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USE OF PUBLIC LIBRARY SERVICES FOR THE PROMOTION OF LITERACY OF USERS IN KENNETH DIKE E-CENTRAL LIBRARY, AWKA ANAMBRA STATE

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ABSTRACT

The study was carried out to examine the use of public library services for the promotion of literacy of users in Kenneth Dike E-central Library, Awka, Anambra State, Nigeria. Four specific purposes guided the study. The study employed a case study research design. The instrument for data collection was a questionnaire. Data obtained were analyzed using mean ratings. The study revealed that the use of e-library services, sensitization programmes, reference services and computer literacy training services for the promotion of literacy of users in Kenneth Dike E-central Library was to a high extent. Based on the findings of the study, it was recommended among others that State Government should throw their weight behind Kenneth Dike E-Central library especially as it concerns the continuous provision and maintenance of the library equipments. Such a step will ensure the continuous service delivery to it's users thereby going extra miles in promoting their literacy.

Keywords: Public Libraries, Library Services, Literacy, Promotion of literacy

Introduction

In this information driven society, nobody wants to be left behind when it comes to reading and writing. Everybody wants to be literate at all cost, but not all can afford going through formal education. Exposing such persons to the right information can go a long way to promote their literacy level because information access is the bedrock for literacy expansion of every individual. Library is the only information oriented organization that uses their services to promote a lot of things including the literacy of their users.

Literacy is the ability of an individual to have a good knowledge of what he or she is supposed to know through the four walls of the classroom. In the words of Egwuonwu, Obiekwe and Ekpeha (2022), literacy is the ability to know something that is vital and important to a person's educational, political, socio-economic and general life. In a layman's understanding, literacy is just the ability to read and write. Literacy on the other

hand can be seen as being competent over something which implies that someone's level of competency over something is that person's level of literacy for that very thing. Literacy is not being forced on someone, it is a gradual process of learning someone accepts willingly, which from time to time the person becomes perfect in that area. Literacy is enhanced through different activities organized by the library and also through exposure to different learning materials housed in the library.

Library is just the fountain of learning. No institution of learning can stand on its own without the support of the library. Tofi and Onuminya(2019) defined a library as an institution responsible for the acquisition, organization and storage of recorded knowledge in various media for study, research and consultation. Omonigho (2020) refers to a library as any designated location where information-laden materials are acquired, processed and organized to meet specific needs of its patrons. There are five major types of library, the national library which serves the nation as a whole, the academic library which serves the tertiary institutions, the special library which is found in private sectors for specific set of users, the school library which is found in the nursery, primary and secondary schools, and finally the public library which serves the general public especially the community where the library is located,

Public libraries are considered to be a place of refuge for all, the non-literates notwithstanding (Ezeabasili & Chibueze,2021). The authors stressed further that public libraries are known to offer services to all irrespective of one's level of education, social, economic and political status. In provision of the services of its' establishment, Kavishe and Isibika (2018) observed that public libraries are meant to provide timely, accurate, pertinent and reliable information services for the people to satisfy the information, academic and research needs of the community. According to Librarians' Registration Council of Nigeria (LRCN) minimum standard for libraries in South-East (2014), the library services include inter-library loan services, reference and information, current awareness services, selective dissemination of information, user-education, literature searching, compilation of bibliographies, indexing and abstracting, knowledge management services, information literacy, services, information media, literacy, internet services, archiving services, bibliographic services, consultancy services, publication of guides to the library, compilation and maintenance of statistics, e-library services, statistical data analysis and book editing. Olanlokun and Salisu (2013) noted that public libraries ought to offer services to the public free of charge and also provide educational, social and political information to people in a particular community. By implication therefore, public libraries are supposed to be offering services that aids literacy promotion so that people who cannot afford such can become literate through public library services.. However, literacy level of Nigerians as reported by World Bank (2018) has not been encouraging. As such, questions persist on the use of public library services for the promotion of literacy of users, hence the need for this study.

Statement of the Problem

Public libraries are meant to support the educational objectives of the community and the state in general, by providing current or up-to-date library materials in its various form and format, to keep users abreast of new development. This notwithstanding, the researcher observed with dismay the poor patronage of people to Kenneth Dike E-Central library. This raised certain pertinent questions in researcher's mind; if people do not find the need to patronise the library or if the library is failing short in the services it is meant to deliver to the people especially towards the promotion of their literacy. It is only when the library services are rendered to as many people as possible that literacy goals could be attained. It is only then that it can promote the development of reading skills and encourage long term learning habits through reading, listening to and viewing a range of learning materials. In the light of the foregoing, it interests the researcher to empirically investigate the use of public library services for the promotion of literacy of users in Kenneth Dike E-Central library in Awka, Anambra State, Nigeria.

Purpose of the Study

The main purpose of the study is to examine the use of public library services for the promotion of literacy of users in Kenneth Dike E-central Library, Awka, Anambra State, Nigeria. Specifically, the study seeks to:

1. find out the extent of use of e-library services for the promotion of literacy of users in Kenneth Dike E-central Library, Awka, Anambra State, Nigeria.
2. ascertain the extent of use of sensitization programmes for the promotion of literacy of users in Kenneth Dike E-central Library, Awka, Anambra State, Nigeria.
3. determine the extent of use of reference services for the promotion of literacy of users in Kenneth Dike E-central Library, Awka, Anambra State, Nigeria.
4. ascertain the extent of use of computer literacy training services for the promotion of literacy of users in Kenneth Dike E-central Library, Awka, Anambra State, Nigeria.

Literature Review

Use of E-Library Services for the Promotion of Literacy

The use of e-library services for the promotion of literacy has been a subject of study and policy recommendations in recent years. For instance, a study on public library services' impact on the literacy level of users found that services such as consultancy, exhibitions, and displays, as well as training in ICT, could play a significant role in promoting literacy (OverDrive, 2021). According to Kimball (2020), it is important that public libraries provide free WIFI to communities because a lot of people rely on it for personal and professional reasons such as doing school work for home schooling curriculum or online leaning platforms. To this end, libraries can actively support the development of individual literacy levels through education, training and the use of e-library. According to Sproles, McClellan& Linares (2014), being digitally capable (as the option accessed in e-libraries) can make a significant difference to individuals and organizations, boosting employability and prosperity and as such, the provision of free and upgraded WiFi access in public libraries

and the role of trained library staff in helping people use online services can boost the user's literacy level.

In the words of Alaca & Önal (2014), individuals' usage of e-libraries can help them to acquire reading literacy, library user habits, technology access and information literacy skills early on. Under this consideration, it is the active roles of e-libraries to achieve educational objectives enabling visiting individuals learn how to acquire knowledge throughout life. Alaca, & Önal stressed further that e-library services can promote digital literacy and digital inclusion by providing access to digital resources and services, mitigating barriers such as economic, educational, or political constraints.

Use of Sensitization Programmes f or the Promotion of Literacy

Sensitization programmes are very crucial in promotion of literacy. It is a kind of awareness creation to help an individual have adequate knowledge on what he or she is supposed to know. The American Library Association recognizes the critical need for access to library and information services, and technologies by all people, especially those who may experience language or literacy-related barriers (Ameen, 2021). Sensitization programmes are very important when it comes to health related issues. Ebijuwa et. Al (2021) opined that librarians play critical role in health education by sensitizing on preventive measures to curb various diseases. According to Oyelude, (2021), sensitization programs in libraries are effective in promoting literacy, especially as seen during the COVID-19 pandemic. Oyelude further revealed that libraries are dedicated to creating literate environments that support basic education for all, and they can engage people who initially resist because they expect a culturally and linguistically-relevant program.

For instance, during the Covid-19 pandemic, librarians play a crucial role in sensitizing and promoting information literacy programs to curb the spread of misinformation and raise awareness about the COVID-19 pandemic. With the usage of e-library, they serve as trusted sources of information and help patrons navigate the vast amount of information available online. In this sensitization, the e-library raised awareness about the pandemic, its prevention measures, and the importance of following guidelines from health authorities. According to Oyelude (2021), in response to the COVID-19 pandemic, libraries have had to adapt to new ways of functioning, such as providing health information sensitization through online platforms and social media, to reach a wider audience, a by-product of e-library facilities.

According to Sensitization and Awareness Campaign Roles of Libraries against Coronavirus Pandemic in Nigeria (2021), libraries can address literacy issues through innovative programs that emphasize every day and community-building skills. In the light of the foregoing, early literacy programs such as story time, play dough playtime, and preschool STEAM play lab can help children develop critical literacy skills while also meeting other families and building a community with each other (Ofordile, Agbanu, &Nwankwo, 2019).

Use of Reference Services for the Promotion of Literacy

The use of reference programs in libraries can promote literacy by helping readers to follow up on sources referred to in texts. According to Ashikuzzaman (2022), librarians offer instruction on information literacy skills such as effective search strategies, source evaluation and citation methods. He stressed further that tutorials and workshops may be conducted to enhance user's ability to assess and use information critically and also librarians teach users how to assess the credibility of sources, cite information correctly, and develop practical research methodologies.. To this end, just as citations are important for scholarly investigation and the sharing of ideas, helping to avoid plagiarism, reference management programs can help collect, manage, cite, and share research sources (Okeke, 2021).

According to Anyalebechi &Udo-Anyanwu (2016), in addition to promoting literacy, reference programs in e-libraries can also help to organize and manage research materials. For example, the use of citation management software can help researchers to keep track of sources, create bibliographies, and collaborate with others. As such, the use of reference programs in libraries can be a valuable tool for promoting literacy and supporting research, thus fostering a culture of scholarship and intellectual inquiry.

According to Ameen (2021), preschool and summer reading programs are usually carried out in e-libraries to encourage children to take the first step toward reading achievement. These programs also encourage parents to play greater roles in their children's literacy development. Therefore, the implementation of such reference programs in libraries not only supports academic and scholarly research but also contributes to the promotion of literacy among different age groups. Given the foregoing, as averred by International Federation of Library Associations and Institutions (IFAI) (2014), the use of reference programs in libraries can promote literacy by: (a). Helping readers follow up on sources referred to in texts (b). Supporting scholarly investigation and the sharing of ideas. (c). Avoiding plagiarism. (d). Managing and sharing research sources. (e). Supporting early literacy development and promoting reading achievement. (f). Leveraging technology to enhance online instruction and promote data literacy.

Use of Computer Literacy Training Services for the Promotion of Literacy

Libraries especially e-libraries are increasingly recognizing the importance of digital literacy and are implementing various programs and resources to help patrons improve their digital skills. According to Oyewusi (2023), some key aspects of computer literacy training services in libraries include:

Digital Literacy Training Modules: According to Oyewusi, e-libraries are using digital literacy training toolkits to advance literacy, such as the one provided by the Texas State Library and Archives Commission, which contains lesson plans and workbooks for teaching digital literacy skills.

Computer Classes: According to Parkhill (2018), nearly 90% of e-libraries offer digital literacy training, with a significant majority supporting training related to using new technology devices and safe online practices.

One-on-One Assistance: According to Alleman, (2018), with e-learning, library staff can provide digital literacy help to patrons through one-on-one assistance at the desk or through appointments. Patrons often need help using computers, downloading e-books, navigating government websites, creating resumes, or using the library's resources and equipment**.**These initiatives occasioned by the use of e-library demonstrate the commitment of libraries to promoting digital literacy and improving the digital skills of people, thus bridging the digital divide and empowering people to navigate the digital world more effectively. According to Kowalski (2020), the Digital Literacy Training Toolkit often seen in e-libraries is a valuable resource for libraries to offer computer literacy training services. The toolkit contains seven digital literacy training modules, each with lesson plans and workbooks designed to teach various digital skills. Aside the toolkit, there are other resources available to e-libraries for promoting computer literacy. These include:

WebJunction: According to Dike & Ezeani (2014), WebJunction is an online learning community in libraries that offers a variety of courses and resources related to digital literacy. The courses cover topics such as basic computer skills, internet safety, and social media.

TechSoup: TechSoup is a nonprofit organization that provides libraries with access to discounted technology products and services. This can help libraries acquire the equipment and software they need to offer computer literacy training services (Kowalski, 2020).

DigitalLearn.org: DigitalLearn.org is a free online learning platform that offers courses on basic computer skills, internet safety, and other digital literacy topics. The courses are designed for beginners and are available in English and Spanish.

GCF LearnFree: GCF LearnFree is a website that offers free online courses on a variety of topics, including computer skills, job searching, and financial literacy. The courses are self-paced and include interactive tutorials and videos and are often accessible in e-libraries (Alleman, 2018).

Lynda.com: According to Dike & Ezeani (2014), Lynda.com is an online learning platform that offers courses on a wide range of topics, including computer skills, software development, and business skills. Libraries can provide access to Lynda.com through a subscription service.

Hosting Digital Literacy Workshops: According to Oyewusi, e- libraries can host workshops on various digital literacy topics, such as using email, searching the internet, and using social media. These workshops can be conducted in-person or online, and can be tailored to the specific needs of the community.

Partnering with Local Organizations: According toDike &Ezeani (2014), E-libraries can collaborate with local organizations, such as schools, community centers, or nonprofit agencies, to offer joint digital literacy programs. This can help expand the reach of the programs and ensure that they meet the needs of the community.

Offering One-on-One Assistance: According to Parkhill (2018), E-Libraries can provide one-on-one assistance to patrons who need help with digital literacy. This can be done through in-person appointments, phone calls, or online sessions.

Creating Digital Literacy Guides and Resources: According to Oyewusi, e-libraries can create digital literacy guides and resources, such as brochures, flyers, or blog posts that provide tips and tricks for using digital tools and technologies. These resources can be shared through the library's website, social media channels, or in-person at library programs. By implementing these e-library services, e-libbers can effectively promote computer literacy and provide valuable training services to their patrons. This can help bridge the digital divide and empower individuals to participate fully in the digital world.

Methodology

The study employed a case study research design. The population of the study comprised of 22 library staff permanently employed in Kenneth Dike E-Central Library, Awka. A self-administered questionnaire was used as the instrument for data collection. Copies of the questionnaire were administered by the researcher with the help of tutored research assistants. The response rate was 100%. The Data collected were analyzed using arithmetic mean. 4-point rating scale was used to answer research questions, the decision level was between 2.50 values. Thus, any item with a mean score of 2.50 and above was positively interpreted while any item with a mean score below 2.50 was negatively interpreted. Statistical package for social sciences (SPSS) software version 24.0 was used as tool for data analysis in research.

Presentation of Results

Data collected for the study were analyzed and presented as follows

Table 1: Mean Ratings of Respondents on the Extent of Use of E-Library Services for the Promotion of Literacy of Users

S/N	Items	VHE	HE	LE	VLE	No of respondents	Σfx	$\overline{X}$	Remark
1.	The library provides special consultancy services to educate the library users	9 36	9 27	2 4	2 2	22	69	3.13	HE
2.	Digital resource specialists are available for ease of information to the library users	15 60	4 12	2 4	1 1	22	77	3.50	HE
3.	The library provides free WiFi services to teach the library users	13 52	7 21	1 2	1 1	22	76	3.45	HE
4.	The library uses trained library staff to help people use library online services.	8 32	7 21	5 10	2 2	22	65	2.95	HE
5.	The library provides web-casting services to engage library users	2 8	9 27	4 8	7 7	22	50	2.27	LE
	Grand Mean							**3.06**	**HE**

HE=High Extent; LE= Low Extent

The data in Table 1 shows that items 1-4 have mean scores of 2.50 and above showing agreement. This indicates that the library provides special consultancy services to educate the library users (mean=3.13), that digital resource specialists are available for ease of information to the library users (mean=3.50), the library provides free wifi services to assist the library users (mean=3.45) and that the library uses trained library staff to helping people use library online services (mean=2.95). The table further revealed that item 5 has the least mean score of 2.27. This indicates that the respondents do not agree that the library provides web-casting services to engage library users. The grand mean of 3.06 which is above the criterion mean of 2.50 shows that the use of e-library services for the promotion of literacy of users in Kenneth Dike E-central Library is to a high extent.

Table 2: Mean Ratings of Respondents on the Extent of Use of Sensitization Programmes for the Promotion of Literacy of Users

S/N	Items	VHE	HE	LE	VLE	No of respondents	Σfx	$\overline{X}$	Remark
1.	The library creates literate environments that support basic education for all and also creates awareness on health related issues.	15 60	4 12	2 4	0 0	22	76	3.45	HE
2.	The library offers technology services in order to reach out to those who may experience language or literacy-related barriers	18 72	3 9	1 2	0 0	22	83	3.77	HE
3.	The library promotes information literacy programs to curb the spread of misinformation	12 48	4 12	3 6	3 3	22	69	3.13	HE
4.	The library through its' digital services raise awareness about societal issues	13 52	3 9	5 10	1 1	22	72	3.27	HE
5.	The library uses innovative programs and services that emphasize community-building skills	14 56	4 12	4 8	0 0	22	76	3.45	HE
	Grand Mean							**3.41**	**HE**

HE=High Extent; LE= Low Extent

The data in Table 2 shows that items 1-5 have mean scores of 2.50 and above showing agreement. This indicates that the library creates literate environments that support basic education for all and also creates awareness on health related issues. (mean=3.45), The Library offers technology services in order to reach out to those who may experience language or literacy-related barriers (mean=3.77), The Library promotes information literacy programs to curb the spread of misinformation (mean=3.13), the library raises awareness about societal issues through its' digital services (mean=3.27) and The library uses innovative programs and services that emphasize community-building skills (mean=3.45). The grand mean of 3.41 which is above the criterion mean of 2.50

shows that the extent of use of sensitization programmes for the promotion of literacy of users in Kenneth Dike E-central library is to a high extent.

Table 3: Mean Ratings of Respondents on the Extent of Use of Reference Services for the Promotion of Literacy of Users

S/N	Items	VHE	HE	LE	VLE	No of respondents	Σfx	$\overline{X}$	Remark
1.	The library offers citation literacy services to students and legal professionals to help them gain data literacy	1768	39	12	11	22	80	3.63	HE
2.	The library offers reference management programmes to help library users to collect, manage, cite, and share research sources	1976	39	00	00	22	85	3.86	HE
3.	The library offers citation management software services to help library users to organize and manage research materials.	1976	13	12	11	22	82	3.72	HE
4.	The library offers preschool and summer reading programs to help users achieve reading competencies.	1560	26	48	11	22	75	3.40	HE
5.	The library offers reference programme services to help researchers to keep track of sources, create bibliographies, and collaborate with others.	1664	39	36	00	22	79	3.59	HE
	Grand Mean							**3.64**	**HE**

HE=High Extent; LE= Low Extent

The data in Table 3 shows that items 1-5 have mean scores of 2.50 and above showing agreement. This indicates that the library offers citation literacy services to students and legal professionals to help them gain data literacy(3.63), The library offers reference management programmes to help library users to collect, manage, cite, and share research sources(3.86), The library offers citation management software services to help library users to organize and manage research materials (3.72), The library offers preschool and summer reading programs to help users achieve reading competencies (3.40) and The Library offers reference programme services to help researchers to keep track of sources, create bibliographies, and collaborate with others(3.59) . The grand mean of 3.64which is above the cut-off mean of 2.50 shows that the extent of use of reference services for the promotion of literacy of users in Kenneth Dike E-central library is to a high extent.

Table 4: Mean Ratings of Respondents on the Extent of Use of Computer literacy training services for the Promotion of Literacy of Users

S/N	Items	VHE	HE	LE	VLE	No of respondents	Σfx	$\overline{X}$	Remark
1.	The library uses digital literacy training toolkit to help library users acquire digital skills	10 40	8 24	2 4	2 2	22	70	3.18	HE
2.	The library offers Hotspot Lending Programs to help users with access to the internet and digital literacy training.	16 64	3 9	2 4	1 1	22	78	3.54	HE
3.	The library offers computer classes to help users on the usage of new technology devices and safe online practices.	14 56	6 18	1 2	1 1	22	77	3.50	HE
4.	The library hosts digital literacy workshops to attain to the specific online needs of the community	3 12	6 18	5 10	8 8	22	48	2 .18	LE
5.	The library creates digital literacy guides and resources in order to help users navigate tools and technologies.	8 32	8 24	4 8	2 2	22	66	3.00	HE
	Grand Mean							**3.08**	**HE**

HE=High Extent; LE= Low Extent

The data in Table 1 shows that items 1-3, 5 have mean scores of 2.50 and above showing agreement. This indicates that the library uses digital literacy training toolkit to help library users acquire digital skills (3.18), the library offers hotspot lending programs to help users with access to the internet and digital literacy training (3.54), the library offers computer classes to help users on the usage of new technology devices and safe online practices (3.50), the library creates digital literacy guides and resources in order to help users navigate tools and technologies (3.00). The table further revealed that item 4 has the least mean score of 2.18. This indicates that the respondents do not agree that the library hosts digital literacy workshops to attain to the specific online needs of the community. The grand mean of 3.08 which is above the cut-off mean of 2.50 shows that use of computer literacy training services for the promotion of literacy of users in Kenneth Dike E-central Library is to a high extent.

Discussion of findings

The finding of this study revealed that Kenneth Dike E-central Library provides special consultancy services to educate the library users, digital resource specialists are available for ease of information to the library users, provides free wifi services to teach the library users and uses trained library staff to help people use library online services. The study further revealed that the use of e-library services for the promotion of literacy of users in Kenneth Dike E-central Library is to a high extent. This is an encouraging step which will be highly productive if only the services are being

utilized. The findings of the study agrees with Alaca&Önal (2014) that individuals' usage of e-libraries can help them to acquire reading literacy, library user habits, technology access and information literacy skills early on. The free WIFI offered by Kenneth Dike public library is only when they want to teach their users, only at the point of teaching, when the user wants to use the WIFI for practice, he or she buys a ticket for it. The findings contradicts that of Kimball (2020), who opined that it is important that public libraries provide free WIFI to communities because a lot of people rely on it for personal and professional reasons such as doing school work for home schooling curriculum or online leaning platforms. To this end, libraries can actively support the development of individual literacy levels through education, training and the use of e-library.

The study also found out that Kenneth Dike E-central library creates literate environments that support basic education for all, offers technology services in order to reach out to those who may experience language or literacy-related barriers, promotes information literacy programs to curb the spread of misinformation, raises awareness about societal issues through its' digital services and uses innovative programs and services that emphasize community-building skills. The study further revealed that the extent of use of sensitization programmes for the promotion of literacy of users in Kenneth Dike E-central library is to a high extent. The findings concurs with that of Oyelude, (2021) that sensitization programs in libraries are effective in promoting literacy, especially as seen during the COVID-19 pandemic. If only sensitization programs could be regular basis. It will go a long way in eradicating rumours and wrong information in our society.

The study also showed that Kenneth Dike E-Central Library offers citation literacy services to students and legal professionals to help them gain data literacy, offers reference management programmes to help library users to collect, manage, cite, and share research sources, offers citation management software services to help library users to organize and manage research materials, offers preschool and summer reading programs to help users achieve reading competencies and offers reference programme services to help researchers to keep track of sources, create bibliographies, and collaborate with others. The study further reveals that the use of reference services for the promotion of literacy of users in Kenneth Dike E-central library is to a high extent. The findings of the study agrees with that of Ameen (2021), that preschool and summer reading programs usually carried out in e-libraries encourage children to take the first step toward reading achievement. There is need for Kenneth e-central library to introduce an online reference service like Ask a Librarian, this will assist in literacy promotion because people can always link up with the reference librarian to gain more knowledge on things not quite clear to them.

From the findings, it was also revealed that Kenneth Dike E-Central Library uses digital literacy training toolkit to help library users acquire digital skills, the library offers hotspot lending programs to help users with access to the internet and digital literacy training, the library offers computer classes to help users on the usage of new technology

devices and safe online practices, the library creates digital literacy guides and resources in order to help users navigate tools and technologies. The study further revealed that the use of computer literacy training services for the promotion of literacy of users in Kenneth Dike E-central Library is to a high extent. The findings show that Kenneth Dike e-central public library is really using the key aspects of computer literacy training to promote literacy. The findings of the study agree with Oyewusi (2023) that e-libraries are using digital literacy training toolkits to advance literacy, such as the one provided by the Texas State Library and Archives Commission. It is not just happening in public libraries outside Nigeria but also in Nigeria. Kenneth Dike e-central library is struggling to meet up with the current trend in literacy promotion only they can be provided with what it takes.

Conclusion

The study has clearly shown that Kenneth Dike central e-library, Awka use their e-library services, sensitization services, reference services and computer literacy training services to promote literacy to a high extent This implies that the library is trying its' best to live out its' responsibilities especially as it concerns promoting the literacy of its' users.

Recommendations

Based on the findings of the study, the following recommendations were made:

1. Anambra State Government should throw their weight behind Kenneth Dike E-Central library especially as it concerns the continuous provision and maintenance of the library equipments. Such a step will ensure the continuous service delivery to it's' users thereby promoting their literacy.
2. There should be constant training for the library staff on how to best deliver library services to its; users. Such a step will ensure the continuous service delivery to it's' users thereby promoting their literacy.

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