

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

**DELINQUENT LIBRARY PATRONS IN ACADEMIC LIBRARIES: A CASE
STUDY OF BONDOLFI TEACHERS' COLLEGE LIBRARY**

BY

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ABSTRACT

This research was triggered by the researcher's work experience at BTCL where she observed that despite the college availing financial resources for the purchase of books, library patrons' continuous delinquent behaviour resulted in wastage of financial resources. Theft, mutilation, and holding long overdue library items hindered the growth of BTCL collections, led to the reduction in the number of books available for circulation and hampered the provision of effective library services. As a result, the study sought to establish and examine the reasons for delinquent behaviour among BTCL patrons. The Theory of Planned Behaviour and the Social Cognitive Theory gave insight on how the environment, attitudes, perceptions and subjective norms influence human behaviour. The mixed methods research design influenced by pragmatism was employed. The descriptive survey method and a case study were used to collect data from a population of 110 staff members and 1077 students. Questionnaires were administered to 196 students through stratified random sampling; purposive sampling was used to interview 29 lecturing and non lecturing staff members and 4 library staff. Direct observation was carried out. The study revealed that delinquent readership was mainly caused by inadequate copies, short loan periods, inflexible policies, users' negative attitudes and perceptions towards library materials. The BTCL environment was the main cause of user delinquency, while users' perceptions, attitudes and subjective norms were also contributing factors. Therefore, if corrective measures are taken, delinquency can be reduced. Recommendations made were staff training, policy formulation, implementation of security measures, user orientation, provision of adequate copies, monitoring and provision of discussion rooms that would reduce delinquent readership.