STRESS MANAGEMENT AMONG ACADEMIC LIBRARIANS AT AHMADU BELLO UNIVERSITY, ZARIA LIBRARY COMPLEX, NIGERIA

Hussaini Suleiman Ph.D[1], Suleiman Sambo Ph.D[2], Rakiya Isah[3], Ibrahim Saidu[4], Mrs.

[1,2,3,4] Kashim Ibrahim Library, Ahmadu Bello University, Zaria, [5]Lee T. Railsback Medical Library, Faculty of Veterinary Medicine, Ahmadu Bello University, Zaria
hsuleimanabu@gmail.com, sulebasawa@gmail.com, isaidu@abu.edu.ng, rakiyaisahtata@gmail.com
pbtikyembe@yahoo.com

Abstract

The paper was set out to look at Stress Management among Academic Librarians at Ahmadu Bello University, Zaria Library Complex. The study was guided by two research questions. The study adopted quantitative approach and descriptive research design. The population includes 115 Academic librarians working at Ahmadu Bello University, Zaria Library Complex. Due to the manageable nature of the study and the population, a total enumeration was used. Questionnaire was used as a data collection tool. A total of 115 questionnaire were sent to the respondents and 104 questionnaires were correctly completed and returned by the respondents. The data were analyzed by descriptive statistics and measures of central tendency using frequency, percentages and mean. The benchmark for high level awareness of stress among university librarians was 2.5, using the criterion mean on a 4-point Likert scale. The finding of the study showed a high level of awareness among Academic librarians regarding technological stress, health damage, research writing to mention just a few. It concluded that stress that have been identified to have effects on librarians should be properly managed so that high productivity by Academic Librarian can fully realized since majority of academic librarians are aware of some stress and its causes. It recommended that the management of Ahmadu Bello University, Zaria Library Complex should reduce the workload on staff, educate the academic librarians on how to write research articles properly and how to use the technology and organising quarterly training for Academic staff of the Library Complex. This would help to minimize stress often experienced by them'e.t.c.

Keywords: Academic librarians, Library complex, Stress management,

Introduction

Stress is the situation we want to get out of. We cannot stay in this position for long. We need to break free from this. The 21st century is the century of LIS professionals who face relentless challenges in their work environs (Dhanush, 2011). Worldwide, stress has been referred to by the World Health Organization as an epidemic of twenty-first century health (George, 2016). For that reason, stress and pressure are the changes our body goes through as we adapt to our ever-changing environment (Rajiv, 2017).

In fact, there are new professional problems that pose a threat or pressure to librarians, particularly Academic librarians. These include new prospects and the changing role of librarians owing to the dynamic nature of information and its diffusion in the university system, resulting from the development of information technology in libraries and information practice.

Funding problems that continue to plague Nigerian libraries, lack of adequate human and other resources, role inconsistencies or ambiguity add to the stress on librarians (Emmanuel, 2011). Since the advent of this technological progress, many people fear the expected

consequences of this technological progress, such as redundancy that leads to stress (Ranjna, 2015). While ICT offers unlimited benefits, the fact that stress originate from it cannot be ignored. As a result, libraries are also helpless to pressure from external sources due to their ease of access to the general public, welcoming environment, and ethics of service (Rajiv, 2017). Stress can come from three sources, such as physical, mental, and work. Physical stress can result from exhaustion, lack of rest, and poor nutrition.

Mental stress can be attributed to a person's state of mind, which includes fears, expectations, regrets, etc. (Dhanush, 2011). Stress at work arises from interacting with the outside world, such as interacting with modern technology, being a librarian, etc. Stress at work is now a topic of great prominence. For example, there is a growing awareness that excessive stress can threaten the health of university librarians and that stress, as a cause of disability, can force employers and their insurance companies to pay compensation to employees. Work stress is known worldwide as one of the greatest challenges to the health of workers and their organizations. Stressed workers are also more likely to be in poor health, less motivated, less productive, and less secure at work, 2004) in Stavroula et al. (2005).

According to Suleiman (2021a), Stress management is the process by which we control the changes experienced by our body on a daily basis. Summit and Sudhir (2016) in Suleiman (2021b) sees library is a place where information of all kinds is available at any time to every user, which is possible via the services of Information and Communication Technology (ICT.) collected, stored, organized, accessed and consumed. Academic libraries are libraries created in a scientific framework such as universities, teacher training schools, technical schools, etc. Its main task is to provide sources of information and services to achieve the general objectives of the comprehensive education and research agenda (Suleiman, 2019 cited in Suleiman, 2021a).

Concept of Stress

The term "stress" is defined differently: pressure at work, tight hours, uncooperative colleagues, critical bosses, and many other irritants create a feeling of stress. In general, stress is a change that our body goes through all the time, depending on the situation or need. Stress has psychological and physiological effects on humans and depends on the source of the need or challenge caused by stress (Rajinder, 2017).

The term "stress" was coined by Hans Selye in 1936, which he defined as "the indefinite reaction of the body to each request for change" (Mazid, 2015). It is also seen as an exposure to an external force which tends to distort the body. The term stress was classified as a stimulus, reaction or response and, as in this study, it was a transition between a person and the environment Vincent (2015). The term "stress" is also used to describe an individual's reaction to stress.

The answer can be psychological and / or behavioral. (Dhanush, 2011). The term "stress" is defined differently: pressure at work, tight schedules, uncooperative colleagues, critical bosses, and many other irritants that create a feeling of stress. In general, stress is a change that our body goes through all the time, depending on the situation or needs (Rajinder, 2017). A stressor is an occurrence, event, or change that we think we cannot handle. Since these needs can reduce tangible physical and mental resources, they can cause stress and disorder in the life of an Academic librarian.

Stress comprises of two groups: internal and external. Internal stress included mental and emotional stressors such as stress, perfectionism, public speaking, and elucidation, whereas External contains work stress, deferment, and environmental stressors included (Patil, 2016). The events that cause stress are called "stressors" (Dhanush, 2011).

organization." In addition, they stated that mistrust in the people they work with was positively related to strong role ambiguity.

Emotional fatigue is also associated with increased effort. Studies have shown that research has found that the level of stress a person experiences is related to their physical health, strength of interpersonal relationships, workload, or obligations and duties and Stressful events (Sprague, Verona, Kalkhoff & Kilmer, 2011 in Patel, (2016). Other studies by Ugwuanyi and Ugwu (2010) on work stress in academic libraries: causes and strategies for their management found that professional development, work relationships, the personality traits of librarians and the interface between work and home were originally at the cause of upsurge in libraries. Stress in libraries. Somvir and Kaushik (2013) in Rajinder (2017), in their study on "Work stress among library professionals in Haryana", examined various aspects of work stress among library professionals working in private schools in Haryana.

Engineering and management at Haryana and they also found that stress affects employee performance and has a negative impact on the work surroundings as well. It has also been proposed that employees should be inspired through rewards, accomplishments and enticements to increase efficiency, thus reducing tension between professionals. In another related study on work stress in libraries: A case study by Liz and Judith (2012) established that librarians reported that communication with students can be either stressful or pleasant, subject to the context. The need to regulate the uproar level, adjust student behavior, and poised the needs of diverse user groups are quoted as stressors.

The results also show that library staff bring a sense of humor and self-confidence to their work and use different methods to deal with stress. Huczynski and Buchanan (1991) in Ahmed (2007) pointed out that ICT use may be associated with stress. People who work with ICT often express their frustration and anxiety when their system does not deliver the required information immediately. Constant computer failures and work disruptions are normal when using ICT.

In another related study, Tzeng (2002) in Ogunlana et al. (2013) on indicators of job stress and job satisfaction among university librarians at selected Federal Universities in South Western Nigeria established that employees should concentrate on the job satisfaction factors for which they bear the greatest responsibility. More influence, such as a challenging work environment, recognition of accomplishments, stress levels and not on factors over which they have less control, such as remuneration.

Ihuoma (2013) found that pressure from superiors, a poor labor environs, an excessive workload, an insufficient support system, difficulties in dealing with new technologies, and lack of supervision are some of the Causes of Job Stress among Delta State Polytechnic Librarians. Similarly, Al-Qallaf (2006) in Ihuoma (2013) showed that the lack of self-confidence in the workplace and some other environmental problems such as noise and the deterioration of annual vacations due to exhaustion and sometimes stress that leads to the underutilization of acquired resources and skills of workers can be stressful.

Methodology

A quantitative approach and a descriptive research design were used for the study. It was adopted with the aim of obtaining detailed information on Stress Management from Academic Librarians at Ahmadu Bello University, Zaria Library Complex, Nigeria, describing the current situation rather than elucidating the reasons. The study population includes 115 Academic librarians working at Ahmadu Bello University, Zaria Library Complex. Due to the manageable nature of the study and the population, a total enumeration was used. Questionnaire was used as a data collection tool. A total of 115 questionnaire were sent to the respondents

and 104 questionnaires were correctly completed and returned by the respondents. The data were analyzed by descriptive statistics and measures of central tendency using frequency, percentages and mean. The benchmark for high level awareness of stress management among university librarians was 2.5, using the criterion mean on a 4-point Likert scale. SPSS version 23.0 was used for the analysis.

Data Analysis

Research Question 1: To find out the level of awareness of Academic Librarians on Stress at Ahmadu Bello University, Zaria Library Complex

Table 1: Level of Awareness on Stress by Academic Librarians at Ahmadu Bello University, Zaria Library Complex

Table 1: Level of Awareness on Stress

Level of Awareness on Stress	SA	A	D	SD	Mean	Decision
Challenges in coping with new technology, Techno stress (computer – related stress) result to staff stress	36 (34.6%)	44 (42.3%)	20 (19.2%)	4 (3.8%)	2.9	Accepted
Stress result to damages to one's health (Physical health)	32 (30.8%)	56 (53.8%)	12 (11.5%)	4 (3.8%)	3.1	Accepted
Writing research papers result to stress	28 (26.9%)	56 (53.8%)	16 (15.4%)	4 (3.8%)	3.0	Accepted
Excess workload result to stress	28 (26.9%)	60 (57.7%)	4 (3.8%)	12 (11.5%)	3.6	Accepted
Poor working environment result to stress	32 (30.8%)	48 (46.2%)	16 (15.4%)	8 (7.6%)	2.8	Accepted
Stress emanate from fear of making mistake	24 (23.1%)	52 (50%)	24 (23.1%)	4 (3.8%)	3.3	Accepted
Poor relationship with staff contribute to stress	8 (7.6%)	60 (57.7%)	24 (23.1%)	12 (11.5%)	3.4	Accepted
Mistrust of persons one worked with result to stress	24 (23.1%)	48 (46.2%)	20 (19.2%)	12 (11.5%)	2.7	Accepted
Poor career development result to stress	16(15.4 %)	48 (46.2%)	28 (26.9%)	12 (11.5%)	2.4	Rejected
Daily interaction with library users can be stressful	12 (11.5%)	28 (26.9%)	52 (50%)	12 (11.5%)	2.9	Accepted

Source: Field work, 2021

Key: 4=SA Strongly Agree, 3=A Agree, 2=D Disagree, 1=SD Strongly Disagree

Table 1 above showed the level of awareness of stress among academic librarians at Ahmadu Bello University, Zaria Library Complex. However, the results showed that majority of the respondents agreed they are fully aware that stress leads to techno stress (x = 2.9), damages to one's health (x = 3.1), writing research papers (x = 3.0), excess work load (x = 3.6), although, Poor working environment (x = 2.8), fear of making mistake (x = 3.3), poor relationship with staff (x = 3.4), mistrust of persons one worked (x = 2.7), and daily interaction with library users (x = 2.9) but poor career development (x = 2.4) ranked lowest among the information retrieved from the respondents about the level of awareness of stress among Academic Librarians at Ahmadu Bello University, Zaria Library Complex because it had a mean score which is lower than 2.5 benchmark on the 4 point Likert scale.

However, the benchmark for the determining the criterion mean of high level of awareness of stress management among academic librarians was pegged at 2.5 benchmark. Form the results above, it can be deduced that there is a high level of awareness on stress among academic librarians at Ahmadu Bello University, Zaria Library Complex.

Research Question 2: To identify the causes of Stress among Academic Librarians in Ahmadu Bello University, Zaria Library Complex.

Table 2: Causes of Stress among Academic Librarians at A.B.U. Zaria Library Complex

Causes of Stress	Agree	Disagree
Stress emanate from fear of making mistake	72 (69.2%)	32 (30.8)
Stress causes damages to one's health (Physical health)	88(84.6%)	16 (15.4%)
Stress causes excess workload	72(69.2%)	32(30.8%)
Pressure from Management/Bosses causes stress	76 (73.1%)	28 (26.9%)
Writing research papers causes stress	72(69.2%)	32(30.8%)
Environmental factor such as noise, annual leave forfeiture causes stress	64 (61.5%)	40 (38.5%)
Poor relationship with staff causes stress	68 (65.4%)	36 (34.6%)
Mistrust of persons one worked with causes stress	72(69.2%)	32(30.8%)
Inadequate support system from the Management	80 (76.9%)	24 (23.1%)
Poor career development causes stress	68 (65.4%)	36 (34.6%)
Daily interaction with library users causes stress	36 (34.6%)	68 (65.4%)
Underutilization of the Academic Librarians acquired skill causes stress	48 (34.3%)	56 (53.8%)
Challenges in coping with new Technology causes stress	60(57.7%)	44 (42.3%)

Source: Field work, 2021

Table 2 above shows that more than half of the respondents indicating 72(69.2%) fear of making mistake, 88(84.6%) damages to one's health, 72(69.2%) excess work load, 76(73.1%) pressure from management bosses, 72(69.2%) writing research papers, 64(61.5%) environmental factor, 68(65.5%) poor relationship with staff, 72(69.2%) mistrust of person one worked with, 80(76.9%) Inadequate support system from the management, 68(65.4%) poor carrier development and 60(57.7%) techno stress were all identified as the major causes of stress among academic librarians at Ahmadu Bello University, Zaria Library Complex

However, 36(34.6%) and 48(34.3%) also disagree that daily interactions with the Library and underutilization of academic librarians acquired skill do not cause stress.

Result and Discussion

This study was led by two research questions aimed at revealing stresses among academic librarians at Ahmadu Bello University, Zaria Library Complex. By examining the nature of the first research question, this study demonstrated a high level of awareness among Academic librarians regarding technological stress, health damage, research writing, burnout or excess work load, poor work environs, fear of mistakes, bad relationships with employees and mistrust in the people with whom one have worked with and daily relationships with library users.

This finding corroborates with that of Petek (2018) on stress between the staff of the reference library in academic and public libraries showed that the staff of the Library of Reference are aware of stress that is detrimental to health and work performance.

The second research question revealed that the academic librarians at Ahmadu Bello University, Zaria Library Complex agree that the main causes of stress that affected their work and library services were identified as fear of committing errors, damage to health, excessive workloads and pressure from the management, research writing and environmental factors,

poor relationship with employees, mistrust in the person with whom you work, inadequate administrative support system, poor professional development and technological pressure. This shows that by implication, if the library management do not curtail this issue of stress among its staff, there would be low productivity in terms of provision of services to users and these users would come into the library without satisfying or getting the required information needs.

Furthermore, this study corroborated with the study of Miclellan (2011) cited in Ilo (2016) who posited that some stresses from the library are as a result of work environment. According to the study, environment factors attracted a 40.5% response, while 10.5% of respondents said they often experience stress due to labor exhaustion. In the study, 61% of respondents experienced stress because they should know a lot, while others said that stress comes for fear of errors.

This study was further supported by Ihuoma (2013) who found that pressure from superiors, a poor labor environs, an excessive workload, an insufficient support system, difficulties in dealing with new technologies, and lack of supervision are some of the Causes of Job Stress among Delta State Polytechnic Librarians.

Similarly, Al-Qallaf (2006) in Ihuoma (2013) confirmed that the lack of self-confidence in the workplace and some other environmental problems such as noise and the deterioration of annual vacations due to exhaustion and sometimes stress that leads to the underutilization of acquired resources and skills of workers can be stressful.

Conclusion

In conclusion, it should be noted that Librarians are very vital to the survival and smooth running of the library irrespective of its kind and as such they should not be stressed up as it would affect their personality and productivity which would make them to be depressed. Stress that have been identified to have effects on librarians should be properly managed so that high productivity by Academic Librarian can fully realized since majority of Academic librarians are aware of some stress and its causes.

Recommendations

Based on the findings, the following recommendations were made;

1 The management of Ahmadu Bello University, Zaria Library Complex should reduce the workload on staff by employing more staff, educate the academic librarians on how to write research articles properly and how to use the technology and organising quarterly training for Academic staff of the Library Complex. This would help to minimize stress often experienced by them.

2 The management of Ahmadu Bello University, Zaria Library Complex should avoid and take the issues associated with stress serious, these should be tackled through enlightenment campaign, workshops, sensitization programs, fliers, orientation of staff in the complex e.t.c. Staff that are fun of deferring their leave should compelled to go when due.

References

Ahmed, A.L. (2007). Stress Management by Library and Information Science Professionals In Nigerian University Libraries. *Samaru Journal of Information Studies, 7 (2),5-11*

Dhanush, K.R. (2011). Stress Management for Library and Information Professionals. *International Journal of Librarianship and Administration,* 2(1),13-17.

Emmanuel (2011). Work-related Stress among Librarians and Information Professionals in a Nigerian University, *Library Philosophy and Practice*.1-11

George, F. (2016). Stress: The Health Epidemic of the 21st Century. *Elsevier SciTech Connect*.

Ihuoma, S.B. (2013). Causes and Effects of Job Related Stress among Polytechnic Librarians in Delta State, Nigeria. *International Journal of Library Science*, 2(1), 1-5. DOI: 10.5923/j.library.20130201.01

ILo, P. (2016). "Managing Stress Among Librarians in Selected University Libraries in Ogun State Nigeria" (2016). *Library Philosophy and Practice (e-journal)*, 1343. Retrieved on 27th September,2020 from http://digitalcommons.unl.edu/libphilprac/1343

Liz Farler & Judith Broady-Preston (2012), Workplace stress in libraries: a case study. Aslib Proceedings: New Information Perspectives. 64(3), 225-240

Mazid A. S. (2015). Stress among Library Professionals: Can Vivekananda's Philosophy Teach To Control Over Anxiety? *"Knowledge Librarian" An International Peer Reviewed Bilingual E-Journal Of Library And Information Science*. 02(04),161 Assessed on 27th September,2020from http://www.klibjlis.com/2.4.10.pdf

Ogunlana, E. K, Okunlaya, R.O.A, Ajani, F.O, Okunoye, T.D, Oshinaike, A.O. (2013). Indices of job stress and job satisfaction among academic librarians in selected federal universities in South West Nigeria. *Annals of Library and Information Studies*. 60, 212-218.

Patil, Y. (2016). Stress Management for Library Professional. D. T. S. S. College of Commerce, Kurar Village,Malad East,Mumbai. Retrieved 16th February, 2020. from https://www.researchgate.net/publication/286933237

Vincent, O.E., (2015). Coping with Stress in Librarianship: A Case Study of Academic Librarians in Universities in South-East Nigeria. *New Media and Mass Communication*. 35, 1-8.

World Health Organization (2004). Work Organization and Stress: Systematic Problem Approach for employers, Managers and Trade Union Representatives. (Protecting Workers Health Series, No 3).United Kingdom, Institute of Work, Health & Organizations (WHO)

Petek, M. (2018) Stress among Reference Library Staff in Academic and Public libraries. *Reference Service Review*. 46(1). DOI: 10.1108/RSR-01-2017-0002

Rajinder, K.G. (2017). Burnout related to occupational stress among Library and Information Professionals (LIS). *IOSR Journal of Humanities And Social Science (IOSR-JHSS)*, 22(4), 60-65 DOI: 10.9790/0837

Rajiv, V. (2017). Management of Pressures and Stress on Library Professionals in 21st Century. *International Journal of Research in Humanities & Soc. Sciences*, 5(3), 82-88. http://www.raijmr.com/ijrhs/wpcontent/uploads/2017/11/IJRHS_2017_vol05_issue_03_13.pdf

Ranjna (2015). Techno-stress among library professionals at the workplace in ICT era: An Overview. *International Journal of Multidisciplinary Research and Development*. 2(4), 532-536.

Suleiman, H., Sambo, S., and Kokami, S.M. (2021b). Repositioning Of Knowledge Resource

Centres For Effective Digital Services. *A Paper Presented at National Conference on Democracy, Governance and National Development Organized by Center for Unity, Conflict Resolution & Development and College of Management and Social Sciences Salem University, Lokoja* Held on 26th – 27th April, 2021 at CMS Salem University, Lokoja Kogi State Nigeria.

Suleiman, H., & Sambo, S. (2021a). Roles of Academic Libraries Towards Strengthening And Enhancing Effective Knowledge Management in Higher Institutions In Nigeria. *A Paper Presented at International Conference on Knowledge Management in Higher Education Institutions (ICKHI 2021) Organized by Manipal University Central Library, Jaipur in Association with University Library, Uva Wellassa University, Sri Lanka* Held on 7th – 8th April, 2021 at Central Library, Manipal University, Jaipur, Rajasthan India.

Ugwuanyi & Ugwu (2010) Job Stress in Academic Libraries: Causes and Strategies for its Management. *Journal of Applied Information Science and Technology,* 4(1-6)

Online Links

Retrieved February, 2019 from https://www.emeraldinsight.com/action/showPublications https://www.google.com/search?q=stress+management+in+librarianship/pdf&ei=bwirXNiZLYGD1fAPhPWR0Ac&start=10&sa=N&ved=0ahUKEwiYjeyLjMDhAhWBQRUIHYR6BHoQ8tMDCH8&biw=1339&bih=620 Retrieved 11th April, 2019

WORKPLACE STRESS: A collective challenge https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---safework/documents/publication/wcms_466547.pdf retrieved 15th April, 2019

CHARLESA, B. (2019). Stress in the Library Workplace. http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.858.1806&rep=rep1&type=pdf Retrieved February, 2019 from http://shodhganga.inflibnet.ac.in/bitstream/10603/151907/8/08_chapter%202.pdf

Workplace stress in libraries_ a case study Retrieved February, 2019 from https://www.emeraldinsight.com/doi/full/10.1108/00012531211244509?fullSc=1

https://www.jaistonline.org/UgwuanyiUgwu_2k10.pdf