techniques of identifying and preventing conflicts at an early stage. This could be achieved by inviting discussions and brain storming from experts on peaceful co-existence through awareness campaigns, workshops, conferences, seminars and documenting the information generated for the users to learn the art of resolving and managing conflicts and promoting peace, love, unity and tolerance.

Historically, libraries and librarians have played a major role in creating, accumulating, organizing and disseminating information. Libraries according to Echezona (2009) are key players in fostering the information society. The advance in the area of computer hardware and software, as well as breakthrough in the field of communications, brought about a great

revolution in the way libraries deliver their information service today. With this revolution of ICT systems such as internet, website, email, teleconferencing, and information super high way, libraries can then play a role in peaceful co-existence.

2.4 Prevailing Factors that Hinder Library Services towards Peaceful Coexistence among Residents

Robbins and Judge (2010) on their work on “Organisational behaviour” examined the factors that hinder peaceful coexistence and asserted that many factors led to conflicts among members of the society, which conflict itself is the prevailing factor that barricade peaceful coexistence among members of the society. Also, proceeded by opined that conflict is as old as the family institution and it exists in many spheres of life, most especially when there are different desires, interests and goals to pursue and achieve by different individuals, groups, organisations, communities, tribes, states or nations. It is a process that begins when one party or group perceives that another party or group has negatively affected, or is about to negatively affects something that the first party cares about”. Kreitner and Kinicki (2010) on similar work “Organisational Behaviour” identified conflict as the prevailing factor among other factors that hampers the existence of peace among members of the society. In their words- “Conflict brings about change and change also brings conflict and both are inevitable part of life”. Conflict can be a serious problem if it is allowed to escalate as it could create chaotic conditions that make it nearly impossible for people to relate or live together peacefully or harmoniously.

The causes of conflict between individuals, groups, organisations, communities and nations stem from a common thread which runs through them - notably differences. It might be difference in opinions, beliefs, perceptions, views, interests, needs or goals. Given the Nigerian scenario, the very characteristics of her populace, geological landscape and type of leadership

(colonial, military or democratic) abound with diversities which provide grounds for differences and hence conflicts. Thus, it has a dysfunctional outcome that threatens social harmony, peaceful coexistence, and economic growth and development and as such it is harmful; and should be avoided as it has a negative outcome as violence, destruction and irrationality (Kreitner & Kinicki, 2010).

Nigeria is synonymous with deep divisions which cause major political issues to be dynamically and violently contested along the lines of intricate ethnic, religious and regional divisions. Issues that raise the most dust are those regarded essential for the existence and the validity of the state. Opposing and contending assemblages have a tendency to assume an exclusionary winner-take-all approach. These issues include the control of state power, allocation of resources and citizenship. As a result, states with such divisions are disposed to be delicate and unstable because almost by definition, they have very little in common with regard to convergence and harmony which are necessary to reduce the centrifugal forces that rip them apart (Osaghae and Suberu 2005:4).

In Nigeria, many authors (Nwaobuiro 2010; Yakubu, 2010) have identified factors that hinders peaceful coexistence with the conclusion that conflict is the mother of majority of (if not all) the factors that leads to the absence of peace in Nigerian communities. One of such is as reported by Nwaobuiro (2010) on examining the “root cause of violence in Nigeria”, with Niger Delta case as example, Nwaobuiro (2010) highlighted the causes of violence which is triggered by conflict to include the following: difference in belief which often leads to religious crisis; selfishness; greediness; injustice; ignorance on the side of the citizens and other factors.

Saheed, Zakaree and Egwaikhede (2012) examined the impact of these social crises on effective and efficient utilization of both its natural and human resources towards the

development of its economy, using a descriptive analysis approach. Findings indicate that social crises in Nigeria, especially corruption and ethno-religious conflicts have been a clog on the wheels of economic growth and development in Nigeria. Based on these findings, some policy recommendations were offered, which include: the promotion of religion tolerance and peaceful coexistence of the citizens, and monitoring of the activities of its people through the establishment of committee of elders, to quickly intervene and nip in the bud any crisis before it degenerate to a major conflict. The government should employ the rule of engagement in deciding what the citizens want and take steps in meeting their needs, rather than deciding on its own what to provide for the people.

Yakubu, Adeboye and Ubah (2010) reported on crisis and conflict management in Nigeria since 1980 opined that prominent among the root causes of Nigeria's conflicts is the fact that Nigerian States are endowed with varying natural resources which are exploited for the Nigerian Federation at different times, with varying adverse consequences for the environment in which these resources were and are exploited. The lack of commensurate control of the revenue yields from these resources by the producing communities has resulted in many conflicts. The Odi massacre, the Choba village incidence, etc. all have their roots in petroleum exploitation related grievances. Additionally, Poverty is one cause of conflict. Odili (2011) revealed that the oil boom in Nigeria has been driven by oil extracted from the Niger Delta region. Oil wealth, from the Niger Delta region, is largely responsible for sustaining the Nigerian Federation.

Many libraries and information centres in Nigeria have entered a frustrating period in organisation development. There are lots of challenges encountered by public libraries in Nigeria. In fact, most libraries and information centres are so poor that they impede rather than promote learning and acquisition of knowledge (Ameh, 2015). As examined by Opara (2008),

"the tempo of Public Library development in the country in the year immediately after independence and after the Nigerian civil war could not be sustained due to inadequate financial support by the establishing authorities, demoralized and inadequate workforce, and inadequate accommodation". Some of the challenges faced by public libraries in Nigeria are here enumerated.

Poor Funding: A library may have the vision to carry out their services effectively, but lack of finance will pose a threat to the actualisation of this dream. Many libraries in Nigeria cannot afford to purchase expensive materials, install computers and establish an Internet connection, especially in remote areas. This was supported by Zake (2009) who stated that "poverty is one of the most important barriers, especially due to the fact that ICTs are important and therefore relatively more expensive in Africa than in developed countries". The issue of inadequate funding is a big threat to libraries as a tool for sustainable development. In similar opinion, Anie (2014) noted that the budgetary allocations to the state library Boards and the National Library Board are very minimal and not enough to fund libraries. The financial constraints facing the public libraries stemmed from the "Structural Adjustment Programme (S.A.P). Benedict (2013) pointed out that libraries have to be adequately funded if they are to be goal driven and attractive. Lack of funds is the greatest problem libraries face. Inadequate funding could serve as a barricade to the development of public libraries in Nigeria. There cannot be effective services without adequate funding to purchase library materials and organize outreaches to the rural dwellers with informative and educative programmes.

Poor Maintenance Culture: Lack of maintenance culture is another problem facing public libraries. The vision of the federal and state governments for establishing public libraries almost in every community is to ensure that the masses have access to information materials for human

resource and community development. Many young men and women, who could not afford to pay school fees, devoted their time to proper study in public libraries because the books needed were accessible and available, the reading chairs and tables were comfortably arranged, and the environment was conducive for learning and studies. But the case is different now, the books are today torn and mutilated; the reading chairs and tables broken, and the grasses have grown and covered the environment. Users are no longer attracted to use library facilities in rural areas (Anie, 2014). Benedict (2013) posited that appropriate buildings are needed to provide protection to library materials. Books, computers, and audio-visual materials are very sensitive and have to be protected from extreme weather conditions. Zake (2009), Kibat (2013) and Anie (2014) reported inadequate levels of ICT facilities as one of the major problems facing libraries in Nigeria as they move into the 21st Century. ICT infrastructure development and poor funding have been identified as problems, followed by poor ICT skills among staff. The culture of infrastructure development and maintenance is not widespread in Nigeria. Infrastructure is essential for delivery of library service to rural communities. Majority of Nigeria's rural population still lacks the most basic telecommunications. According to Kibat (2013), the major obstacle inhibiting efficient information services in rural areas are poor communication infrastructure and wide-dispersed rural population.

Inadequate Human Resource: The shortage of adequately trained staff in libraries is obvious. Education and training for librarianship in Nigeria is inadequate, and need radical restructuring to produce librarians suited to serve in a knowledge-based society (Lilian & Martins, 2018). At present, many rural libraries have inadequate numbers of staff, and many others have staffs who are seriously undereducated (Ebiwolate, 2010). Benedict (2013) gave the nod when he asserts

that many libraries are run by non-professional staffs. If libraries in Nigeria are to survive, they must invest in the intellectual capital of their employees.

Management Issues: Electronic resources are not visible to the users as in traditional libraries where resources are physically available for browsing and use. According to Agwu, Ejelonu and Ndulaka (2012), libraries subscribe to the different packages of different publishers and vendors, as such information sources remain scattered which is not convenient to the users for browsing and searching. All such resources need to be integrated for access with a single stroke of key. Users neither have time nor patient for visiting a number of locations of website or platform thus not utilising the resources effectively to develop them.

Electricity Problem: Stable electricity system is an indispensable infrastructure in the proper functioning of public libraries for rural community development. In spite of this awareness, rural communities in Nigeria have been characterized by poor provision of electricity (Michael, 2014). Successful automation and the use of ICT depend on reliable power supply. The absence of these infrastructures has left many rural communities under developed in Nigeria. Furthermore, inadequate access to information and absent of government sponsored rural public library services and programmes is another challenge faced by public libraries in Nigeria. The rural communities have restricted access to information due to their geographical, economic or social marginalization. The irony of the situation in rural communities in Nigeria is that although information is more available worldwide today than in any other era of human history, most of it is inaccessible in rural communities in Nigeria. This is the reason why the impacts of the improved agricultural, industrial, health, educational and communication sectors are not significantly felt at the rural community.

Currently, one of the challenges libraries face as an educational tool for peaceful coexistence and sustainable development is high illiteracy rate and lack of reading culture, especially among the rural settlers. Most information is on print and most people cannot read and write. Inadequate library materials are another challenge of libraries. Poor and inadequate facilities have also become an undermining issue for libraries to meet their goals of providing information for development. Libraries need sufficient space and facilities to accommodate new types of materials such as computers, CD-ROM etc. Also, adequate space is needed for staff and readers as well.

2.5 Strategies to enhance Public Libraries Services towards Promoting Peaceful Coexistence

Libraries have always been a key contributor to national development and it is appropriate that they take a leadership role in the movement for sustainable peace in Nigeria. Information is therefore a crucial factor in national security. This is because the line between security and insecurity lie in information given or information withheld (Chorun, Beetseh, Ilo & Idachaba, 2014). In Nigeria's current security challenge, citizens and government must recognize this need for information use and literacy as a means of national security (Noruzi, 2010).

Information remains the only product which the libraries handle and this includes all media in which the information is shaped. The only means through which the real integration of people living in political, economic, religious and ideological poles could be brought together is through the actual cooperation and exchange of vital information between the two: the terrorist and the terrorised. The work of librarians has moved outside libraries walls. Librarians have begun to work in the information industry as salespeople, designers of new information systems, researchers, and information analysts. They are also found in such fields as marketing and public

relations and in such organisations as law firms, where staffs need rapid access to information for national good. Though information officers and librarians may not be military people, because of their professional background, they are usually equipped to provide technical information services to experts in other fields using the language they understand most since language is a synergy.

In providing information services, librarians may need to adopt campaigning or mobile libraries to bring libraries services to the doorsteps of citizens to educate them on national security. Since information is a transformation agent, a shaper of perspectives and philosophies of life, the task lies on libraries as information centres and librarians as information managers to ensure that Nigerians have access to information that will direct their actions of which to some extent the libraries in Nigeria is fulfilling this responsibility. Information therefore is a necessity for individual and collective freedom and attainment of national cohesion. Social cohesion cannot be achieved without timely, accurate, and relevant information. This is because information is fresh ideas or fact taken out of a person's surrounding for use with the objective of transforming behaviour in all areas of human life. Currently, the electronic media is one of the most effective and powerful means of mass mobilisation.

A nation not mobilised enough to withstand terrorism cannot aspire to preserve its freedom, faith and ideology for long. The libraries through the media has been waging war of its own to counter the hostile propaganda from insurgents and terrorists in Nigeria (Chorun, Beetseh, Ilo & Idachaba, 2014).

Ezechona (2007) highlighted various strategies for conflict resolution, causes of conflict, consequences of conflict, information and conflict resolution, conflict resolution through

information literacy and library, and conflict resolution. It concludes that libraries have many challenges in meeting up with conflict resolution. Such challenges include inadequate or lack of well-equipped ICT laboratories, inadequate funding, inadequate number and right calibre of academic staff, and irregular power from the public power supply.

The library provides not only information resources and guidance, but it is also a judgment-free zone in which a citizen can investigate interests of the terrorists without worry of embarrassment or exposure. A greater understanding of the differences and similarities between peoples of the world can potentially initiate and expand feelings of tolerance and empathy for cultures, religions and traditions outside of one's immediate sphere (Ossai-Ugbah, 2013). Omotayo (2009) noted that: in war situations in enlightened societies, use of libraries increases as users flock to libraries to find information to guide them. Information that can promote peace, unity, progress, peaceful co-existence, and harmonious relationship among all the communities must therefore be available in libraries. Librarians, therefore, in promoting access to this information, act as agents of the promotion of communal peace and reconciliation.

Itsekor, Chukwudum and Fagbohun (2017) examined the causes of insecurity and violence in Nigeria and around the world. Also, discussed the active roles libraries play in promoting peace and security in different countries. The findings highlighted the fact that several threats to lives, ranging from terrorism, communal and tribal clashes, kidnapping, pollution, health, physical and environmental hazards, and economic crisis among others, can be curbed through information and intelligence services. The article makes recommendations for the promotion of literacy by libraries, build collaborative relationships between librarians and security operatives, and provide suggestions for the provision of current information against terrorism and security of lives and properties. It also seeks to provide current news on terrorism and intelligence services in Nigeria

and around the world, and on social and national security for peaceful coexistence in communities.

According to Olili (2008) library is a useful instrument for combating illiteracy and erasing ignorance in the society. It is an educational organisation where persons visit mainly to gain knowledge, keep the people abreast about the customs and arts produced by a particular society, improve on their reading habits and most especially earn a better living in their respective endeavour. Further stating, libraries serve as a means for providing the required information and enlighten the communities to reduce the tension and uncertainty that translate to crises. This will go a long way in training or educating youths and social leaders on their role in promoting the culture of peace, and then enjoin citizens to naturally prefer pacific methods of settling disputes rather than resorting to violence or fighting.

Youth in the society are the active agents of crises and violence, libraries can help promote the custom of peace among youths by serving as knowledge centers for youth to get informed about the dangers of violence to community development and hence prevent the occurrence of violence. Public library in its role of making accessible all forms of suitable information materials and services to meet the needs of special groups thus, those with disabilities in enhancing their education which is the right of every citizen is indeed a key to fostering national integration for development. Through collaborative effort, public libraries do create a platform where Multi-nationals, government and non-governmental agents meet on social forum where information on fight against drug abuse, rape, cultism, health talks among others are provided and disseminated to the public. All these are geared towards building healthy community and state for fostering national integration for development (Echem, 2018).

Through public library resources and programmes, the people are being enlightened on social and traditional values among different cultures. This is seen in the area of marriage, burial rites, cultural, arts festivals and others. By this national cohesion is enhanced. Another way public libraries promote peaceful coexistence is the preservation and promotion of cultural heritage and diversity. Recreational services geared towards bringing particularly young children together thus inculcating in them the spirit of oneness through the provision of information that brings the attention of the children to unity and cohesion can be disseminated in the children section of the public library to foster national integration for development. The use of the information communication technologies platform is seen as crucial to reaching out to the community to peacefully maintain peace or resolve conflict. Just as they are being used for elections, social networking sites (MySpace, Facebook, Web 2.0. and Library 2.0, Wikis, folksonomy, Flickr, Podcasting, YouTube, and virtual worlds), may be used to combat the disasters caused by intolerance and terrorist. Currently, ICT is seen as positive for widespread of awareness and better quality information in the evolving framework of librarianship (Bhatti, 2010).

Nwosu and Ogbomo (2010) on their assessment of public libraries role in national development maintained that Public Libraries help in facilitating the planning and implementation of learning programmes that will equip users with the skills necessary to succeed in a changing society. The Public Libraries provides information resources for learning and research. They are important in the development of information society. The economic role played will be dependent on the access to information because national development is very much influenced by the amount of available information. Continuing, they added that “the Public Library also plays a vital role by providing access to a wide range of library and information

resources both in prints and electronic that appeals to all categories of users. This provision of access to information tries to bridge the gap between the information rich and the poor. They are charged with the responsibility of acquiring, disseminating, organising and administering information.

Chorun, Beetseh, Ilo and Idachaba (2014) examined role of Nigerian libraries and librarians in curbing terrorism and opined that libraries have always been a key contributor to national development and it is appropriate that they take a leadership role in the movement for sustainable peace in Nigeria. Information is therefore a crucial factor in national security. This is because the line between security and insecurity lie in information given or information withheld.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

Research methodology is the specific procedures or techniques used to identify, select, process, and analyse information about a topic. In a research paper, the methodology section allows for critical evaluation of the overall study's validity and reliability. The methodology section answers questions like: How was the data for the study collected or generated? How was it analysed? (Samuel, 2018). Thus, this chapter entails the procedures that were used to carry out the research study. It also focuses on the research instrument employed for the work, reliability and validity of the instrument, procedure for data collection and analytical techniques used for the analysis of data obtained.

3.2 Research Design

Descriptive survey design was adopted for this study. This design is appropriate because it describes the current situation, collection of information concerning the problem from the representative samples and drawing of conclusion based on the information gathered and analysed from the population of study.

3.3 Population of the Study

Population is a set of people, cases of interest in a given project. Daramola (2016) defined a target population as all people of interest in a given research study that are available to the researcher at the study. The population for this study are librarians in public libraries that were drawn from two selected public libraries which are: Offa Township Library, Offa and Kwara State Library Board, Ilorin as shown in Table 3.1

Table 3.1: Population of the Librarians used for the Study

Public Libraries	Librarians
Offa Township Library, Offa	2
Kwara State Public Library, Ilorin	25
Total	27

Source: Kwara State Library Board, 2019

3.4 Sampling Procedure and Sample Size

Total enumeration sampling technique was employed to select respondents from the two selected public libraries in Kwara State as shown in Table 3.1. Total enumeration sampling technique was adopted because of the small size of the total population of the study. The sample size for this study is 27 librarians working in public libraries at Ilorin and Offa towns in Kwara State. Researcher used the entire population of librarians as sample size.

Table 3.2 Sample Size for the Study

S/N	Name of Library	Sample Size
1	Offa Township Library (Offa LGA)	2
2	Kwara State Library (Ilorin South LGA)	25
Total		27

Source: Author's Field Survey, 2019

There are five public libraries in the state namely; Kwara State Library, Ilorin; Offa Township Library, Offa; David Folayan Memorial Library, Iludun Oro; Tunde Idiagbon Library, Ilorin and Ijomu Oro Library, Ijomu Oro. However, the researcher used two public libraries within the geographical location for the study.

3.5 Data Collection Instrument

The research instrument used for data collection was a semi-structured questionnaire adapted from Ugulu and Oghuvwu (2015) using 4-Likert scale rating from Strongly Agree (SA) to Strongly Disagree (SD) with the middle rating of Agree (A) and Strongly Disagree (SD). According to Creswell (2014), questionnaire is considered one of the effective tools of data collection. The questionnaire for librarian comprised six sections: A, B, C, D, E, and F. Section A contains demographic information of the respondents with six (6) items. Section B contained 6 questions on services provided by public librarians in promoting peaceful coexistence, Section C contains 6 questions on various programmes used by public librarian in promoting peaceful coexistence, Section D covers contains five (5) questions on media used by public librarian to promote peaceful coexistence among users/residents, Section E contains 6 questions on prevailing factors that hinder peaceful coexistence promotion among residents while Section F contains 8 questions strategies to enhance public library services in promoting peaceful coexistence among residents.

3.6 Validity and Reliability of the Study

Validity of instrument is concerned with whether an instrument really measures what it is supposed to measure or not. Criterion validity, face validity, content validity and construct validity are the types of validity (Hamed, 2016). For this study, face validity and content validity were done. The face validity of the instrument was done by the researcher's supervisor and two lecturers of the Department of Library and Information Science and one lecturer from related department (ICS) by checking spelling errors, arrangement, neatness and formatting. This was to ensure that all research questions were adequately catered for in the questionnaire. As supported by Oluwatayo (2012 who reiterated that face validity refers to researchers' subjective

assessments of the presentation and relevance of the measuring instrument as to whether the items in the instrument appear to be relevant, unambiguous and clear. Content validity could be defined as the degree to which items in an instrument reflect the content universe to which the instrument will be generalised. Researcher carried out content validity by evaluating survey instrument in order to ensure that it includes all the items that are essential and eliminates undesirable items to a particular construct domain (Boudreau, Gefen & Straub, 2004).

Reliability of instrument is defined as the consistency of the instrument in relation to stability and precision over repeated use (Hamed, 2016). The reliability of the instrument was determined using test and re-test method. The questionnaire used for the study was administered on one (1) librarian available at David Folayan Memorial Library, Irepodun Local Government Area at two weeks interval.

3.7 Data Collection Procedure

A letter of introduction was obtained from the Head of the Department of Library and Information Science, University of Ilorin to the respondents in the two selected public libraries used for the study. The researcher administered the questionnaire on the respondents and guided them on how to respond to the questionnaire. The researcher waited till all the respondents properly filled and returned copies of questionnaire administered. A well-trained research assistant was employed to collect completely filled questionnaire. Twenty-seven (27) respondents available at Kwara State Public Library and Offa Township Library were used for the study. Twenty-seven copies of questionnaire were adequately filled and returned.

3.8 Method of Data Analysis

The researcher used Scientific Package for Social Sciences (IBM-SPSS) version 21.0. The purpose of analysing data is to obtain usable and useful information. The completed copies of the questionnaire was analysed and tabulated using simple frequency counts and percentage.

3.9 Ethical Considerations

The researcher assured the respondents of confidentiality and that all the information collected would be used for the research purposes only. Furthermore, the researcher informed the respondents that their anonymity was guaranteed and participation in the study was voluntary. The respondents were also informed that they might withdraw from this study at any time. Similarly, the researcher requested the permission from the two selected public libraries within the two selected local governments in Kwara State before carrying out the research and permission was granted.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION OF FINDINGS

4.1 Introduction

This chapter presents the results and findings of the study on public libraries and peaceful coexistence among residents in selected local governments in Kwara State. The overall objective was to assess the perceived roles of public libraries in promoting peaceful coexistence among residents in selected local governments in Kwara State. Data was presented and analysed based on the following research objectives:

1. examine the services provided by the public libraries in the selected local government areas (LGA) in promoting peaceful coexistence among the residents of the selected LGA;
2. investigate the programmes used by the public librarians to promote peaceful coexistence among the residents;
3. ascertain the medium used by public librarians to promote peaceful coexistence among the residents;
4. determine the prevailing factors that hindering public library services towards peaceful coexistence among the residents of the selected LGA and
5. identify strategies used to enhance public library services towards peaceful coexistence among the residents in the selected LGA.

Following the above stated objectives of the study, a questionnaire was administered to library patrons who are residents of the study areas.

The presentation of the results in this chapter is in two parts. The first part relates to the demographic information of the respondents (library patrons and respondents). This reveals general information about the respondents. The results of the survey are presented in descriptive, using tables, bar charts, graph and statistics.

4.2 Response Rate:

The response rate of the respondents was so encouraging and impressive due to the level of their interest and willingness to participate in the administering of the questionnaire. For the distributions of questionnaire, a total number of 27 copies of questionnaire were administered in the two selected public libraries. However, 25 copies of questionnaire were administered in Kwara State Library (Ilorin South LGA) and 2 in Offa Township Library. 27 copies of questionnaire were returned by the respondents out of 27 copies of questionnaire administered. This was as a result of administering questionnaire on professional librarians immediately after end of month meeting with the Director of Library Board. The overall questionnaire returned from the two selected public libraries was 27 distributed with the response rate of 100% as shown in Table 4.1.

Table 4.1: Response Rate of the Two Selected Public Libraries (N=27)

S/N	Name of Library	Number of Questionnaire Administered	Number of Questionnaire Returned	Rate of Return (%)
1	Kwara State Library (Ilorin South LGA)	25	25	100%
2	Offa Township Library (Offa LGA)	2	2	100
		27	27	100%

Source: Author's Field Survey, 2019

4.3 Data Analysis and Presentation

Objective 1:

The first research objective sought to examine the services provided by public libraries in the selected public libraries in promoting peaceful coexistence among the residents. See Table 4.2.

Table 4.2: Services Provided by Public Libraries in Peaceful Coexistence Promotion (N=27)

Key: **HA**=Highly Available, **A**=Available, **MA**=Moderately Available, **NA**=Not Available

S/N	Statement	HA	A	MA	NA	Total
1	Provision of daily newspapers (Newspaper Services)	21(77.8%)	4(14.8%)	2(7.4%)	-	27 (100%)
2	Library provides Internet Service for users to browse for useful and relevant information	18(66.7%)	2(7.4%)	5(18.5%)	2(7.4%)	27 (100%)
3	Provides information on cultural heritage	15(55.6%)	5(18.5%)	6(22.2%)	1(3.7%)	27 (100%)
4	Provides information on magazine, Journals, theses (Serials Services)	11(40.7%)	6(22.2%)	7(25.9%)	3(11.1%)	27 (100%)
5	E-library facility service to download useful materials that promote peace	14(51.8%)	5(18.5%)	4(14.8%)	4(14.8%)	27 (100%)
6	Public awareness services on government programmes that promote peace	20(74.1%)	3(11.1%)	2(7.4%)	2(7.4%)	27 (100%)

Source: Author's Field Survey, 2019

Note: Highly Available + Available + Moderately Available = Available; Not Available

Table 4.2 shows that the majority 27(100%) of the respondents indicated that newspapers services available in their libraries. Also, 25(92.6%) of the respondents agreed that internet

services are provided in their libraries while 2(7.4%) said not available. Furthermore, 24(88.9%) of the respondents showed that libraries made available information on cultural heritage while 1(3.7%) had contrary view. In addition, 24(88.9%) of the respondents showed that libraries provided information from theses, journals, magazines (serials services) available to library users while 3(11.1%) had contrary view. Furthermore, 23(85.2%) of the respondents indicated that their libraries provided e-library facility services for their users while 4(14.8%) had different view. In addition, 25(92.6%) of the respondents showed that their libraries provided public awareness services for information users on peace resolution and conflict prevention while 2(7.4%) had contrary view. The findings of the study revealed that there are various library services provided by public libraries in promoting peaceful coexistence among residents. This might be part of factors responsible for the striving of relatively peace among residents in Kwara State

Objective 2:

The second research objective sought to investigate the programmes used by public libraries to promote peaceful coexistence among the residents. See Table 4.3.

Table 4.3: Programmes Used by Public Libraries to Promote Peaceful Coexistence (N=27)

Key: **SA**=Strongly Agree, **A**=Agree, **D**=Disagree, **SD**=Strongly Disagree

S/N	Statement	SA	A	D	SD
1	Organising workshops on conflict resolution	13(48.1%)	3(11.1%)	4(14.8%)	7(25.9%)
2	Road show to disseminate information on conflict resolution	7(25.9%)	5(18.5%)	10(37.0%)	5(18.5%)
3	Partnership with traditional leaders for grassroots awareness campaign on peaceful coexistence	12(44.4%)	3(11.1%)	4(14.8%)	8(29.6%)
4	Organising conferences on benefits of peaceful coexistence	18(66.7%)	3(11.1%)	4(14.8%)	2(7.4%)
5	Library week on conflict resolution and awareness of benefits of peaceful coexistence	16(59.3%)	2(7.4%)	4(14.8%)	5(18.5%)
6	Organising multicultural promotion gatherings	4(14.8%)	9(33.3%)	10(37.0%)	4(14.8%)

Source: Author's Field Survey, 2019

Note: Strongly Agree (SA) and Agree (A) were merged to Agree while Strongly Disagree (SD) and Disagree (D) were merged to Disagree

Table 4.3 shows that 16(59.3%) of the respondents agreed that they organised workshops on conflict resolution while 11(40.7%) disagreed. Also, 12(44.4%) of the respondents agreed that road show is part of the programs organised to disseminate information on conflict resolution while 15(55.6%) of the respondents disagreed. In addition, 15(55.6%) of the respondents agreed that they do partnership with traditional leaders for grassroots awareness campaign on peaceful coexistence among residents while 12(44.4%) disagreed. Moreover, the findings of the study

shows that 21(77.8%) of the respondents agreed that they organised conferences on benefits of peaceful coexistence among residents while 6(22.2%) disagreed. In addition, 18(66.7%) of the respondents agreed that they organized library week on conflict resolution while 9(33.3%) disagreed. Furthermore, the findings of the study shows that 13(48.1%) of the respondents agreed that they organised multicultural promotion gatherings among residents while 14(51.9%) disagreed. The findings of the study indicated that public libraries in Kwara State support government with various programmes that promote peaceful coexistence among residents.

Objective 3:

The third research objective sought to ascertain the different methods used by public libraries to promote peaceful coexistence among the residents. See Table 4.4.

Table 4.4: Media Used by Public Libraries to Promote Peaceful Coexistence (N=27)

S/N	Statement	Yes	No
1	Social Media (Facebook/Whatsapp)	25(92.6%)	2(7.4%)
2	Print Materials (Use of Handbills)	27(100%)	-
3	Radio/Interview/Conversation	22(81.5%)	5(18.5%)
4	Radio/Television Announcement	14(51.9%)	13(48.1%)
5	Liaising with community leaders, NGOs and Churches/Mosque	16(59.3%)	11(40.7%)

Source: Author's Field Survey, 2019

Table 4.4 shows that majority 25 (92.6%) of the respondents said that they used social media such as Facebook/WhatSapp while 2(7.4%) said no. Also, the findings of the study show that all respondents 27(100%) said yes, they used print materials like handbills. Moreover, the findings of the study show that majority 22(81.5%) of the respondents said yes, they used radio/interview conversation in promoting peace among residents while 5(18.5%) disagreed by saying no.

Additionally, 16(59.3%) of the respondents said yes, they liaised with community leaders, Non-Governmental Organisation (NGOs) while (40.7%) said no. The findings of the study suggested that librarians used various media to promote peaceful coexistence among residents in Kwara State and mostly used at present is social media Facebook and WhatSapp.

Objective 4:

The fourth research objective sought to determine the prevailing factors that hinder peaceful coexistence among the residents of the selected LGA. See Table 4.5.

Table 4.5: Prevailing Factors that Hinder Peaceful Coexistence (N=27)

Key: **SA**=Strongly Agree, **A**=Agree, **D**=Disagree, **SD**=Strongly Disagree

S/N	Statement	SA	A	D	SD
1	Inadequate resources and facilities	14(51.8%)	4(14.8%)	4(14.8%)	5(18.6%)
2	Lack of established policy on special information services like conflict resolution	17(62.9%)	2(7.4%)	3(11.1%)	5(18.6%)
3	Lack of interest in social issues by library staff	18(66.7%)	3(11.1%)	4(14.8%)	2(7.4%)
4	Poor infrastructure; for example, no functional Internet	22(81.5%)	3(11.1%)	2(7.4%)	-
5	Poor manpower/human resources	26(96.3%)	1(3.7%)	-	-
6	Poor funding of library by government	19(70.4%)	2(7.4%)	2(7.4%)	4(14.8%)

Source: Author's Field Survey, 2019

Note: Strongly Agree (SA) and Agree (A) were merged to Agree while Strongly Disagree (SD) and Disagree (D) were merged to Disagree

Table 4.5 shows that the majority, 18(66.7%) of the respondents agreed that inadequate resources and facilities are prevailing factors hindering peaceful coexistence among the residents 9(33.3%) disagreed. Also, 19(70.4%) of the respondents agreed that lack of established policy on special

information services on conflict prevention and resolution while 8(29.6%) disagreed. In addition, 21(77.8%) of the respondents agreed that lack of interest in social issues by library staff is one of the main factors hindering services meant to promote peaceful coexistence among residents in Kwara state while 6(22.2%) disagreed. Similarly, 25(92.6%) of the respondents agreed that poor infrastructure could cause conflicts between library and users from community while 2(7.4%) disagreed. Moreover, the findings showed that 27(100%) of the respondents agreed that poor manpower/human could cause conflict among residents. Additionally, 21(77.8%) of the agreed that poor funding of library by government could lead to conflict by library user among residents. The findings of the study revealed that many prevailing factors hindered peaceful coexistence among residents in Kwara State

Objective 5: The fifth research objective sought to identify strategies to enhance public library services towards peaceful coexistence promotion among the residents in Kwara State. See Table 6.

**Table 4.6: Strategies to enhance Public Library Services towards Peaceful Coexistence
Promotion among Residents (N=27)**

Key: **SA**=Strongly Agree, **A**=Agree, **D**=Disagree, **SD**=Strongly Disagree

S/N	Statement	SA	A	D	SD
1	Establishment of policy on services for such social issues	19(70.4%)	6(22.2%)	2(7.4%)	-
2	Improved funding	22(81.5%)	2(7.4%)	3(11.1%)	-
3	Improve staff attitude towards provision of library services	15(55.6%)	4(14.8%)	3(11.1%)	5(18.6%)
4	Provision of adequate infrastructure	20(74.1%)	5(18.6%)	-	2(7.4%)
5	Sensitising the members of the community on security, peace and the ills of conflict	18(66.7%)	6(22.2%)	2(7.4%)	1(3.7%)
8	Provision of adequate library personnel	22(81.5%)	5(18.6%)	-	-

Source: Author's Field Survey, 2019

Note: Strongly Agree (SA) and Agree (A) were merged to Agree while Strongly Disagree (SD) and Disagree (D) were merged to Disagree.

Table 4.6 shows that the majority 25(92.6%) of the respondents agreed that establishing policy services on social issue will enhance public library services toward promotion of peaceful coexistence among residents while 2(7.4%) of the respondents disagreed. In addition, the findings of the study indicate that 24(88.9%) of the respondents agreed that improved funding by government would promote peace and good coexistence while 3(11.1%) disagreed. Similarly, the findings of the study showed that 19(70.4%) of the respondents agreed that improve staff attitude towards provision of library services is a strategy that will facilitates useful library services towards peaceful coexistence among residents while 8(29.6%) disagreed. Furthermore, 25(92.6%) of the respondents agreed that provision of adequate infrastructure is a strategy to

improve library services towards peaceful coexistence among residents while 2(7.4%) disagreed. Additionally, 24(88.9%) of the respondents agreed that sensitising the members of the community on security, peace and the ills of conflict are good strategies that promotes peace and peaceful coexistence among residents while 3(11.1%) disagreed. Also, the findings of the study showed that 27(100%) of the respondents agreed that provision of adequate library personnel will boost library services towards peaceful coexistence promotion among residents. The findings of the study revealed that among the various strategies to enhance library services, library personnel play a vital role.

4.3 Discussion of Findings

Objective 1: examine the services provided by public libraries in promoting peaceful coexistence among residents in selected local governments area (LGA) in Kwara State

On the services provided by public libraries in promoting peaceful coexistence, the findings of study revealed that various library services such as daily newspapers provision, current awareness service, serial, e-library service and Internet service were provided by public libraries in promoting peaceful coexistence among residents. The findings corroborate previous study carried out by Ugulu (2015) who reported that modern libraries provided library service that are technology- oriented such as current awareness that perform the role of making information available in accelerated speed. Also, the findings supported the study done by Sobalaje and Ogunmodede (2015) that stressed the general role of library is to provide information about its community while its objective is to serve as a centre for information where people acquire the needed knowledge to reduce ignorance about its environment and promote peace among residents. Similarly, Kalugbo (2018) reported that services provided by public libraries have relevant information resources to promote peaceful coexistence in the society.

Objective 2: identify the programmes used by public libraries in promoting peaceful coexistence among the residents in selected LGA in Kwara State;

The findings of the study revealed that there are adequate programmes such as organising road show, conference, and workshop. Also, library week on programmes that promote peace and conflicts resolution. The findings of the study support findings from Adeoye (2012) who examined the role of Nigerians libraries in promoting peace, unity, and rural development; and reported that social programmes lead to rural development and food security as a means to achieve peace and unity. Similarly, the findings of the present study corroborate Cletus and Ogunbiyi (2015) who investigated the relevance of libraries on nation building noted that libraries are integral part of the society which in one way or the other creates opportunities for youths to be employed especially in restive community which in turn facilitate peace and national development.

Objective 3: ascertain the medium used by public librarians to promote peaceful coexistence among the resident.

The findings of the study revealed that public libraries used various media such as radio, newspapers, radio/television interview, social media and NGO to promote peaceful coexistence among residents. The findings support the study carried out by Oyeronke (2012) who examined that libraries can clearly play a major role in promoting peaceful coexistence through the provision and dissemination of information from the varieties of relevant materials in their holding. The library and librarians when prepared can contribute to all these by providing the avenue for creating awareness campaigns, talk shows, book exhibitions and using outreach programmes to sensitise especially the illiterate and semi-literate ones and above all, providing information materials to the community dwellers. Also, the findings corroborate the study done

by Echezona (2009) who investigated key players in fostering the information society. The advance in the area of computer hardware and software, as well as breakthrough in the field of communications, brought about a great revolution in the way libraries deliver their information service today. With this revolution of ICT systems such as internet, website, e-mail, teleconferencing, and information super high way, libraries can then play a role in peaceful coexistence and use ICT to enhance the library users' reading culture. However, the exploration of culture preservation, recreational programmes and print materials cannot be overemphasised as prominent methods used by public libraries to promote peaceful coexistence in the society.

On the prevailing factors that hinder peaceful coexistence among residents, findings revealed that there are prevailing factors that hinder peaceful coexistence. The findings corroborate the study carried out by Robbins and Judge (2010) who examined the factors that hinder peaceful coexistence and asserted that many factors led to conflicts among members of the society, which conflict itself is the prevailing factor that barricade peaceful coexistence among members of the society. Also, proceeded by opined that conflict is as old as the family institution and it exists in many spheres of life, most especially when there are different desires, interests and goals to pursue and achieve by different individuals, groups, organisations, communities, tribes, states or nations. Furthermore, the findings supported the study carried out by Nwaobuiro (2010) who investigated the factors that hinder peaceful coexistence to include among others: difference in belief which often leads to religious crisis; selfishness; greediness; injustice and ignorance on the side of the citizens and other factors. However, from the literature reviewed, the surveyed result indicated that idleness (joblessness) and poor funding of libraries by government are the overwhelming factors that hinder peaceful coexistence in the society. On the other hand,

ethnicity or religious tolerance and other factors have minimal impact on the peaceful coexistence of a nation.

On the challenges faced by public libraries in promoting peaceful coexistence, findings revealed that there are challenges faced by libraries in promoting peaceful coexistence among residents. The findings corroborate the previous study carried out by (Ameh, 2015) who investigated that most libraries and information centres are so poor that they impede rather than promote learning and acquisition of knowledge. Also, the findings support the study carried out by Benedict (2013) who examined that libraries have to be adequately funded if they are to be goal driven and attractive. Lack of funds is the greatest problem libraries face. Inadequate funding could serve as a barricade to the development of public libraries in Nigeria. Some of the challenges faced by libraries are poor funding by the government, poor maintenance culture, inadequate human resources, management issues, electricity problems among others. Therefore, there cannot be effective services without adequate funding to purchase library materials and organise outreaches to the rural dwellers with informative and educative programmes that can promote peaceful coexistence among the citizenry.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This study focused on public libraries and peaceful coexistence among residents in selected local governments in Kwara State. This chapter presents the summary, conclusion and recommendations of the study.

5.2 Summary of the Findings

The aim of this study was to investigate public libraries and peaceful coexistence among residents in selected local governments in Kwara State. The survey carried out involved a population of two local government Areas of Kwara State; Ilorin South and Offa Local Government Areas respectively. Questionnaire was served as tools of information collection for the study. The data collection instrument was reliable and appropriate for the study. The findings indicated that the residents are conscious of the existence of libraries in their localities as those that responded to the questionnaire were library patrons and residents of each local government Area. However, the epileptic services rendered by libraries were attributed to some factors like poor funding by government, inadequate library personnel, and other factors as outlined by the respondents. The major findings of the study are summarised in line with the stated objectives in chapter one as follow:

1. There were services provided by public libraries in promoting peaceful coexistence among residents in selected local government in Kwara State.
2. There were adequate programmes used by public libraries to promote peaceful coexistence among residents in selected local government in Kwara State.

3. There were media used by public libraries to promote peaceful coexistence among residents in selected local government in Kwara State.
4. There were prevailing factors that hinder peaceful coexistence among residents in selected local government in Kwara State.
5. There were strategies to enhance public library services towards peaceful coexistence promotion among residents in selected local government in Kwara State.

5.3 Conclusion

The study investigated public libraries and peaceful coexistence among residents in selected local governments in Kwara State. The study concluded that libraries and librarians will not achieve greater quality, reduce poverty, protect environment, promote human rights, engender mutual respect between people of different views and backgrounds by given equal and free access to useful information.

5.4 Contributions of the Study

The study investigated public libraries and peaceful coexistence among residents in selected local governments in Kwara State. The study established that library as an organisation that provides access to information plays an essential role in promotion of peaceful coexistence among residents. Also, the findings of the study have established that peaceful coexistence is essential to ensuring productive community and strengthening civil society. Furthermore, library promotes peace not just through the knowledge it contains, not just through various services to community but also through the principles and processes it embodies.

5.5 Recommendations

The following recommendations were made based on the findings of this study as summarised below:

1. Based on the findings that public libraries should ensure that various services which they offer to their users are at the highest level of satisfaction in order to bring about the desired harmony in Kwara State.
2. In line with the findings that public libraries should endeavour to tailor their services towards promoting peaceful coexistence among the populace.
3. In line with the findings that qualified and dedicated personnel should be recruited into public libraries in order to ensure that effective service delivery towards peace promotion and conflict resolution is achieved.
4. In line with the findings that government should also make adequate provision for installation of computers and internet facilities into all public libraries in order for library patrons and residents to appreciate the services provided by the public libraries better and enhance reading culture of the residents towards promoting peaceful coexistence in the society.
5. Based on the findings that adequate funding should be provided by the government to public libraries in Kwara State.
6. Based on the findings that government should legislate on fundamental library issues hampering the survival of libraries with an aim of mitigating them.
7. In line with the findings that public libraries should embark on public awareness programmes both at the rural and urban areas to acquaint populace on the availability of their services.

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Appendix I



UNIVERSITY OF ILORIN, ILORIN, NIGERIA
FACULTY OF COMMUNICATION AND INFORMATION SCIENCES
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

OFFA TOWNSHIP LIBRARY
OFFA L.G.A.
KWARA STATE,
NIGERIA.

Dear Sir/Ma,

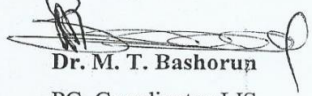
RE: INTRODUCING MR OMOTOSHO, OLUWABUSUYI OLADOTUN MLIS
STUDENT OF UNIVERSITY OF ILORIN

This letter serves to introduce and confirm that **Mr Omotosho, Oluwabusuyi Oladotun** is a duly registered Master candidate at the above named department. His student ID No: 06/55EC170 As part of the requirements for the award of Master Degree, he is expected to undertake an original research in an environment and location of his interest. The title of his research is **Efforts of Libraries towards Promoting Peaceful Coexistence among Residents in Selected local governments in Kwara State.**

The University of Ilorin ethical compliance regulations require him to provide a proof that the relevant authority where the research to be undertaken has given necessary approval. It is for this reason. I am requesting you to give him the permission to conduct a survey in your organization. We would highly appreciate, if you could grant him permission to carry out the research in your organization. Please feel free to contact me, for any further information.

Thank you for your support.

Sincerely,


Dr. M. T. Bashorun

PG. Coordinator-LIS

08033747046/08119758555



Appendix II



OFFA CLUB 80 LIBRARY

Secretariat Road, Beside FRSC Office, Offa, Kwara State
E-mail: offatownshiplibrary@gmail.com Tel: 08052323677

4th March, 2019.

THE PG COORDINATOR – LIS,
UNIVERSITY OF ILORIN,
ILORIN, KWARA STATE.

Dear Sir,

LETTER OF ACCEPTANCE

This is to certify that **Mr. OMOTOSHO, Oluwabusuyi Oladotun** with Student ID No: 06/55EC170 was accepted to administer his questionnaire and offered full cooperation in the course of his administration.

We are looking forward to further co-operation between the library and the institution.

Yours faithfully,

YUSUF, TUNDE IDRIS (CLN)
Librarian

Library Committee: Dr. R.F. Quadri (Chairman), Mrs. M.B. Aliyu (Secretary), Mrs. O.K. Olani (Member), Chief Ayotunde Raji (Member)
Hon. Prince Kola Bukoye (Member), Mr. Wale Olatunde (Member).

Appendix III



KWARA STATE LIBRARY BOARD



NO. 1, Sulu Gambari Road, P.M.B. 1561, Ilorin, Kwara State, Nigeria

Website: <http://www.kwarastatelibrary.org/>

E-mail: kwarastatelibrary@yahoo.com

Date 14-03-2019

The PG. Coordinator,
Department of Library and Information Science,
Faculty of Communication and Information Sciences,
University of Ilorin,
Ilorin, Nigeria.

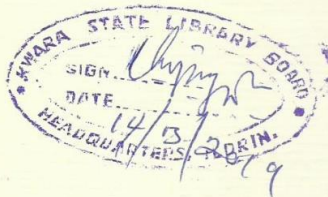
Dear Sir/Ma,

PERMISSION TO CARRY OUT RESEARCH IN KWARA STATE LIBRARY BOARD

Reference to your letter introducing one **Mr. OMOTOSHO Oluwabusuyi Oladotun** master student at the University of Ilorin, Department of Library and Information Science with ID No: 06/55EC170. To carry out a research *titled Efforts of Libraries towards Promoting Peaceful Coexistence among Residents in Selected Local Government in Kwara State.*

Kwara State library Board hereby gives him the permission to conduct a survey in the organization and carry out all necessary research to fulfil his requirement for the award of master Degree in the above named department.

Thanks.



Yours faithfully

Mohammed Iliyasu
Deputy Director

Appendix IV

QUESTIONNAIRE



DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

FACULTY OF COMMUNICATION AND INFORMATION SCIENCES

UNIVERSITY OF ILORIN, ILORIN, NIGERIA

Questionnaire on Public Libraries and Peaceful Coexistence among Residents (PLPCR)

Dear Respondent,

I am a master student of the above named department. I am conducting a survey on “**Public Libraries and Peaceful Coexistence among Residents in Selected Local Governments in Kwara State**”. Please participate in the survey and provide me with your opinions. Your open and frank answers are important for the success of this study. I would like to assure you that all the information provided will be treated confidentially and will be used solely for this research.

Yours sincerely,

OMOTOSHO, Oluwabusuyi Oladotun
08066737166

SECTION A: Demographic Information

Please tick (✓) as applicable.

1. Gender: Male [☐] Female [☐]
2. Age: 18-25 years [☐], 26-33 years [☐], 34-41 years [☐], 42-49 years [☐], 50-57 years [☐], 58-65 years [☐]
3. Educational Qualification: ND [☐], HND [☐], HND/BSc [☐], Masters [☐], PhD [☐]

4. Marital status: Single [], Married [], Separated [], Divorced [] Widow(er) []
5. Job Status: Library Officer [], Librarian I [], Librarian II [], Senior Librarian [], Principal Librarian [], Deputy Librarian [], University Librarian [], Others []
6. Work Experience: 0-5 years [], 6-10 years [], 11-15 years [], 16-20 years [], 21-25 years [], 26-30 years [], 30-35 years [].

SECTION B: Services Provided by Public Libraries in Promoting Peaceful Coexistence

Tick (✓) the appropriate column to reflect your choice.

Key: **HA**=Highly Available, **A**=Available, **MA**=Moderately Available, **NA**=Not Available

S/N	Statement	HA	A	MA	NA
1	Provision of daily newspapers (Newspaper Services)				
2	Library provides Internet Service for users to browse for useful and relevant information				
3	Provides information on cultural heritage				
4	Provides information on magazine, books (Serials Services)				
5	E-library facility service to download useful materials that promote peace				
6	Public awareness services on government programmes that promote peace				

SECTION C: Programmes Used by Public Libraries to Promote Peaceful CoexistenceKey: **SA**=Strongly Agree, **A**=Agree, **D**=Disagree, **SD**=Strongly Disagree

S/N	Statement	SA	A	D	SD
1	Organising workshops on conflict resolution				
2	Road show to disseminate information on conflict resolution				
3	Partnership with traditional leaders for grassroots awareness campaign on peaceful coexistence				
4	Organising conferences on benefits peaceful coexistence				
5	Library week on conflict resolution and awareness of benefits of peaceful coexistence				
6	Organising multicultural promotion gatherings				

SECTION D: Media Used by Public Libraries to Promote Peaceful Coexistence

S/N	Statement	Yes	No
1	Social Media (Facebook/Whatsapp)		
2	Print Materials (Use of Handbills)		
3	Radio/Interview/Conversation		
4	Radio/Television Announcement		
5	Liaising with community leaders, NGOs and Churches/Mosque		

SECTION E: Prevailing Factors that Hinder Peaceful CoexistenceKey: **SA**=Strongly Agree, **A**=Agree, **D**=Disagree, **SD**=Strongly Disagree

S/N	Statement	SA	A	D	SD
1	Inadequate resources and facilities				
2	Lack of established policy on special information services like conflict resolution				
3	Lack of interest in social issues amongst library staff				
4	Poor infrastructure; for example, no functional internet				
5	Poor manpower/human resources				
6	Poor funding of library by government				

SECTION F: Strategies to enhance by Public Libraries Services on Promoting Peaceful Coexistence

Key: **SA**=Strongly Agree, **A**=Agree, **D**=Disagree, **SD**=Strongly Disagree

S/N	Statement	SA	A	D	SD
1	Establishment of policy on services for such social issues				
2	Improved funding				
3	Improve staff attitude towards provision of library services				
4	Provision of adequate infrastructure				
5	Sensitising the members of the community on security, peace and the ills of conflict				
6	Provision of adequate library personnel				

Please, identify other strategies

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