

Outreach Programs Revitalizing the Patronage of Public Libraries in Nigeria

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abstract: Patronage of public libraries in Nigeria has declined over the years and is in urgent need of revitalization. Outreach efforts would revitalize the interest of university students in the patronage of public libraries in Nigeria because they need access to resources, especially when on holidays. The study investigates the outreach programs used to revitalize the patronage of public libraries in Nigeria. A descriptive survey research design was utilized in the study. The population comprised a sample of 3,457 Adeleke University undergraduates. Descriptive statistics were employed to analyze the data. The findings revealed that public libraries in Nigeria are underutilized by Adeleke University undergraduate students. This low patronage may be ascribed to poor outreach efforts, outdated technology, distance, inadequate facilities, and a poor road network. Outreach programs such as developing and producing library mobile applications, providing free internet access, virtual reality availability, hosting health talks, free streaming services, and making kinetic bikes available to charge phones can be effective in revitalizing public library patronage. As a result, the study suggests that outreach efforts be included in public library initiatives to engage younger users. This includes updating the public library's aging technology, notably by incorporating mobile applications into its operations.

Introduction

Nigeria is a country with a population of over 218 million. Because of this large population, significant institutions such as public libraries had to be established to meet the diverse requirements of the populace, including their educational and informational needs.² Public libraries are required by society in order to reap the benefits of a free, sufficient, and complete flow of knowledge, which is vitally necessary to tear down the walls of ignorance, prejudice, and parochialism that have plagued the country since its inception.³

Over the years, public libraries in Nigeria have been vastly underutilized due to other competing information players such as Alphabet, Microsoft, and Amazon.⁴ As a

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outreach efforts should be carried out in a consistent, innovative, and relevant manner to their intended audiences.⁵ Outreach efforts would potentially reverse the decline in patronage of public libraries in Nigeria by stimulating the interest of citizens in patronizing available public libraries in their communities.

The word “outreach” often refers to reaching out to traditional and non-traditional library users, expanding “beyond the limits” of a physical library, and promoting underutilized or new library services.⁶ Today’s outreach librarians may use the concept more widely to refer to any endeavor that reaches an audience that would not have been exposed to library resources or services otherwise. These outreach programs might take a variety of forms. They can entail, among other things, using technology to engage people, hosting programs, and making it easier for users to access information.^{7,8} The outreach activity promises to build library users’ enthusiasm for visiting the library, thereby informing and educating additional members of society, which is critical to the nation’s future progress.

However, to build outreach, one must first study the community to determine the best ways to serve the people in it.⁹ Those who would be served must express their desire for that service. Students are one demographic that has seen a significant decrease in public library usage in Nigeria, in part because of the advent of e-books.¹⁰ Based on this, the research sought to investigate outreach programs that may increase student patronage of public libraries in Nigeria.

Public libraries in Nigeria and their Patronage

Public libraries are an integral part of a civilized society.¹¹ According to Lucky T. Abdul-salami et al.,¹² public libraries are libraries that are established, maintained, financed, and supported by governments, local communities, and sometimes non-governmental organizations to provide free information services to all types of users, regardless of age, gender, background, or educational status. They may also be characterized as local information centers that make all types of knowledge and information readily available to people. They also serve youngsters whose interests frequently include adventures, athletics, science fiction, and other fantasies.¹³

According to C. O. Enyia,¹⁴ the goal of public library operations is to reach out to a broader population of citizens, increase their reading habits and knowledge, and contribute to different elements of their daily existence such as government, source of excellent medicine, good schools for learning, food and water supply, electricity, recreation, and improved vocational options. The public library’s materials, facilities, and

result, public libraries are constantly seeking new methods to draw visitors into their facilities and highlight the services and resources that they provide. Making the library more appealing to the community is one way that public libraries may justify their presence in an era of limited library funding and requests for public libraries to demonstrate their worth and relevance. To be effective,



services are used by people from all walks of life. Pupils, students, professors, academics, scientists, corporate leaders, and public workers are examples of such users. These people use public libraries to fulfill their need for knowledge or to obtain resources for other leisure activities.

The history of Nigerian public libraries is divided into pre-and post-1967 periods; 1967 was the year in which the federal government disbanded the four regions and the Federal Territory of Lagos in a futile bid to avert civil conflict, replacing them with a twelve-state organization. Currently, there are around 316 public libraries in Nigeria.¹⁵ Compared with Nigeria's 218 million residents,¹⁶ the number of public libraries seems far too small to satisfy citizens' demands. For example, the National Library of Nigeria has one headquarters in Abuja and 25 branches around the country. Each of the country's 36 states has a public Library Board, which is based at the state capitol. These Library Boards also serve as public libraries in their respective cities. The federal capital territory of Abuja also has a Library Board. In addition, the states' Library Boards have 253 branches dispersed across the country's rural areas.¹⁷ The branch libraries, also known as rural or community libraries, are governed and maintained by the State Library Board, which is directed by each state's Ministry of Education, Science, and Technology.

Although Nigeria has an insufficient number of public libraries, data also shows that those few public libraries that do exist are underutilized. For example, a survey conducted by the News Agency of Nigeria (NAN) across the six geopolitical zones indicated that public library services are struggling in terms of patronage.¹⁸ In addition, a National Library Board library officer claimed that with the advent of the internet and e-books, there has been a significant decrease in the number of individuals visiting libraries. He went on to say that in the late 1990s, at his library, he would have to walk around the neighborhoods looking for chairs. The chairs are now present, but there are no students to utilize them.¹⁹ This suggests a need for user outreach in Nigerian public libraries.

Public Library Outreach

A straightforward description of outreach by Lucy Duhon and Jodi Jameson strikes the appropriate balance in the ever-expanding spectrum of library outreach. At its most basic, the goal of library outreach is universal: to contact as many patrons as possible to educate them about authoritative resources that may be outside their awareness or means of access.²⁰ Outreach is a two-way street. It fosters long-term, mutually beneficial connections. It entails going outside the library to underserved or minority populations, to persons who are knowledge-poor and who lack material resources.

Libraries have always employed outreach programs to interact with the communities they serve. Melissa Dennis,²¹ for example, investigated academic libraries and

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discovered outreach activities such as “Bathroom Stall Newsletters,” “Novel Writing Month,” “African American Heritage and Cultural Read-In,” Webinars, iPad Forum, and Annual Technology Conference. Tracie Miller²² presented ideas for a public library outreach program. These include creating a virtual tour of the library, writing a regular column in the local newspaper, collaborating with the local cable access channel to produce a regular program on the library and library/information issues, collaborating with the local cable access or television/radio stations to produce regular Public Service Announcements, and appearing on a local radio station(s) to promote the library. In Nigeria, an outreach program called bookmobile service was first offered by the local governments in the 1960s and 1970s in order to provide library services to everyone in the Mid-Western Region. This service had a fleet of five vans and 12,500 volumes of books at the end of 1977. In 140 towns and villages, the vans visited 220 service stations.²³ However, the bookmobile services were not sustained due to bad roads, long distances, and the use of dilapidated vehicles.

Benefits of Public Libraries to University Students

One of the major challenges for Nigerian university students is recurring academic strikes, which often place academic activities on hold for months. Since the advent of Nigeria’s Fourth Republic in 1999, there has been a total of 16 academic strike actions.²⁴ The latest was in 2022, when schools were closed for more than six months²⁵ and access to the academic libraries were denied. This means that the only libraries available to students during the strike actions were public libraries.

Digital collections in academic libraries, which allow access regardless of geographical boundaries, provide another challenge for students in Nigeria as they are not always adequate. Students therefore need to be equipped with the skills required to source digital resources over the internet. Public libraries can help with this, as they are known to facilitate information and digital literacy and promote lifelong learning skills.^{27, 28} In Nigeria, most academic libraries have insufficient online books produced by local publishers, which often means that students largely need to depend on print books in order to access locally published books. As a result, whenever students are on holidays, they are barred from accessing these print collections due to the distance from their universities. This is another area where public libraries become relevant, as they are dispersed among different communities and are most often closer to students on holidays than are their academic libraries, unless the student lives in the region of their university.

In addition to these benefits, public libraries in Nigeria can assist students by facilitating the face-to-face interaction they might otherwise miss.²⁹ They have an opportunity to make enquiries with a human reference librarian, talk with circulation staff, and get recommendations when needed.

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Methods

Research Design

The descriptive survey research design was utilized in the study to differentiate the key components of the phenomena of interest. The survey research design was ideal for this study, because it offered an accurate and trustworthy picture of outreach programs that might aid in revitalizing public library patronage in Nigeria.

Population and Sample Size

Adeleke University undergraduate students make up the study's population of 3,457. A simple random sampling technique was used to choose 30 percent of the whole population from all faculties. As a result, there were 1,037 students in the sample.

Research Instrument

A structured questionnaire was used as the study's instrument. A questionnaire is useful because it can reach a large number of people while also gathering data quickly and cheaply. To assess the questionnaire's face validity, an expert in the field of information management examined it. Several questionnaire items were also modified based on suggestions and observations to ensure that the sample group provided an accurate response. A few components were adjusted and clarified as a consequence of the expert's suggestion, while others were deleted for the same reason.

Method of Data Collection

Between March 15 and April 1, 2022, 1,037 copies of the acceptable instrument were administered to undergraduates at Adeleke University in Osun State, Nigeria, through a Google form sent to their WhatsApp and email addresses. Respondents were assured that any information they provided would be kept strictly confidential and used only for academic research purposes. A total of 1,009 copies of the instrument were willingly submitted without incentives, yielding a 97.3 percent success rate. The analysis of this survey comprised all 1,009 respondents.

Method of Data Analysis

The data collected was organized and analyzed using descriptive statistics. To answer the study questions, descriptive statistics such as frequency counts, percentages, mean and standard deviation scores were employed. Statistical Package for the Social Sciences (SPSS) version 20 software was employed for analysis.

Results

This section uses descriptive statistics to present the study's findings. The specifics are shown in Tables 1 through 5.

Table 1.
Socio-Demographic Characteristics of the Respondents

Socio-Demographic Characteristics	Categories	Frequencies (n=1009)	Percentages
Gender	Female	602	59.7
	Male	407	40.3
Age Group	11–15	37	3.7
	16–20	754	74.7
	21–25	136	13.5
	26–30	27	2.7
	31 and older	55	5.5
Religion	Christian	849	84.1
	Islam	157	15.6
	Traditional	3	.3

The majority of respondents (59.7%) are females between the ages of 16 and 20. This age group consists of young people, who have been demonstrated to use technology more than older generations¹.

Note

1. Michelle Faverio, "Share of Tech Users among Americans 65 and Older Grew in Past Decade," Pew Research Center, January 13, 2022, <https://www.pewresearch.org/fact-tank/2022/01/13/share-of-those-65-and-older-who-are-tech-users-has-grown-in-the-past-decade/>.

Table 2.
Student awareness of public libraries in residential communities

Number of Public libraries	Frequency	Percent
0	278	27.6
1	347	34.4
2	260	25.8
3	43	4.3
4 or more	81	8.0
Total	1009	100.0

Public libraries may be found all across the country. However, as shown in Table 2, 34.4% of respondents are aware of just one public library in their community, while 27.6% are unaware of any public library in their community. Furthermore, 25.8% of respondents are aware of two public libraries in their home community, while 12.3% are aware of three, four, or more public libraries in their community.



Table 3.
Patronage of Public Library

Patronage	Frequency	Percent
Never	490	48.6
Rarely	360	35.7
Often	127	12.6
Always	32	3.2
Total	1009	100.0

The question about student patronage of public libraries, as shown in Table 3, revealed that students rarely visit public libraries. A sizable 48.6% of respondents had never visited a public library before, while 35.7 % visited just rarely. Only 15.8% of students use public libraries on a regular or frequent basis.

Table 4.
Potential Causes of Low Patronage

S/N	Causes	SA	A	D	SD	Mean	Std Dev
	Far distance of public libraries to place of residence	360 (35.7%)	429 (42.5%)	183 (18.1%)	37 (3.7%)	3.10	0.822
	Poor road network to public libraries	319 (31.6%)	437 (43.3%)	216 (21.4%)	37 (3.7%)	3.03	0.823
	Inadequate library facilities	363 (36.0%)	399 (39.5%)	208 (20.6%)	39 (3.9%)	3.08	0.846
	Outdated technologies in public libraries	372 (36.9%)	428 (42.4%)	172 (17.0%)	37 (3.7%)	3.12	0.819
	Poor outreach efforts	394 (39.0%)	427 (42.3%)	153 (15.2%)	35 (3.5%)	3.17	0.808

Table 4 shows that the one of the major causes of low patronage at public libraries is poor outreach efforts, with a mean of 3.17. The second significant reason for poor public library patronage was the outdated status of technology in public libraries (mean =3.12). Many people also noted the distance between public libraries and their homes (mean =3.10), even though, as shown in Table 2, most study subjects are aware that public libraries exist in their community. Aside from the aforementioned causes, the inadequacy of library facilities (mean = 3.08) was a major contributor to the low patronage of public libraries. The last cause of low patronage discovered in this study is an inadequate road network (3.03). Only some of these problems can be solved by the libraries and that the solutions proposed will specifically address those.

Table 5.
Public Library Outreach Program Preferences

S/N	Programs	SA	A	D	SD	Mean	Std Dev
	Designing and making available of library mobile apps to library users	544 (53.9%)	397 (39.3%)	57 (5.6%)	11 (1.1%)	3.46	0.654
	Provision of virtual reality in public libraries to learn and explore other places in the virtual world	447 (44.3%)	454 (45.0%)	94 (9.3%)	14 (1.4%)	3.32	0.699
	Provision of kinetic bikes that allows users to charge their phones	332 (32.9%)	371 (36.8%)	254 (25.2%)	52 (5.2%)	2.97	0.887
	Provision of free streaming services to Netflix or other platforms to library customers	354 (35.1%)	347 (34.4%)	250 (24.8%)	58 (5.7%)	2.99	0.911
	Provision of free instructional classes on different trades in the public library	375 (37.2%)	399 (39.5%)	189 (18.7%)	46 (4.6%)	3.09	0.856
	Provision of free internet access in the public library	529 (52.4%)	391 (38.8%)	70 (6.9%)	19 (1.9%)	3.42	0.704
	Hosting of health talks in public libraries	346 (34.3%)	414 (41.0%)	207 (20.5%)	42 (4.2%)	3.05	0.844

The study results included in Table 5 demonstrate that respondents believe that creating and making library mobile applications available to library users (mean = 3.46) may be an effective outreach program for increasing the usage of public libraries in Nigeria. Respondents believe that providing free internet access in public libraries (mean=3.42) would increase interest in utilizing the library.

The use of virtual reality (VR) in public libraries to study and explore other places in the virtual world (mean = 3.32) was identified as a major outreach initiative that might stimulate more interest in students visiting the library since VR is not widely available and students may not be able to afford to purchase it even when available.

Trade is important in Nigeria since many people struggle to find work after graduation. As a result, students often acquire a skill to prepare them for the uncertainty that awaits them after graduation¹. This might be why the provision of free instructional sessions on various trades in public libraries (mean = 3.09) was identified as a significant outreach program that could increase the patronage of public libraries.

Understanding how to prevent or treat illnesses is critical for students and everyone else. As a result, the hosting of health talks in public libraries (mean=3.05) was identified as a program that has the potential to change the current patronage of public libraries. The lowest ranked outreach programs that would enhance patronage of public libraries in Nigeria were the provision of free streaming services to Netflix or other platforms to library patrons, as well as kinetic bikes that allow users to charge phones.

Note

1. Kabir Fagge Ali, "The Panic of Unemployment among Nigerian Youths," *Daily Trust*, January 13, 2022, <https://dailytrust.com/the-panic-of-unemployment-among-nigerian-youths>.



Discussions of findings

Nigerian public libraries are taking steps to expand their services to new communities. For example, the state-owned public library in Ogun state planned to expand its services to three additional local governments to provide greater access to the people of the state.³⁰

Although there are public libraries around students' residences, the survey revealed that they are rarely used. This is reinforced by a NAN study done across the six geopolitical zones, which revealed that public library services in Nigeria are experiencing patronage challenges.³¹ A variety of factors have been identified as the cause of this poor patronage. Poor outreach efforts are prominent among them, which implies that Nigerian public libraries are not doing enough to reach out to potential users, who are one of the reasons for the founding of these libraries. This might be why, in the 1960s and 1970s, the government created bookmobile services to reach the unreachable,³² and why, more recently, the government attempted to update its infrastructure by implementing a new ICT policy in 2011.³³ This policy seems not to have been implemented successfully. As indicated in this study, many public libraries are still suffering from outdated technology, which demonstrates that the Nigerian government has failed to invest in new technologies that would attract youthful patrons to utilize the library.³⁴ For example, Iguehi J. Ikenwe and Idowu Adegbilero-Iwari³⁵ investigated South-Western Nigerian public libraries and discovered that there has been little improvement in the use of libraries and that library functionality has been hampered by a variety of factors such as a lack of ICT services, outdated information resources, and a lack of an internet network, among others.

Furthermore, the long distance between public libraries and peoples' homes, as well as terrible roads, were identified as important reasons for low library usage. This is reinforced by Ebiwolate,³⁶ who found that problems such as poor roads, large distances, and the usage of dilapidated automobiles were important deterrents to using public library services. Inadequate library facilities were also identified as a reason for poor public library patronage. This poor quality of facilities is critical since information competitors such as big tech (Alphabet, Microsoft, Amazon, etc.) are continually improving their facilities to win over users. This is corroborated by Saturday U. Omeluzor et al.,³⁷ who claimed that inadequacies in facilities will continue to hinder libraries' abilities to provide suitable information services to Nigerian library users. In addition, Omoike Adenike, Oke T. Akin, and Dinh Tran Ngoc Huy³⁸ identified poor power supply as one of the challenges to using Nigerian library services. This problem has been exacerbated by inadequate government financing, and it continues to be a concern to this day.^{39, 40}

Outreach programs, as discovered in this study, are a crucial means of reaching out to and renewing public library usage among students. Students feel that building and making library mobile applications available to library users will help them patronize public libraries. This is hardly unexpected given that the majority of respondents are teenagers who like technology. The usage of mobile apps would tackle the issue of proximity, as well as maybe the issue of a bad road network, by allowing library users to access materials regardless of their geographic location. Nigeria was estimated to have 23.1 million smartphones in 2015,⁴¹ and many of these gadgets are used in higher education institutions.⁴² This implies that mobile applications would be extremely ef-

Social media platforms like Facebook and Twitter have previously been employed in academic library outreach and have a great potential for reaching users.

fective. Noa Aharony,⁴³ for example, claimed that social media platforms like Facebook and Twitter have previously been employed in academic library outreach and have a great potential for reaching users. As a result, public libraries may employ mobile applications to link clients to library services, allowing them to interact with the library from any location and at any time. Examples of mobile applications are MDPLS iLibrary App, Overdrive, Freegal,

Mango Languages, Blio Reader, Ask-A-Librarian, Access My Library, Axis Reader, and Zinio. Library services can be offered more efficiently with these applications.⁴⁴

Another effective outreach initiative identified in this study is the provision of free internet access in public libraries. Free internet access will all patrons to reduce the cost of purchasing data for their phones.⁴⁵ According to P. U. Otolu, W. T. Saibakumo, and E. O. Urhibo,⁴⁶ the challenges of time, distance, attitudinal delinquencies of some staff, and library open hours could be quickly resolved if remote access allowed use of the library's resources, events, and services, plus provision of a technology-driven technique for assessing the library's storage.⁴⁷ For example, the University of Calabar library in Nigeria now exchanges data on a wider spectrum, which speeds up work activities and stimulates cooperation, which they discovered to be successful.⁴⁸ Titilayo O. Adedokun, Shem Magaji, and Omawumi O. Makinde⁴⁹ discovered why students would be enticed by this internet initiative when they investigated the association between internet usage

Giving free internet access at public libraries would be a smart method to encourage students to visit the library more frequently.

and library patronage among students in selected senior secondary schools in Lagos State's Ojo Local Government Area, and discovered a marginal preference for internet use. It was also discovered that the internet saved time, provided greater insight, was more valuable, and was less expensive. As a result, giving free internet access at public libraries would be a smart method to encourage students to visit the library more frequently.

The provision of virtual reality in public libraries to study and explore other locations in the virtual world was also identified as a worthwhile outreach initiative for students. This is because the majority of Nigerians cannot purchase the technology on their own due to the cost of the technology, and only a few people in high-income areas of cities have easy access to it.⁵⁰ According to the CIA World Factbook,⁵¹ approximately 40.1 percent of Nigerians are poor, with many living on less than a dollar per day. As a result, the introduction of virtual reality to Nigerian public libraries may encourage more students to visit the library. This is supported by A. U. Kalu, E. D. J. Okai, and A. O. Unagha,⁵² who stated that public libraries should bring innovations to transform library spaces and redesign their services to meet the information, education, and recreational needs of their users, believing that doing so will help attract users back to the library. It is not surprising that Huber et al.⁵³ recognized technological concerns as hurdles to



performing outreach initiatives. As a result, public libraries should strengthen technological infrastructure to accommodate VR, which could attract the young student populace.

Another outreach program that may encourage students to use their services is the provision of free instructional seminars in various trades and the hosting of health talks in public libraries. A 2008 study of the University of North Carolina system by Ann Hallyburton, Nancy Kolenbrander, and Carolyn Robertson identified the need for librarians to play a significant role in assisting students in their search for quality health information^{54,55} and to provide outreach to end-users to educate them about consumer health information resources as part of health literacy promotion efforts.⁵⁶ A 2013 study of academic libraries in the United States indicated that around 75 percent of responding libraries saw a high need for health information outreach activities.⁵⁷ Jane Fama, Donna Berryman, Nancy Peterson, Margaret Spinner, and Jennifer Varney⁵⁸ observed in 2005 that the majority of library outreach programs used traditional types of service, such as training, instruction, and research consultations. When educational opportunities are introduced in public libraries, students would be able to learn trades which they may not have had the opportunity to learn. This could be a life saver for them in the future if corporate jobs are not available.

Another outreach initiative that students are interested in is the provision of free Netflix or other platform streaming services to library customers, as well as kinetic bikes that allow users to charge their phones. The kinetic bike would partially alleviate the unreliable power supply experienced by the majority of Nigerians, while the streaming service will provide entertainment. These are some drivers that might rejuvenate Nigeria's low patronage of public libraries.

The kinetic bike would partially alleviate the unreliable power supply experienced by the majority of Nigerians.

Conclusion

The results of this study indicate that outreach programs are not only necessary but also critical for revitalizing patronage of public libraries in Nigeria. Although students have access to a few public libraries in their communities, they rarely use them. Poor outreach efforts, as well as other problems, including obsolete technology in public libraries, distance between public libraries and students' homes, inadequacy of library facilities, and an inadequate road network, contribute to this lack of patronage. The results of our survey suggest that a variety of outreach programs may significantly improve public library patronage. These include developing and making library mobile applications available to library users, providing free internet access in public libraries, providing virtual reality in public libraries to learn and explore other places in the virtual world, hosting health talks and information about careers in the trades in public libraries, providing free streaming services to Netflix or other platforms to library patrons, and kinetic bikes that allow users to charge phones. As a result, the study recommends that outreach activities be incorporated into public library initiatives to engage younger users. This includes upgrading the library's ageing technology, particularly by bringing mobile applications to its services. Other technological projects, such as virtual reality, internet



access, and streaming services, should be put in place. For kinetic bikes, a pilot program can be put in place to gauge actual interest, then a decision can be made whether or not to continue its inclusion in the library outreach program.

Implications of the Study

The Study Has Implications for Policy and Practice

Policy Implications: According to Nigerian national policy, public libraries should indeed be available in all states. As a result, public libraries have been distributed across the federation. They, however, do not appear to be broadly dispersed among the communities; there are only 316 public libraries to serve over 218 million citizens.^{59, 60} Policy on the distribution of public libraries in Nigeria must change to include a greater number of public libraries in each local government area. This would increase the availability of public libraries across the country and offer a solution to complaints about the country's inadequate road network and distance difficulties.

The state of the technology and infrastructures employed in Nigerian public libraries is quite concerning. Ideally, this concern should force a policy shift, as the existing infrastructure strategy for public libraries appears ineffective. The response must require technological advancements such as mobile application features, virtual reality, and free internet access, among other improvements, and must be accompanied by regulations that will govern the implementation of these infrastructure policies.

Library Practice: In order to improve usage of public libraries in Nigeria, public library administration should include outreach programs in their daily operations. They should provide training to improve library personnel's technological skillsets to meet current requirements. This will enable them to communicate more effectively with the younger generation. Librarians should also be trained in the use of VR technology so that they can teach library users how to utilize it when they visit. Instituting these concrete measures to improve public library services and communicate them to current and potential library users may increase library usage and enable students to access resources that will enhance their studies, thereby revitalizing public libraries in Nigeria.

Conflict of interest: None.

Funding: There was no funding for this research.

This mss. is peer reviewed and accepted for publication on 23.2.



Appendix 1

Questionnaire

Outreach programs revitalizing the patronage of public libraries in Nigeria

Dear Respondent,

This questionnaire is designed to collect data for research purposes. We sincerely appreciate your objective opinion when you complete the questionnaire. All information provided will be kept completely confidential and used solely for research purposes.

Note: A public library is a library that is accessible by the general public and is usually funded from taxes. It is often located in the community. It is different from academic libraries, which is located on campus.

Best regards

SECTION A: DEMOGRAPHIC INFORMATION

Please provide details below of the person responsible for completing this questionnaire.

1. Please state your gender: (i) Male (ii) Female
2. Age range: 11 – 15 [] 16 – 20 [] 21 – 25 [] 26 – 30 [] 31 & above []
3. Religion: Christianity [] Islam [] African Traditional Religion []

SECTION B: OUTREACH PROGRAMS FOR PUBLIC LIBRARIES

Tick your opinions about each of the questions.

1. How many public libraries are in your residential community that you are aware of?
Zero () One () Two () Three () Four & above ()
2. Have often do you patronized public libraries?
Always () Often () Rarely () Never ()
3. What do you think is the cause of low patronage of public libraries in Nigeria?
Strongly agree - SA, Agree - A, Disagree - D, Strongly disagree -SD

S/N	Causes of low patronage of public libraries	SA	A	D	SD
i.	Far distance of public libraries to place of residence				
ii.	Poor road network to public libraries				
iii.	Inadequate library facilities				
iv.	Outdated technologies in public libraries				
v.	Poor outreach efforts				

4. Which outreach program would increase your patronage or use of public library services? Strongly agree - SA, Agree - A, Disagree - D, Strongly disagree - SD



S/N	Outreach Programs	SA	A	D	SD
i.	Designing and making available of library mobile apps to library users				
ii.	Provision of virtual reality in public libraries to learn and explore other places in the virtual world				
iii.	Provision of kinetic bikes that allows users to charge their phones				
iv.	Provision of free streaming services to Netflix or other platforms to library customers				
v.	Provision of free instructional classes on different trades in the public library				
vi.	Provision of free internet access in the public library				
vii.	Hosting of health talks in public libraries				

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