



**EXPLORING THE CHANNELS OF COMMUNICATION AMONG ACADEMIC LIBRARIANS
IN SELECTED POLYTECHNIC LIBRARIES IN THE NORTH EASTERN STATES OF
NIGERIA.**

BY

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Abstract:

This study was to exploring the channels of communication among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria. Four objectives were raised to examine the types of channels of communication process among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria, to assess the effectiveness channels of communication in management of the academic librarians in selected polytechnic libraries in the north eastern states of Nigeria, to examine the relationship between the management and the academic librarians in selected polytechnic libraries in the north eastern states of Nigeria and to find out the problems of channels of communication among the academic librarians in selected polytechnic libraries in the north eastern states of Nigeria. Using a survey research design and random sampling method, with a well-structured questionnaire data were collected from 40 respondents comprising of some selected academic librarians in polytechnic libraries in the north eastern states of Nigeria which constituted sample for the study. The study reveals that most of the academic librarians in the north eastern of states of Nigeria mentions that they not satisfied with the channels of communication process in the polytechnic libraries, majority of the academic librarians answered that they have never give suggestion in the polytechnic libraries in the north eastern states of Nigeria, more than half of the academic librarians in selected polytechnic libraries in the north eastern of Nigeria mentions that they have not happy with the channels of communication as the vital tool in achieving its goal and majority of the academic librarians in polytechnic libraries in the north eastern of Nigeria indicates that management use upward channels of communication in the libraries. It was recommended that the management of polytechnic libraries in the north eastern of Nigeria should try and use downward channels of communication system in order to meet the needs of academic librarians, the management of the Polytechnic libraries in the north eastern states of Nigeria should improve on the channels of communication process in order to satisfied the academic librarians, the authorities of the polytechnic libraries in the north eastern states of Nigeria should adopt appropriate channels of communication skills in managing the affairs of academic librarians in selected polytechnic libraries

in the north eastern states of Nigeria and also the management should provide suggestion boxes in the libraries.

Background of the study.

Communication is the process of sending and receiving messages through verbal or nonverbal means, including speech or oral communication; writing and graphical representation such as infographics, maps, and charts; and signs, signals, and behavior, Richard (2019). Communication is said to be the creation and exchange of meaning. Richard (2019). Communication is a process of transmitting information, knowledge, idea and understanding from one individual to another in an organization. According to Chester (2015) communication is defined as means by which people are linked together in a libraries or an organization to achieved a common goal, indeed group activities is impossible without communication because coordination and exchange cannot have carried out without communication. He further explains as the way of passing relevant information to the person who needs to know or who is in a position to use that confirmation because it affects her work or his duty. Communication is one of the vital responsibilities of management because the librarian leadership takes effects through the process of communication. Another powerful function of communication in the management of library is that the librarian interacts with his subordinate, contemporaries, and superior by communicating with them.

According to Saleem (1994) says communication serves as the process of creating mutual understanding among staff or members of an organization or library for the purpose of attaining organizational as well as individual's goals and objectives. By facilitating the sharing of information, the experience and knowledge, transmission of ideas, decision and information and coordination and integration of activities. Communication helps to produce all levels of information in an organization or libraries with a unity of direction, a sense of shared expectation and share feelings and attitudes that are essential group effort and attainment of an organizational objectives and also goals. John (2006) says the new era in communication began with instance as television transmission.

Miller (2012) observed that communication as including a wide variety of routine of individual inter-relationship, the interactions that takes place among workers during their break time or allocation of duty by supervisor to the staff of his team. As mention earlier that the lack communication between staff and management or librarian in the library relations causes staff to embark on absenteeism and these will affect in the long run rate turnover of the library. A good channel of communication in an academic library is therefore essential for good team work. In any organization relationship between librarian and staff or workers, communication is an integral part of modern business or library operation, which cannot be neglected if the organization or library glowing.

According to Koontz et al (2017) mention (3) major method of communication. Written, oral and non-verbal communication.

Written communication: this method can be classified as the transmission of information from one person to another or from group to another without the use of human voice. He describes written communication as the statement put in written form and these includes, reports, newsletter, manual, booklets, bulletin, newspaper and magazine, this method has an advantage of providing records, reference. It can also provide uniformity in policy and produces, while the disadvantage associated with this method is that written messages may be poor expressed by an ineffective writer, poorly sentences provides no immediate feed backs. It may also take long time to know whether a message has been received and properly understood.

Oral communication: Koontz (2019) he further mention that a great deal of information in institution are communicated orally, that is face to face. He describes oral communication in the institution as face to face interview, staff meeting, conference, discussion, formal address and counseling. Communication is the sending and receiving of information and can be one-on-one or between groups of people, and can be face-to-face or through communication devices Evans (2021).

Generally, communication play a great deal of information in an organization or library are communicated orally, the advantage of oral communication is that it can provide for speedy interchange with immediate feedback, while also it is less time consuming and while the disadvantage is that there is no record of what was communicated.

Non-verbal communication: This means of communication consist of the facial expression, body gesture and signs. But most institution and community do not solely depend on this method of this communication. The advantage of this method is that it lacks understanding of meaning.

Dominic (1994) identify two methods of communication that are available in the libraries this includes.

Visual communication and Audio-visual communication.

Visual communication: is a communication through the use of sight, for instance color, printing, drawing, illustration, dress, photographer or pictures or organizational trademarks, road sign.

Audio-visual communication: This type of communication through the use of sound and vision. It may or may not be accompanied with sound, for example films television, slides, video films. Generally, in a community or in an institution, librarian uses almost all these methods in motivating staff or workers for the purpose of efficiency and their management control, and this cannot be achieved unless there is effective flow of communication in that library.

Generally, communication perform a very powerful function in the management of academic libraries. According to Elanda (2019) says that effective communication involves both information and understanding it, therefore it follows that the librarian or management should ensure that any receiver of her information clearly should understands the content or meaning. The librarian should always strive to

ascertain that his staff or workers and subordinate both hear and understand the oral or written information (instruction) which his staff receives. Communication is one the vital responsibilities of librarian because the librarian leadership takes effects through the ways of communication.

Therefore, another powerful function of communication in the management is that the librarian interacts with his subordinate, contemporaries and superior by communicating with staff. The goal of communication in the management is total understanding. The main function that communication perform could be listed as follows, when it management of information system.

Given information, this is essential information that aids the progress of any library and pass from superordinate staff to subordinates employees through good means information communication system. Commands and instruction, in every library or management this function exist and instruction to be observed staff. This instruction was pass and commanded to staff or workers by means communication. Interactive function, this function is the only way staff interacting with two aspects will come together is through communication, e g national informational interaction. Decision function, this system of communication it serves as a means of discussing with group of people or staff, it could be debate or conference, discussion is just a dialogue between two or more staff or people. Communication also plays vital function in educational functions in the management. Communication is a powerful sources of enlightenment in educating ourselves, e g in library, management, network is no way can educate staff without good system of communication. Communication is the process of sending and receiving messages through verbal or nonverbal means, including speech or oral communication. Richard (2019)

Generally, there are two (2) channels of communication in a standard library or organization to facilitate exchange of information messages, ideas for library or organization to achieve sets objectives in an ideal setting.

Formal channels system of communication, this are the pre-determined, organized structure or forms of communication. In this way messages are passed from one part to another normally from superior party to inferior party. Forms of communication under the formal channels are vertical, horizontal and diagonal. Vertical is the flow of information downward from say the board of directors to the superior, Horizontal is one department to another, while Diagonal unlike the two above mentioned which have a fixed way of exchange of information among staff of the library or organization. It is a multiple channels of communication system.

Informal channels system of communication, this system of communication is unplanned, unorganized and some unacceptable but it is very good and useful ways or avenue for exchanging of information in some academic libraries. Informal channels of communication system others are the grapevines which is operate through all staff or members of the libraries or organization in form of gossip, rumor and scandal.

Moreover, we have patterns of communication in the academic libraries or in an organization it looks from three dimensions. According to Babatunde (2006), He briefly explained below, communication is a system of issuing directives, instructions and information from top of the librarian or organization throughout the authority levels of the library or organization. Downward communication is important for the effective functioning of an academic library or an organization. The goals and policy and procedures of the management are transmitted to the workers understanding and the productivity of the libraries or an organization. It is very cruel for librarian to know and learn the information they have to pass to other workers. Downward communication must be carried out to secure ideal action by the workers; management should always inform workers in advance of changes which may affect them in one way or the other. The essence for effective communication in management is to create good understanding amidst workers.

Upward communication: This is a process whereby subordinate the staff can enable superior the librarian to discover the need of the staff. This upward communication makes it easy for librarian or manager to know the feeling of the staff or workers. Horizontal or Lateral communication; This is the process of transmitting information or receiving information between department or managers or librarian, or workers of identical levels in an organization. This process makes it possible for the various activities to be effectively coordinated. This process is used together to study and analyze data. This makes it easy and possible for management and workers to carry out effectively the complex problems of coordination and control.

The communication pattern in organization or management ensures that the percentage of information transmitted downward does not reduce from top to the bottom level drastically. The management should however, ascertain that the upward communication improves so that the management can understand better the attitudes, the opinion, the ideas and the suggestion of the people at the bottom of the structure. It is important and imperative that managers or librarian and workers or staff should support light the possible barriers to effective communication and avoid them so that the management or librarian may achieve the ideal high target productivity and high job satisfaction through cooperate team work

These are some of the factors or problems of communication. According to Karter (2006) mention that the “only consistently effective means by which an organization like library can improve productivity, is to bring more and better information through effective communication system to bear on all types and levels of problems solving, planning designing and decision making among workers”. In order for this improve productivity to occur, workers with an institution will be need to involved in contributing information, opinion, ideas and assessment and involve in meeting of one kind. He further stated that the aspect of productivity that need serious attention is rather the capacity of the institution of satisfy clients, need most fully with whatever the resources it had as its disposal. This may require modification of services or change in the ways they are delivered. This calls for innovation, indeed for innovative thinking

for every level of institution affairs. According Dewey and Creth (1993) He observed that the broad utilization of effective communication by library profession and of course in order information center such as media houses-radio television, newspaper is fundamental to worker's productivity. They argue further that practicing effective inter personal communication in addition to understanding the effect of group, dynamic in information centers will help enhance and improve management.

Giesecke (1992), stated that good communication is a vital factor that will always resolve in higher employee morale, steady productivity, reduction in the negative aspect of the grapevine, a hot weather work climate and further promotional possibilities for the leaders. Effective communication to her can exist only in a conducive environment. If the relationship between workers and the leaders is good, satisfactorily communication will follow good communication cannot exist in isolation or as part of the management process alone. Leaders and their worker's must strive for harmonious working relationships, based on mutual trust and understanding. Good communication in any organization is therefore a necessary factor for improved management control.

The vital factor or problems in communication system cannot be over emphasized more especially, the effective communication system facilitate the sharing or understanding of objectives and vision, sharing of idea and experience and knowledge, changing of feelings and attitudes of members of staff at work or in the institution itself, sharing of ideas, and decisions and information and coordination and integration of activities can go a long way in management control.

This is a good and effectiveness of communication system. Communication is a very vital and essential to human life because of the function it perform in society and management. Communication is effective, if it is well communicated and understood and comprehended by the receiver during the process of transmitting the information and the message from the individual who communicates.

According to Henry (2014) He defined communication is a process of passing information, ideas and understanding from one worker to another in an organization. Odumosu (1996) observed that simplified communication and effectiveness as" doing of the right thing by the leader" it concerned with those thing or areas that provide extra-ordinary service it can be stated in terms of the degree to which leader achieve his organizations explicitly stated goals and objectives.

The management (librarian) can only give order a minor part of this vital management function to staff, specialist and para professional, but know the major part. In fact, communication is actually the functions of each worker or staff in an academic library or organization. Every staff should be able to decide or know when to communicate, how to communicate and where to communicate. Librarian (management) should therefore, maintain a good communication system so that he/her may have understanding with the head of each unit. Communication is the back bone of any organization (libraries). It constitutes hundred

percent part of organization because in any academic libraries it is only communication that maintain the light burning and if it is removed there is going to be low in the productivity in the libraries.

STATEMENT OF THE PROBLEM.

The success and attainment of any academic library (management) depend on good and effective channels of communication. The reason of this study is to assess the functions of channels of communication as a powerful tool for effective management and control among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria. For any academic libraries librarians/staff to carry out their functions effectively, the librarian (management) have to communicate them how they should perform or do, what they perform. If as a results of poor communication, they cannot able to perform or carry out their functions effectively what they ask them to do.

OBJECTIVE OF THE STUDY.

The reason for embarking on this study is to assess the channels of communication among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria.

The objective of the study includes:

1. To find out the types of channels of communication process among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria
2. To assess the effectiveness of channels of communication in management of academic librarians in selected polytechnic libraries in the north eastern states of Nigeria
3. To examine the relationship between management and academic librarians in selected polytechnic libraries in the north eastern states of Nigeria
4. To find out the problems of channels of communication among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria.

METHODOLOGY

This study employ survey research design, using a simple randomization method, where questionnaire was administered to the sample of population of some selected among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria, the study will cover the eight (8) polytechnic libraries in the north-eastern states of Nigerian. Federal polytechnic Mubi, state Polytechnic, Yola, federal polytechnic Bali, Taraba state, Abubakar Tatari Ali polytechnic, Bauchi, federal polytechnic, Bauchi, Ramat polytechnic, Maiduguri, Borno state, Mai-idris Aloomo polytechnic, Gaidam, Yobe state and federal polytechnic Damaturu. A total number of (8) eight polytechnics were form the basis of this study, all academic librarians in selected polytechnic libraries in the north eastern states of Nigeria was visited by the researcher to collect data

from the respondents. Questionnaire were administered to academic librarians was filled by them. A total of (40) forty copies of the questionnaire were distributed and (40) were filled and returned representing (100%) which 40 respondents comprising of all the academic librarians that constituted the sample for the study. The sample was randomly selected from academic librarians in selected polytechnic libraries in the north eastern states of Nigeria. Using descriptive analysis to analyze the data gathered from the questionnaire and also Using descriptive statistics presented in percentage and frequency distributions and simple average calculations and explanation below the tables.

RESULT:

Table 1. Gender

s/no	Sex	Frequency	Percentage
1	Male	30	75%
2	Female	10	25%
	Total	40	100%

The table above shows that majority representing (75%) of the academic librarians are male, while (25%) of the among the academic librarians are female. This research shows that majority of the librarians of the libraries were male.

Table 2. Types of channels of communication use in the libraries.

type of communication	Frequency	Percentage
Downward communication	15	37.5%
Upward communication	25	62.5%
Horizontal communication	0	0
Total	40	100%

The table above shows 25(62.5%) of the among the academic librarians indicates that (polytechnic librarians) management use upward communication while 15 (37.5%) are downward communication pattern.

Table 3. how effective channels of communication contribute in your libraries?

Communication	Frequency	Percentage
Yes	10	25%
No	30	75%
Total	40	100%

The table above shows that 30(75%) among the academic librarians mention that they not satisfied with this channels of communication process, while 10(25%) among the academic librarians mention that they satisfied with this process of channels of communication.

Table 4. how effective channels of communication process practice by polytechnic librarians in the management decision?

Response	Frequency	Percentage
Yes	28	70%
No	12	30%
Total	40	100%

The table above shows 28 (70%) among the academic librarians mention that the channels of communication process practice by polytechnic librarians in the management decision is poor, while 12 (30%) among the academic librarians says the channels of communication process is good for management decision.

Table 5. how effective the channels of communication have serve as vital tool in achieving its goal?

Satisfaction	Frequency	Percentage
Yes	11	27.5%
No	29	72.5%
Total	40	100%

The table above shows that majority 29(72.5%) among the academic librarian’s states that they not happy with the channels of communication as a vital tool in achieving its objectives.

Table 6. Did you ever give any suggestions in your libraries?

Suggestion	Frequency	Percentage
Yes	10	25%
No	30	75%
Total	40	100%

The table above indicates that majority 30 (75%) among the academic librarians answered that no they have never give any suggestions in the libraries, while 10 (25%) answered yes they have given suggestion.

Table 7. Do your libraries have effective communication media?

Communication media	Frequency	Percentage
Yes	12	30%
No	28	70%
Total	40	100%

The table above shows that 28(70%) among the academic librarians mentions that no they don’t have communication media in the libraries, while 12 (30%) of the academic librarians says yes they have communication media in the libraries.

Table 8. are you satisfied with the channels of communication process in the libraries?

Response	Frequency	Percentage
Highly satisfied	7	17.5%
Very satisfied	3	7.5%
Averagely satisfied	10	25%
Not satisfied	20	50%
Total	40	100%

table above indicates that majority 20 (50%) among the academic librarian states that thy not satisfied with the channels of communication process in the libraries, while 10 (25%) are averagely satisfied.

Table 9. are the any channels of communication problems in your libraries?

Responses	Frequency	Percentage
Yes	31	77.5%
No	9	22.5%

Total	40	100%
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table above reveals that majority 31 (77.5%) among the academic librarians answered yes that they problems of channels of communication face by academic librarians in the libraries, while 9 (22.5%) among the academic librarians says there no channels of communication problems in the libraries.

Table 10. relationship between polytechnic librarians (management)and among academic librarians?

Responses	Frequency	Percentage
Yes	27	67.5%
No	13	32.5%
Total	40	100%

The table above indicates that 27(67.5%) among the academic librarians says yes they having good working relationship with the polytechnic librarians (management), while 13(32.5%) among the academic librarians says no they don't have good working relationship with the management.

Major findings of the study

1. The study reveals that Majority of the academic librarians indicates that libraries management use upward channels of communication type in the libraries.
2. The study also reveals that Most of the academic librarian's states that they not satisfied with the channels of communication process in the libraries.
3. Majority among the academic librarians mentions that the channels of communication process practice by the polytechnic librarians is poor.
4. More than have of the academic librarian's states that they not happy with the channels of communication as the vital tool in achieving its objectives in the libraries.
5. Also majority among the academic librarians answered no that they have never give any suggestions in the libraries.
6. It also reveals that more than have of academic librarians indicates that they don't have effective channels of communication media in the libraries.
7. Majority among the academic librarians have answered that there's problems of channels of communication problems faced by the academic librarians in the libraries.

Recommendations.

Based on findings of the study, the following Recommendations or suggestions were proffered to improve on exploring the channels of communication among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria.

1. The libraries management (polytechnic librarians) should try and use downward channels of communication system in order to meet the needs of academic librarians.
2. The polytechnic librarians of the polytechnic libraries in the north eastern states of Nigeria should improve on the channels of communication process in order to satisfied the academic librarians.
3. The libraries authority (management) should adopt appropriate channels of communication skills in managing the Polytechnic libraries in the north eastern states of Nigeria its libraries affairs.
4. The libraries management (polytechnic librarians) should provide suggestions boxes in polytechnic libraries in the north eastern states of Nigeria.
5. The management of the polytechnic libraries should try and provides effective channels of communication media in the libraries.
6. The libraries management should also try and solve all the channels of communication problems in the polytechnic libraries in order to achieves its desires objectives.

Conclusion.

The objective of this study was to exploring the channels of communication among academic librarians in selected polytechnic libraries in the north eastern states of Nigeria, the channels of communication process and to achieve its desires objectives. The finding revealed that the non-use of downward channels of communication system in the libraries have contributed to the lack of satisfaction among the academic librarians. The libraries should aim at satisfying and good channels of communication as well as to meet the aspiration of the academic pursuance of institutions.

Therefore, it is very vital for the academic libraries to adopt numerous skills of channels of communication to enhance work among the academic librarians because good channels of communication are a process of transmitting information, instruction or ideas from one person to another. Its significant in avoiding conflict and misunderstanding in making decision which cannot be over emphasis. Channels of Communication also need in the libraries in order to effectively provides the necessary information needed for the academic librarians so as to create good atmosphere for understanding among them and also foster good relationship and for libraries to achieves its desires objectives.

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