

## Evaluation of the Roles of Public Libraries in the Promotion of Knowledge Societies among Civil Servants of Sokoto State, Nigeria

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### Abstract

*It is believed that the perception of civil servants of knowledge societies is a driving factor of their use of the services of public libraries, which is believed as the library servicing them. Therefore, the study evaluates the roles of public libraries in the promotion of knowledge societies among civil servants of Sokoto state. Descriptive survey was adopted with the total sample size of 235 using simple random sampling technique. Questionnaire was used and data collected was analysed using Statistical Package for Social Sciences (SPSS). Findings revealed that public libraries have influence on the promotion of knowledge societies among civil servants through its collections, resources and internet facilities. The study revealed that public libraries have contributed significantly to the improvement and promotion of knowledge societies and the civil servants do make judicious use of the library facility for the promotion of knowledge societies. It also revealed that inadequate library materials, poor reading culture and poor dissemination of information have been a hindrance to the promotion of knowledge societies among civil servants. The study concludes that civil servants in Sokoto have a quest for knowledge, and this quest for knowledge is for the promotion of learned societies. It is recommended that public libraries should make provision for more collections and adequate information resources that are tailored towards the promotion of knowledge societies, among others.*

**Keywords:** Public Libraries, Knowledge Societies, Civil Servants, Sokoto, Nigeria

### Introduction

Today's world can boast of a knowledge-based society with many educated people. Man's search for knowledge has resulted to a tremendous quantity of information being created and accumulated that can be used in different spheres of life. The search for knowledge therefore extends beyond boundaries and public are key players in the collection, organization and dissemination of this knowledge, being a library that serves the public. The public library stocks both print and non-print materials which covers a wide range of subject areas, and varies in line with the reading needs of its users. It is generally free and open to all without discrimination, regardless of age, gender, status, occupation or religion.

By assembling information in a significant form, information is acquired and can be further processed or manipulated to form knowledge. Nath (2019) asserted that the information society refer to a post-industrial society in which information plays a key role. The exchange of information through an ICT and related technologies or a more radical concept of superhighways information, the principle of an information society was mainly supported by technology (Nath, 2019). Knowledge society relates to understanding how information is integrated in culture and how culture can be viewed as a phenomenon of learning. In many ways, society is influenced by the manner in which it learns how to organise methods of producing and consuming products and services; society generates shares and utilises knowledge for people's posterity and well-being. These production and consumption methods need knowledge and cultural interpretation, thus defining social life through manufacturing, consumption, and interpretation. There are distinct knowledge areas, some of which are closer to manufacturing and consumption, while others are more esoteric (Wessels et al., 2017).

Knowledge society has become a main resource and an important idea in the library discuss. The environment in which the library operates today is changing dramatically. The library's traditional image as a quiet place to study, housing mostly print collections, the library system has been significantly enhanced and upgraded evolving to satisfy the increasing requirements of civil servants. With the introduction of new technologies like computers, the services provided by public libraries have also experienced a major shift; telecommunications and the Internet make libraries the leader in knowledge management (Abdulsalami, Okezie & Agbo, 2018). Public library is an important resource for the development of a knowledge society, a key location for the transfer and distribution of knowledge with the ability to recognize, generate, process, transform, disseminate and use information to construct and apply human development knowledge (Anyaku, Osuigwe & Oguaka, 2016).

Anyaku, Osuigwe and Oguaka (2016) stated that public library is more crucial than ever before in its attempts to further enlighten, educate and embark on cultural activity that

promote knowledge society. Therefore, access to information is important, and the Internet is an influential source of information. However, access to the internet by the citizen is not sufficient to ensure the development of knowledge that creates value but physical and digital collections of libraries remain a vital knowledge base. Notwithstanding, the world has moved from the industrial age to the information age and the search for knowledge has led to the creation and accumulation of tremendous amounts of information that have much to do with promoting knowledge societies, but many civil servants are still unaware of the information around them. It is observed that majority are not aware of the role of public libraries around them in the promotion of knowledge societies. Therefore, this study evaluates the roles of public library on the promotion of knowledge societies among civil servants in the state.

### **Brief History of Sokoto State Library Board**

The Sokoto State library was established in 1987 to serve the then old Sokoto State, comprising Zamfara, Kebbi and Sokoto. Located at the heart of the state, the library is just meters away from the city campus of the Usmanu Danfodiyo University and its School of Matriculation, as well as secondary schools in the area. The two-storey library complex hosts hundreds of students, especially when any of the tertiary institutions around it commences examinations. The library is structured into sections; namely, physically challenged section, the children section, and an e-library section, which had just commenced operation, as well as the main section. The library's collection is made up of thesis of master's degrees thesis and research works of scholars, as well as donations from individuals and agencies.

## **Objectives of the Study**

The main objective of this study was to investigate the roles of public libraries in the promotion of knowledge societies among civil servants of Sokoto State Nigeria. The specific objectives are to:

- i. determine the perception of civil servants on the roles of public libraries in the promotion of knowledge societies in Sokoto State;
- ii. determine the methods adopted by public libraries in the promotion of knowledge societies among civil servants in Sokoto State;
- iii. examine the promotion of knowledge societies among civil servants in Sokoto State;
- iv. identify factors that hinder the promotion of knowledge societies by public libraries among civil servants in Sokoto State;

## **Literature Review**

The public library is seen as formidable gateway to information that offers fundamental conditions for lifelong learning and promotes person's social and cultural growth. It offers services to all, regardless of age, sex, religion, education and social studies, usually all users in the public library receive information appropriate to their needs and requirements (Gokhale-Shahade, 2017). Edom (2019) opined that public libraries are libraries that provide all inhabitants of a specified community, district or geographic region free unrestricted access to library resources and services. It's a government-owned library institutions designed to improve the autonomous and ongoing education of individuals, especially those residing in the setting or in the locality. This is essential because all members of the society are being offered their collection. He further explains that public libraries are often seen as an important aspect of teaching and educating people; it enlightens people's uplifts and sustains the society's educational status. The public library acquires, organises and stores knowledge to enrich their private and official life by providing information and knowledge to their clients.

Anyalebechi and Udo-Anyanwu (2018) conducted a study on public library services and the attainment of social well-being in Enugu State. Result indicated that the main areas of need of the respondents for using the public library are information, education and social; reference materials, government publications, serials/journals and textbooks are provided for users. However, it showed that resources were not adequate for use with lack of awareness and poor reading culture are found to be the main challenges hindering the use of public library services in Enugu State. In determining the actual role of public libraries, International Federation of Library Association (2010), opined that public libraries promote free and open society, democratic rights and citizens' active role. IFLA further stated that public libraries primary objectives are to promote knowledge of cultural heritage, appreciation of the arts, science accomplishments and innovations to foster intercultural dialog and promote cultural diversity. However, Katic (2018) opined that public libraries should provide information on elections, government, local communities, and the possession of political and democratic books and newspapers. He also narrates that public libraries should promote people to engage in civil society growth.

Abdulsalami, Okezie and Agbo (2018) stated that the term “knowledge society” was first used by Peter Drucker in 1969 and was built on the concept of the information society. It is believed that knowledge society includes all members of a community in the development and use of knowledge in a more comprehensive and richer notion where knowledge society's emphasis is on the development, production and use of data and knowledge in the society. This emphasized that knowledge society needs implementation, experience, and judgment practice, not simply the outcome of collection, processing, and allocation. Afgan and Carvalho (2017) defined knowledge society as a human organisation based on modern knowledge created and representing fresh quality of life support systems. It is based on the need to distribute knowledge, access information and the ability to transfer information to knowledge.

Gokhale-Shahade (2017) listed key characteristics of the knowledge society: (i) unprecedented development of knowledge, dissemination of knowledge, distribution and availability, (ii) trade and business globalization, and (iii) the emergence of a new class of profession. In another view, Vali (2018) stated that the knowledge society is one of complexity, diversity, reflexivity and interpretation of information. This is because formal, non-formal or informal education is a requirement and a significant pillar of the knowledge society. He emphasized the role of education in a knowledge-based society, which showed how respondents expressed their agreement or disagreement with the significance of training programs that develop the skills needed by the knowledge society. It is observed that an active involvement in continuous training activities when referring to constructivist tools and technologies appears as a result of a paradigm of complexity, an integrative paradigm and a paradigm of reflexivity and interpretation, which means that information can not alter the conduct of those who learn by themselves but by the manner it is treated, the manner it is structured and the atmosphere in which it travels.

Civil servants are essential for any society's life and survival. They constitute a bigger component of the literate community and therefore require a great deal of information to operate and thrive. That is why, Varalakshmi (2019) stated that the capacity to generate and preserve the infrastructure of the knowledge society, develop knowledge workers and improve their productivity by creating, growing and exploiting fresh knowledge will be important considerations in determining the prosperity of knowledge society. Ingelevic (2016) stated that the knowledge society opens up fresh possibilities for prosperity and well-being, enables citizens to engage actively in society, but the increasing gap between the information-rich and the information-poor has exposed social tensions and marginalization. The study further stated that the role and tasks of the library were substituted by the knowledge society. One of the library's primary tasks is to generate democratic access to all published information, promotes

democracy, decreases social tension and shorten the gap that arise between learners who are rich in information and those who are poor in information.

Jiyane et al. (2017) gave the opinion of knowledge as the main input in economic activities within the data and knowledge society resulting in a fresh information economy because information is considered economically valuable in the information and knowledge societies. It can be used in the fields of health, education, social services and trade to encourage human development. This indicated that knowledge can be used to stabilize the economy and lower the rate of unemployment because the bulk of the population will use information to their advantage and uplift individuals regardless of background. Furthermore, Aabo (2019) investigated the economic and social effect of public libraries in knowledge societies. He reported that public libraries contributed to economic growth by promoting early literacy and school readiness, fosters workforce involvement by offering employment information and ICT abilities, by being a purchasing force in publication markets and by boosting local prosperity to regenerate the society including civil servants.

## **Methodology**

Descriptive survey was used to evaluate the roles of public libraries in the promotion of knowledge societies among civil servants of Sokoto State. The populations of 235 civil servants were drawn from the library registered users (who use the public Library) as of 13<sup>th</sup> June 2024. Sokoto staff strength stands at 30,645 as of 30<sup>th</sup> April 2024, the number comprised of 17,605 senior staff on grade level 07 and above, 12,887 junior staff on grade level 01-06, and 153 public/political office holders. Therefore, a total of 235 questionnaires were administered to the respondents, out of which 225 were retrieved and analysed. Statistical package for Social Sciences (SPSS) was used for data analysis. Results are presented on tables using frequency counts and simple percentages.

**Results****Table 1: Demographic Information of the Respondents**

<b>Demographic Information</b>	<b>Frequency</b>	<b>Percentage (%)</b>
<b>Gender</b>		
Male	95	42.2
Female	130	57.8
Total	<b>225</b>	<b>100.0</b>
<b>Age</b>		
21-30 years	51	22.7
31-40 years	66	29.3
41 years & above	108	48.0
Total	<b>225</b>	<b>100.0</b>
<b>Religion</b>		
Islam	160	71.1
Christianity	65	28.9
Total	<b>225</b>	<b>100.0</b>
<b>Marital Status</b>		
Single	44	19.6
Married	163	72.4
Divorced	5	2.2
Widowed	13	5.8
Total	<b>225</b>	<b>100.0</b>
<b>Educational qualification</b>		
HND	44	19.6
BSC	94	41.
MSC	47	20.9
PHD	4	1.8
Others	36	16.0
Total	<b>225</b>	<b>100.0</b>
<b>Years of Experience</b>		
5 - 10	83	36.9
11 - 15	55	24.4
16 - 20	41	18.2
21 - 25	16	7.1
26 & above	30	13.3
Total	<b>225</b>	<b>100.0</b>

**Source: Fieldwork (2024)**

Table 1 showed that 95 respondents (42.2%) are male while 130 respondents (57.8%) are females indicating more female respondents in the population. From the population 51 respondents (22.7%) are within 21-30 years of age, 66 respondents (29.3%) are within 31–40 years of age, (48.0%) while 108 respondents (48.0%) are within the range of 41 years and above indicating a larger percentage of the respondents are 41 years and above. However, 160



respondents (71.1%) practice Islam while 65 respondents (28.9%) practice Christianity depicting that a larger proportion of the respondents practice Islam. From the population, 44 respondents (19.6%) are single, 163 respondents (72.4%) are married, 5 respondents (2.2%) are divorced while 13 respondents which represents (5.8%) are widowed indicating that most of the respondents are married. 44 respondents (19.6%) have HND certificate, 94 respondents (41.8%) have BSC degree. 47 respondents (20.9%) have MSC degree while 4 respondents (1.8%) have PHD degree. While 36 respondents (16.0%) have other qualifications not specified. From the statistics, it could be seen that most of the respondents have a BSc degree. Lastly, 83 respondents (36.9%) have 5-10 years of experience, 55 respondents (24.4%) have 11-15 years of experience. 41 respondents (18.2%) have 16-20 years of experience. 16 respondents (7.1%) have 21-25 years of experience. Also, 30 respondents (13.3%) have 26 & above years of experience, majority of the respondents have 5–10 years of experience in the state civil service.

**Table 2: Perceptions of respondents on the roles of public libraries in the promotion of knowledge societies among civil servants in Sokoto State.**

S/N	STATEMENTS	SA	A	D	SD
1	Public libraries have been helpful to me in the promotion of knowledge societies through its collections.	119 (52.9%)	95 (42.2%)	9 (4.0%)	2 (0.9%)
2	Public libraries resources are tailored towards the promotion of knowledge societies for me.	73 (32.4%)	120 (53.3%)	28 (12.4%)	4 (1.8%)
3	The Internet facilities in the public libraries assist me to provide services for promotion of knowledge societies.	92 (40.9%)	104 (46.2%)	24 (10.7%)	5 (2.2%)
4	The public library in the state has aided the promotion of knowledge societies.	73 (32.4%)	127 (56.4%)	42 (9.8%)	3 (1.3%)

S/N	STATEMENTS	SA	A	D	SD
5	The public libraries have influenced and enhanced civil service culture in the state through the promotion of knowledge societies.	75 (33.3%)	110 (48.9%)	36 (16.0%)	4 (1.8%)

**Source:** Fieldwork (2024)

Table 2 shows the perception of the respondents on the factors that influence public libraries in the promotion of knowledge societies. 119 respondents (52.9%) strongly agreed public libraries has been helpful in the promotion of knowledge societies through its collections, 95 respondents (42.2%) agreed, 9 respondents (4.0%) disagreed while 2 respondents (0.9%) strongly disagreed that it has been helpful. 73 respondents (32.4%) strongly agreed that public library resources are tailored towards the promotion of knowledge societies for civil servants, 120 respondents (53.3%) agreed, 28 respondents (12.4%) disagreed while 4 respondents (1.8%) strongly disagreed that public libraries resources are tailored towards the promotion of knowledge societies for civil servants. 92 respondents (40.9%) strongly agreed that the internet facilities in the public libraries assist to provide services for promotion of knowledge societies, 104 respondents (46.2%) agreed, 24 respondents (10.7%) disagreed while 5 respondents (2.2%) strongly disagreed that the internet facilities in the public libraries assist to provide services for promotion of knowledge societies. 73 respondents (32.4%) strongly agreed that the presence of public libraries in the state has aided the promotion of knowledge societies, 127 respondents (56.4%) agreed, 42 respondents (9.8%) disagreed while 3 respondents (1.3%) strongly disagreed that the presence of public libraries in the state has aided the promotion of knowledge societies. 75 respondents (33.3%) strongly agreed the public libraries have influenced and enhanced the civil service culture in the state through the promotion of knowledge societies, 110 respondents (48.9%) agreed, 36 respondents (16.0%) disagreed while 4 respondents (1.8%) strongly disagreed that the public libraries have influenced and enhanced the civil service culture in the state through the promotion of knowledge societies.

**Table 3 Methods adopted by public libraries in the promotion of knowledge societies among civil servants in Sokoto State.**

S/N	STATEMENTS	SA	A	D	SD
1	The public libraries are equipped with resources that can aid them in the discharge of their duties through promotion of knowledge societies.	77 (34.2%)	105 (46.7%)	35 (15.6%)	8 (3.6%)
2	Public libraries provide Internet facilities on varieties of local and international information for promotion of knowledge societies.	61 (27.1%)	107 (47.6%)	49 (21.8%)	8 (3.6%)
3	The public libraries organise sensitization programs on health and other well-being of civil servants for promotion of knowledge societies.	55 (24.4%)	99 (44.0%)	53 (23.6%)	18 (8.0%)
4	The public libraries are more accessible for readers for promotion of knowledge societies.	68 (30.2%)	127 (56.4%)	23 (10.2%)	7 (3.1%)
5	The public libraries have influenced and enhanced the civil service culture in the state through the promotion of knowledge societies.	49 (21.8%)	137 (60.9%)	34 (15.1%)	5 (2.2%)

**Source:** Fieldwork (2024)

Table 3 shows the distribution of respondents based on their opinions how public libraries assist civil servants through the promotion of knowledge societies. 77 respondents (34.2%) strongly agreed the public libraries are equipped with resources that can aid them in the discharge of their duties through promotion of knowledge societies, 105 respondents (46.7%) agreed, 35 respondents (15.6%) disagreed while 8 respondents (3.6%) strongly disagreed that the public libraries are equipped with resources that can aid them in the discharge of their duties through promotion of knowledge societies. 61 respondents (27.1%) strongly agreed the public libraries provide internet facilities on varieties of local and international information for promotion of knowledge societies. 107 respondents (47.6%) agreed, 49

respondents (21.8%) while 8 respondents (3.6%) strongly disagreed that public libraries provide internet facilities on varieties of local and international information for promotion of knowledge societies. 55 respondents (24.4%) strongly agreed that public libraries organise sensitization programs on health and other well-being of civil servants for promotion of knowledge societies. 99 respondents (44.0%) agreed, 53 respondents (23.6%) disagreed while 18 respondents (8.0%) strongly disagreed public libraries organise sensitization programs on health and other well-being of civil servants for promotion of knowledge societies. 68 respondents (30.2%) strongly agreed that the public libraries are more accessible for readers for promotion of knowledge societies. 127 respondents (56.4%) agreed, 23 respondents (10.2%) disagreed while 7 respondents (3.1%) strongly disagreed the public libraries are more accessible for readers for promotion of knowledge societies. 49 respondents (21.8%) strongly agreed that the public libraries make user registration stress free for civil servants for the promotion of knowledge societies. 137 respondents (60.9%) agreed, 34 respondents (15.1%) disagreed while 5 respondents (2.2%) strongly disagreed that the public libraries make user registration stress free for civil servants for the promotion of knowledge societies.

**Table 4: Promotion of knowledge societies by public libraries among civil servants in Sokoto State.**

S/N	STATEMENTS	SA	A	D	SD
1	The public libraries have contributed significantly to the improvement and promotion of knowledge societies	89 (39.6%)	114 (50.7%)	21 (9.3%)	1 (0.4%)
2	Civil servants do make use of the library facility for the promotion of knowledge societies	61 (27.1%)	115 (51.1%)	42 (18.7%)	7 (3.1%)
3	The libraries are not fully equipped and do not contribute much to the promotion of knowledge societies	74 (32.9%)	102 (45.3%)	43 (19.1%)	6 (2.7%)

4	Civil servants make judicious use of the library faculties because it is contributing to promotion of knowledge societies	59 (26.2%)	112 (49.8%)	44 (19.6%)	7 (4.4%)
5	Civil servants do usually make use of the public libraries because it has high promotion in knowledge sharing	58 (25.8%)	95 (42.2%)	59 (26.2%)	13 (5.8%)

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**Source:** Fieldwork (2024)

Table 4 shows the respondents opinion on the extent at which public libraries promote knowledge societies among civil servants. 89 respondents (39.6%) strongly agreed that the public libraries have contributed significantly to the improvement and promotion of knowledge societies. 114 respondents (50.7%) agreed, 21 respondents (9.3%) disagreed while 1 respondent (0.4%) strongly disagreed that the public libraries have contributed significantly to the improvement and promotion of knowledge societies. 61 respondents (27.1%) strongly agreed that civil servants do make use of the library faculty for the promotion of knowledge societies. 115 respondents (51.1%) agreed, 42 respondents (18.7%) disagreed while 7 respondents (3.1%) strongly disagreed that the civil servants do make use of the library faculty for the promotion of knowledge societies. 74 respondents (32.9%) strongly agreed that the libraries are not fully equipped and doesn't contribute much to the promotion of knowledge societies. 102 respondents (45.3%) agreed, 43 respondents (19.1%) disagreed while 6 respondents (2.7%) strongly disagreed that the libraries are not fully equipped and doesn't contribute much to the promotion of knowledge societies. 59 respondents (26.2%) strongly agreed that civil servants make judicious use of the library faculties because it is contributing to promotion of knowledge societies. 112 respondents (49.8%) agreed, 44 respondents (19.6%) disagreed while 10 respondents (4.4%) strongly disagreed that civil servant make judicious use of the library faculties because it is contributing to promotion of knowledge societies. 58 respondents (25.8%) strongly agreed that civil servants usually make use of the public libraries

because it has high promotion in knowledge sharing. 95 respondents (42.2%) agreed, 59 respondents (26.2%) disagreed while 13 respondents (5.8%) strongly disagreed that civil servant do usually make use of the public libraries because it has high promotion in knowledge sharing.

**Table 5: Factors that hinder the promotion of knowledge societies by public libraries among civil servants in Sokoto State.**

S/N	STATEMENTS	SA	A	D	SD
1	Inadequate library materials	105 (46.7%)	109 (48.4%)	7 (3.1%)	4 (1.8%)
2	Poor reading culture	89 (39.6%)	127 (56.4%)	9 (4.0%)	0 (0%)
3	Inaccessibility to information resources	92 (40.9%)	115 (51.1%)	18 (8.0%)	0 (0%)
4	Poor dissemination of information	92 (40.9%)	54.2 (54.2%)	6 (2.7%)	5 (2.2%)
5	Inadequate library staff	72 (32.0%)	125 (55.1%)	25 (11.1%)	4 (1.8%)

**Source:** Fieldwork (2024)

Table 5 shows the respondents opinions on the hindrances to the promotion of knowledge societies. 105 respondents (46.7%) strongly agreed that inadequate library materials hinder the promotion of knowledge societies. 109 respondents (48.4%) agreed, 7 respondents (3.1%) disagreed while 4 respondents (1.8%) strongly disagreed that inadequate library materials hinder the promotion of knowledge societies. 89 respondents (39.6%) strongly agreed that poor reading culture hinders the promotion of knowledge societies. 127 respondents (56.4%) agreed while 9 respondents (4.0%) disagreed that reading culture hinders the promotion of knowledge societies. 92 respondents (40.9%) strongly agreed that inaccessibility of information resources hinders the promotion of knowledge societies. 115 respondents (51.1%) agreed while 18 respondents (8.0%) disagreed that inaccessibility of information

resources hinders the promotion of knowledge societies. 92 respondents (40.9%) strongly agreed that poor dissemination of information hinders the promotion of knowledge societies, 122 respondents (54.2%) agreed, 6 respondents (2.7%) disagreed while 5 respondents (2.5%) strongly disagreed that poor dissemination of information hinders the promotion of knowledge societies. 72 respondents (32.0%) strongly agreed that inadequate library staff hinders the promotion of knowledge societies, 124 respondents (55.1%) agreed, 25 respondents (11.1%) disagreed while 4 respondents (1.8%) strongly disagreed that inadequate library staff hinders the promotion of knowledge societies.

### **Discussion of Findings**

The findings of the study revealed that females constitute majority of the respondents (57.8%), larger percentage of the respondents are married with the age range of 46 years and above. The study also revealed that majority of the respondents (41.8%) are B.Sc. holders indicating that they are well educated with 5-10 years working experience in the civil service constituting 36.9% of the respondents. The findings of the study also revealed that public libraries influenced the promotion of knowledge societies among civil servants through its collections, resources, internet facilities, presence of public libraries in the state. Most of the respondents 52.9% strongly agreed that public libraries have been helpful in the promotion of knowledge societies through its collection, 56.4% total respondents agreed that the presence of public libraries in the state has aided the promotion of knowledge societies. Farah (2013) asserted that public libraries provide all members of the society with resources and services regardless of ethnicity, nationality, age, ethnicity, religion with the challenge and chance to create fresh and interesting methods of developing services.

The findings of the study revealed that public libraries assist civil servants through the promotion of knowledge societies. 47.6% of the respondents agreed that public libraries provide internet facilities on varieties of information for promotion of knowledge societies, 44% of the respondents agreed that the public libraries organised sensitization programs on

health and other well-being of civil servants for the promotion of knowledge societies. Onyenachi (2019) in his research stated that through public libraries people can learn fresh understanding and abilities, learn about private health and well-being, learn about government and local authority services, and seek employment and business growth information.

The findings of the study also revealed the extent at which public libraries promote knowledge societies among civil servants. 50.7% of the respondents agreed that public libraries have contributed significantly to the improvement and promotion of knowledge societies. 45.3% of the respondents agreed that the libraries are not fully equipped to contribute to the promotion of knowledge societies.

The findings of the study revealed the hindrances of public libraries to the promotion of knowledge societies among civil servants. Majority of the respondents constituting over average agreed that inadequate library materials, poor reading culture, inaccessibility of information resources, poor dissemination of information and inadequate library staff stands as hindrance to the promotion of knowledge societies among civil servants. 56.4% of the respondents agreed that poor reading culture is a hindrance to the promotion of knowledge societies, 55.1% of the respondents agreed that inadequate library staff stands as a hindrance to the promotion of knowledge societies.

### **Conclusion and Recommendations**

Perceived roles of public libraries in the promotion of knowledge societies among civil servants in Sokoto state is based on identification, production, process, transformation, dissemination and usage of information and its application to human development. Civil servants have a quest for knowledge, and this quest for knowledge is for the promotion of learned societies. Public libraries have enhanced the civil service culture through its promotion of knowledge societies and knowledge sharing, and the libraries organize sensational programs for civil servants who improve their knowledge and reflect its benefits to the society and life in generally. Based on the findings of this study, it can be concluded that roles to of public



libraries is crucial to the promotion of knowledge societies. Hence, the following recommendations are proffered:

1. Public libraries should make provision for more collections and adequate information resources, specifically, the ones that tailored towards the promotion of knowledge societies.
2. Public libraries should increase the accessibility of information resources among civil servants to enhance and improve the promotion of knowledge societies.
3. Public libraries should recruit more staff and also conduct regular training to improve their service delivery in order to be able to meet the information needs of civil servants towards the promotion of knowledge societies.
4. Public libraries should make provision for services to improve the reading culture among civil servants.
5. The libraries should increase the promotion of knowledge sharing among civil servants.
6. Libraries should provide free educational resources and organize educational and professional training programs to encourage civil servants to make judicious use of the libraries and their facilities.

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