

The Prevalence of Quackery in the Library Profession in Cross River State, Nigeria: Implications for Information Service Delivery and User Satisfaction

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Abstract

This study investigated the effect of quackery on library services in Cross River State, Nigeria. The study was guided by three objectives and three hypotheses. The study adopted a survey research design and the population comprised professional librarians and library users in public and academic libraries in Cross River State. A sample size of 342 respondents was drawn using the stratified random sampling technique. Data were collected using a structured questionnaire titled "Effect of Quackery on Library Services Questionnaire" [EQLSQ]. The instrument was validated by experts and a reliability coefficient of 0.84 was obtained using Cronbach's alpha. Data were analysed using descriptive statistics of frequency counts and percentages for demographic data, while Pearson Product Moment Correlation and Independent t-test were used to test the hypotheses

at 0.05 level of significance. The findings revealed that: 1) there was a significant relationship between the prevalence of quackery and information service delivery in libraries, $r=0.673$, $p=0.000 < 0.05$; 2) there was a significant relationship between the prevalence of quackery and user satisfaction with library services, $r=0.598$, $p=0.000 < 0.05$; and 3) there was no significant difference in the perception of professional librarians and library users on the effect of quackery on library services, $t=1.243$, $df=340$, $p=0.215 > 0.05$. The study concluded that quackery has a significant negative effect on library services in Cross River State. It was recommended that library management should organise regular staff training, government should enact policies to sanction quacks, and the Nigerian Library Association should intensify monitoring of the profession.

Keywords: Quackery, Library Services, Information Delivery, User Satisfaction, Cross River State.

Introduction

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The library profession was recognised globally as a specialised field that required formal training, ethical standards, and professional competence to manage information resources effectively. According to the Librarians Registration Council of Nigeria [LRCN] [1], librarianship involved the organisation, preservation, dissemination, and retrieval of information to meet the needs of users in academic, public, school, and special libraries. Professional librarians were expected to possess knowledge of cataloguing, classification, reference services, information technology, and information literacy instruction. This specialised knowledge distinguished the library profession from other occupations and guaranteed quality service delivery.

However, the practice of librarianship in Nigeria was increasingly threatened by the infiltration of unqualified persons popularly referred to as "quacks". Quackery in the library profession referred to the practice of librarianship by individuals who lacked the requisite academic qualification, professional training, and registration with LRCN [2]. The problem was worsened by the perception among some employers that "anybody could work in a library" since it only involved keeping and issuing books [3]. In Cross River State, the prevalence of quackery was evident in public libraries, school libraries, and even in some tertiary institutions. Okon, Bassey, and Etim [4] reported that over 45% of personnel manning libraries in Cross River State did not possess professional LIS qualifications. This situation contradicted Section 8 of the LRCN Act of 1995, which stipulated that only registered librarians should practice librarianship in Nigeria.

The rise of quackery had serious implications for information service delivery and user satisfaction. When quacks managed library operations, services such as cataloguing, classification, and information retrieval were poorly executed. Users experienced delays, received wrong information, and became frustrated, which led to low patronage [5]. It was against this background that this study examined the prevalence of quackery in the library profession in Cross River State and its implications for information service delivery and user satisfaction.

Statement of the Problem

Despite the existence of the LRCN Act, which mandated that only qualified and registered librarians should practice, there was widespread employment of unqualified persons in libraries across Cross River State. Okon, Bassey, and Etim [4] found that many public and school libraries in the state were managed by non-professionals who could not perform basic library functions such as cataloguing, reference service, and user education. This resulted in poor organisation of library materials and difficulty for users to access information.

Furthermore, Ibrahim, Musa, and Tanko [6] noted that libraries managed by quacks recorded low user patronage because users were not satisfied with the services received. Users complained of rude attitude, inability to locate materials, and lack of guidance in information seeking. Despite the regulatory role of LRCN, enforcement remained weak and there was little empirical data on the extent of quackery in Cross River State. This gap made it difficult to develop targeted interventions. Therefore, this study

investigated the prevalence of quackery in the library profession in Cross River State and its implications for information service delivery and user satisfaction.

Purpose of the Study

The main purpose of this study was to examine the prevalence of quackery in the library profession in Cross River State, Nigeria, and its implications for information service delivery and user satisfaction. Specifically, the study sought to:

- i. Assess the extent of quackery in libraries in Cross River State.
- ii. Examine the causes of quackery in the library profession in the study area.
- iii. Determine the effect of quackery on information service delivery in libraries.
- iv. Ascertain the effect of quackery on user satisfaction with library services.

Objectives of the Study

The specific objectives of this study were to:

- i. Determine the prevalence of quackery in the library profession in Cross River State, Nigeria.
- ii. Examine the effect of quackery on information service delivery in libraries in Cross River State.
- iii. Assess the effect of quackery on user satisfaction with library services in Cross River State.

Research Questions

The following research questions guided the study:

- i. To what extent did quackery exist in libraries in Cross River State, Nigeria?

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- ii. What was the effect of quackery on information service delivery in libraries in Cross River State?
 - iii. How did quackery affect user satisfaction with library services in Cross River State?

Research Hypotheses

The following null hypotheses were tested at 0.05 level of significance:

- H₁:** There was no significant relationship between the prevalence of quackery and information service delivery in libraries in Cross River State.
- H₂:** There was no significant relationship between the prevalence of quackery and user satisfaction with library services in Cross River State.
- H₃:** There was no significant difference in the perception of professional librarians and library users on the effect of quackery on library services in Cross River State.

Significance of the Study

This study was significant to various stakeholders in the library and information science field.

To the Librarians Registration Council of Nigeria [LRCN]: The findings provided empirical data to support LRCN's regulatory and enforcement functions. It helped the Council to identify areas with high prevalence of quackery and design intervention programs.

To government and library employers: The study created awareness on the dangers of employing quacks and the need to employ only qualified librarians. This was expected to improve funding, staffing, and policy formulation for libraries in Cross River State.

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To professional librarians: The study highlighted the need for librarians to uphold professional ethics and advocate against quackery. It also boosted the image and recognition of the profession.

To library users and the public: The study helped users understand the difference between professional and non-professional library services. This increased demand for qualified librarians and improved user satisfaction.

To researchers and academia: The study added to existing literature on professionalisation and quackery in Nigeria. It served as a reference for future researchers investigating library administration and professional practice.

Review of Related Literature

The review of related literature provided the theoretical and empirical foundation upon which this study was built. The literature review was important because it helped the researcher to understand what other scholars had done on the prevalence of quackery in the library profession and its implications for service delivery and user satisfaction. It also helped to identify gaps that this study intended to fill.

The section was organised into four main parts: conceptual framework, theoretical framework, empirical review, and summary with identified gap. Under the conceptual framework, key concepts such as library profession, quackery, information service delivery, and user satisfaction were examined. The theoretical framework discussed Professionalisation Theory and Diffusion of Innovation Theory as they related to the study. The empirical review presented findings of previous studies conducted in Nigeria and

other countries on quackery in libraries. Finally, the summary highlighted the gaps in the literature and justified the need for the present study in Cross River State.

Several scholars agreed that the library profession was central to national development because libraries provided access to information for education, research, and decision-making. However, the infiltration of unqualified persons into the profession threatened the quality of services rendered. According to LRCN [1], the presence of quacks in libraries led to poor organisation of information resources and low patronage. This chapter therefore examined relevant literature to establish the extent of the problem and its implications.

Conceptual Framework

Concept of library profession and professionalism

The library profession was defined as a discipline concerned with the collection, organisation, preservation, and dissemination of information to meet the needs of users. According to LRCN [1], a librarian was a person who possessed at least a Bachelor's degree in Library and Information Science and was registered by the Council to practice. Professionalism referred to the conduct, skills, and ethics expected of members of a profession.

Professional librarians were trained in cataloguing and classification using AACR2, RDA, DDC and LCC. They were also trained in reference service, information literacy, database management, and digital librarianship [2]. Professionalism demanded adherence to the code of ethics of librarianship, which

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included confidentiality, intellectual freedom, and equity of access.

The importance of professionalism in librarianship could not be overemphasised. First, it guaranteed quality service delivery. Professional librarians were equipped to select, acquire, and organise materials in a way that made them easily retrievable. Second, professionalism enhanced the image of the library. When users interacted with competent staff, their confidence in the library increased [3]. Third, professionalism ensured compliance with global standards. In the 21st century, libraries were no longer just about books. They managed e-resources, institutional repositories, and provided ICT training. Only professional librarians had the competence to handle these responsibilities [6]. However, in Nigeria, the standards of professionalism were threatened by the employment of quacks. This undermined the efforts of LRCN to sanitise the profession. The absence of professionalism led to poor classification, loss of materials, and poor user education programs.

Concept of quackery in the library profession

Quackery was defined as the practice of a profession by a person who lacked the required qualification and legal authorisation [5]. In the context of librarianship, quackery referred to individuals who performed library duties without a degree or diploma in Library and Information Science and without registration with LRCN.

Quacks in libraries were often employed as library assistants, clerks, or heads of libraries. Some of them were teachers, graduates of other disciplines, or political appointees. They lacked knowledge of

cataloguing, classification, and information retrieval techniques. As a result, library materials were poorly arranged, and users found it difficult to locate information [4]. The characteristics of quackery in libraries included: poor customer service, inability to use library management software, poor organisation of library resources, and lack of awareness of professional ethics. Quacks often treated users rudely and could not provide reference assistance [7]. Section 8 of the LRCN Act 1995 made it an offense for unqualified persons to practice librarianship in Nigeria. Despite this, quackery persisted due to ignorance and poor enforcement. The implication was that the quality of library services declined and the profession lost credibility.

Causes of quackery in libraries in Nigeria

Several factors were responsible for the prevalence of quackery in Nigerian libraries.

- i. **Inadequate funding:** Most public and school libraries in Nigeria were underfunded. Government and school authorities preferred to employ non-professionals because they demanded lower salaries [4].
- ii. **Poor enforcement of LRCN regulations:** Although LRCN existed to regulate the profession, it lacked the capacity to monitor all libraries in the country. Many employers were not aware that it was illegal to employ quacks [1].
- iii. **Misconception about librarianship:** There was a general belief that library work was simple and that "anybody could do it". This misconception led principals and local

- government chairmen to post any available staff to the library [3].
- iv. **Political influence:** In some cases, library positions were used as political patronage. Unqualified persons were appointed as librarians to reward political supporters [6].
 - v. **Lack of LIS departments:** Some states in Nigeria did not have tertiary institutions offering LIS programs. This created a shortage of professional librarians and created room for quacks to fill the gap [7]. These causes combined to make quackery a persistent problem in Cross River State and Nigeria at large.

Information service delivery in libraries

Information service delivery referred to the totality of services provided by the library to meet the information needs of users. The core services included reference service, circulation, current awareness service, selective dissemination of information, indexing, and abstracting [6]. Effective service delivery depended on three factors: competent staff, adequate resources, and efficient organisation. Professional librarians were trained to conduct reference interviews, guide users in information seeking, and use technology to provide services. In the digital era, service delivery also included access to e-databases, internet services, and information literacy instruction [5]. Libraries were expected to provide timely and accurate information to support teaching, learning, and research.

When quacks managed library services, the quality of delivery declined. Materials were not properly catalogued, so users could not find them. Reference

queries were poorly handled. ICT facilities were underutilised because quacks lacked the skills to operate them [4]. This led to frustration and low library use.

User satisfaction in library services

User satisfaction was defined as the extent to which library services met the expectations of users [2]. It was a key indicator of library performance. Satisfied users used the library more often and recommended it to others. The factors that influenced user satisfaction included: accessibility of materials, competence of staff, physical environment, speed of service, and relevance of information provided [3]. Studies showed that when libraries were managed by professionals, users reported higher levels of satisfaction. Professional librarians were courteous, knowledgeable, and able to provide accurate answers to queries. However, when quacks were in charge, users complained of poor attitude, inability to locate materials, and lack of guidance [6].

In Cross River State, many users avoided public libraries because of poor services. This reduced the role of libraries in promoting literacy and lifelong learning. Therefore, user satisfaction was directly linked to the professionalism of library staff.

Theoretical Framework

Professionalization theory

Professionalization Theory was propounded by Harold Wilensky in 1960. The theory explained the process by which an occupation became a profession. According to Wilensky [8], for an occupation to be regarded as a profession, it must have: a specialised

body of knowledge, formal training, professional association, code of ethics, and legal recognition.

Librarianship in Nigeria met these criteria through LRCN. The Council provided legal backing, organised induction, and enforced standards. The theory was relevant to this study because it emphasised that only qualified persons should practice. The presence of quacks violated the principles of professionalization. The theory also explained that when non-professionals entered a profession, it led to de-professionalization. This resulted in poor service quality and loss of public trust [2]. Therefore, curbing quackery was essential to maintain the professional status of librarianship.

Diffusion of innovation theory

This theory was developed by Everett Rogers in 1962. It explained how new ideas, practices, and technologies were adopted in a social system [9]. The theory identified five stages: knowledge, persuasion, decision, implementation, and confirmation.

In libraries, innovations included library automation, digital repositories, and online databases. The successful adoption of these innovations required staff with ICT and professional skills [5]. Professional librarians were regarded as "*change agents*" who drove innovation in libraries. Quacks, on the other hand, were "*laggards*" who resisted change due to a lack of knowledge. This slowed down the modernisation of libraries in Cross River State [7].

The theory supported this study by showing that the absence of professional librarians hindered the adoption of new technologies, which in turn affected service delivery and user satisfaction.

Empirical Review

Prevalence of quacks in Nigerian libraries

Several studies documented the prevalence of quackery in Nigerian libraries. Okon, Bassey, and Etim [4] surveyed 120 libraries in South-South Nigeria and found that 48% of staff were not professionally qualified. The highest prevalence was in school and community libraries. Nsa and Eno [7] studied 50 secondary schools in Cross River State and discovered that only 12% of the libraries were managed by professional librarians. The rest were managed by teachers of English and Social Studies. At the national level, LRCN [1] reported that over 60% of public libraries in Nigeria did not meet staffing requirements. The report attributed this to poor funding and lack of awareness. These studies confirmed that quackery was widespread and that Cross-River State was not an exception.

Effect of quackery on information service delivery

Ibrahim, Musa, and Tanko [6] examined 30 libraries in Northern Nigeria. They found that libraries with quacks had poor cataloguing, mis-shelved books, and long waiting times. Users spent an average of 25 minutes searching for a book compared to 5 minutes in professional libraries. Chukwuemeka and Okoro [5] studied automation in 15 academic libraries. They found that 80% of libraries managed by quacks did not use KOHA or any library software. This affected circulation and inventory. The studies concluded that quackery led to inefficiency, inaccuracy, and poor organisation of information resources.

Effect of quackery on user satisfaction

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Eze and Uzochukwu [3] investigated user satisfaction in 5 public libraries in Enugu State. Using a sample of 300 users, they found that 67% were dissatisfied with services provided by non-professionals. Major complaints were rudeness, inability to answer questions, and poor guidance. Okon, Bassey, and Etim [4] also found that library patronage in Cross River State declined by 40% between 2020 and 2022 due to poor service quality attributed to quacks. The empirical evidence showed a clear link between quackery and low user satisfaction.

Role of LRCN in curbing quackery

The Librarians Registration Council of Nigeria was established by Decree 12 of 1995. Its mandates included registration of librarians, accreditation of LIS programs, and enforcement of professional standards [1]. LRCN organised induction ceremonies, continuing professional development, and advocacy visits to state governments. Between 2021 and 2023, the Council conducted enforcement exercises in 6 states and sealed 12 libraries managed by quacks [2]. However, the Council faced challenges such as inadequate funding, lack of prosecuting powers, and poor cooperation from some state governments. Despite these challenges, LRCN remained the major body fighting quackery in Nigeria.

Summary of Literature and GAP

The reviewed literature established that quackery was a serious problem in the Nigerian library profession. Studies showed that quacks were prevalent in public, school, and community libraries. The causes included poor funding, weak enforcement, and misconceptions about librarianship. The literature also showed that

quackery had negative effects on information service delivery and user satisfaction. Libraries managed by quacks were poorly organised, and users were dissatisfied. However, a gap existed. Most studies were conducted in Northern Nigeria, the South-East, and South-South in general. There was limited empirical data specifically on Cross River State. Also, few studies examined both service delivery and user satisfaction together in relation to quackery. This study therefore filled the gap by focusing specifically on Cross River State and examining the prevalence of quackery and its dual implications for service delivery and user satisfaction.

Research Methods

The research methods that were adopted for this study were designed to examine the prevalence of quackery in the library profession in Cross River State and its implications for information service delivery and user satisfaction. The descriptive survey research design was used for the study. This design was considered appropriate because it enabled the researcher to collect data from a large number of respondents and to describe the existing situation regarding quackery in libraries. The survey method allowed the researcher to obtain the opinions and perceptions of professional librarians and library users without manipulating any variable. The study was carried out in Cross River State, Nigeria. Cross River State is located in the South-South geopolitical zone of Nigeria with Calabar as its capital. The state has 18 Local Government Areas and shares boundaries with Benue, Ebonyi, Abia, and Akwa Ibom States, as well as the Republic of Cameroon. Cross River State

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was chosen because of the observed presence of unqualified personnel in public, school, and academic libraries in the state. The mix of urban and rural libraries in the state also provided a suitable environment for examining how quackery affected library services. The population of the study comprised all professional librarians and registered library users in Cross River State. Based on records obtained from the Nigerian Library Association, Cross River State Chapter and from selected libraries in 2023, 87 registered professional librarians were working in tertiary institutions, public libraries, and special libraries in the state. The total number of registered library users across 5 major public libraries and 3 academic libraries was estimated at 4,280. Therefore, the total population for the study was 4,367. A sample size of 368 respondents was used. This was determined using Taro Yamane's formula at 95% confidence level and 5% margin of error. The sample consisted of 80 professional librarians and 288 library users. The multi-stage sampling technique was adopted. In the first stage, purposive sampling was used to select 8 libraries comprising 3 academic libraries, 3 public libraries, and 2 special libraries across Calabar, Ogoja, and Ugep. In the second stage, stratified random sampling was used to select respondents from each library to ensure fair representation. The instrument used for data collection was a structured questionnaire titled "*Questionnaire on Prevalence of Quackery and Its Implications for Library Services [QPQILS]*". The questionnaire was divided into four sections. Section A sought demographic information of respondents. Section B contained items on the prevalence of quackery.

Section C focused on the effect of quackery on information service delivery, while Section D addressed the effect of quackery on user satisfaction. The instrument used a 4-point Likert scale of Strongly Agree, Agree, Disagree, and Strongly Disagree. To ensure validity, the instrument was subjected to face and content validation. The draft copies were given to two lecturers in the Department of Library and Information Science and one expert in Test and Measurement in the University of Calabar. They examined the items for clarity, relevance, and coverage. Their corrections and suggestions were incorporated into the final version of the instrument. The reliability of the instrument was determined through a pilot test. Twenty copies of the questionnaire were administered to professional librarians and library users in Akwa Ibom State who were not part of the study area. Data from the pilot test were analysed using Cronbach's Alpha method and a reliability coefficient of 0.82 was obtained. Since this was above 0.70, the instrument was considered reliable. Data collection was carried out by the researcher with the assistance of three trained research assistants. Copies of the questionnaire were administered directly to respondents in the selected libraries. The purpose of the study was explained to them before the questionnaires were distributed. Respondents were given one week to complete the questionnaires, after which they were retrieved. Out of 368 copies administered, 342 copies were retrieved and found usable, representing a 92.9% return rate. The data collected were analysed using both descriptive and inferential statistics. Research questions were answered using frequency counts, percentages, and mean scores with 2.50 as the

benchmark for acceptance. The null hypotheses were tested using Pearson Product Moment Correlation and independent t-test at 0.05 level of significance. Pearson correlation was used to test the relationship between the prevalence of quackery and service delivery, and between the prevalence of quackery and user satisfaction. The t-test was used to test the difference in perception between professional librarians and library users. All analyses were carried out using SPSS version 26.

Data Analysis and Presentation

Demographic characteristics of respondents

The demographic data in (Table 1) revealed that 58.2% of the respondents were female while 41.8% were male. In terms of age, 42.4% of the respondents were between 21-30 years, 35.1% were between 31-40 years, 15.8% were between 41-50 years, and 6.7% were 51 years and above. Regarding educational qualification, 23.4% had SSCE/OND, 45.6% had HND/B.Sc, and 31.0% had M.Sc/Ph.D. In terms of status, 23.4% of the respondents were professional librarians while 76.6% were library users. This indicated that both professionals and users were adequately represented.

Variable	Category	Frequency	Percentage (%)
Gender	Male	143	41.8
	Female	199	58.2
	Total	342	100.0
Age	21-30 years	145	42.4
	31-40 years	120	35.1
	41-50 years	54	15.8
	51 years and above	23	6.7
	Total	342	100.0
Educational Qualification	SSCE/OND	80	23.4
	HND/B.Sc	156	45.6
	M.Sc/Ph.D	106	31.0
	Total	342	100.0
Status	Professional Librarians	80	23.4
	Library Users	262	76.6
	Total	342	100.0

Table 1. Demographic Characteristics of Respondents

Test of Hypotheses

Hypothesis 1

H₁: There was no significant relationship between the prevalence of quackery and information service delivery in libraries in Cross River State. Data were analyzed using Pearson Product Moment Correlation. The result in Table 2 showed $r=0.673$, $p=0.000 < 0.05$. Since the p-value was less than

0.05, the null hypothesis was rejected. This indicated that there was a significant relationship between the prevalence of quackery and information service delivery in libraries in Cross River State.

Variab les	N	Me an	S D	r	p- val ue	Al ph a	Decis ion
Preval ence of Quack ery	342	3.04	0.72	0.673	0.000	0.05	Signif icant
Inform ation Servic e Delive ry	342	3.11	0.68				

*p<0.05.

Table 2. Pearson Correlation Result on Relationship between Prevalence of Quackery and Information Service Delivery

Hypothesis 2

H₂: There was no significant relationship between the prevalence of quackery and user satisfaction with library services in Cross River State. The result of Pearson correlation in (Table 3), showed $r=0.598$, $p=0.000 < 0.05$. Since the p-value was less than 0.05, the null hypothesis was rejected. This meant that there was a significant relationship between the prevalence of quackery and user satisfaction with library services in Cross River State.

Variab les	N	Me an	S D	r	p- val ue	Al ph a	Decis ion
Preval ence of Quack ery	342	3.04	0.72	0.598	0.000	0.05	Signif icant
User Satisfa ction	342	3.09	0.71				

*p<0.05

Table 3. Pearson Correlation Result on Relationship between Prevalence of Quackery and User Satisfaction

Hypothesis 3

H₃: There was no significant difference in the perception of professional librarians and library users on the effect of quackery on library services in Cross River State. An independent t-test was used in (Table 4). The result showed $t=1.243$, $df=340$, $p=0.215 > 0.05$. Since the p-value was greater than 0.05, the null hypothesis was accepted. This indicated that there was no significant difference in the perception of professional librarians and library users on the effect of quackery on library services.

Variab les	N	Me an	S D	t	d f	p- va lu e	Al ph a	Decis ion
Profe ssion al Libra rians	80	3.15	0.69	1.243	340	0.215	0.05	Not Signi fican t
Libra ry Users	262	3.08	0.73					

p>0.05

Table 4. Independent t-test Result on Difference in Perception between Professional Librarians and Library Users

Discussion of Findings

The findings of this study revealed several important issues. First, the study found that quackery was prevalent in libraries in Cross River State. This finding agreed with Okon, Bassey, and Etim (2023), who reported that over 45% of library personnel in South-South Nigeria lacked professional qualifications. The prevalence was attributed to poor enforcement of

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LRCN regulations, inadequate funding, and the misconception that library work did not require professional training.

Second, the study found that quackery had a significant negative effect on information service delivery. Libraries managed by quacks experienced poor organisation of materials, inability to use ICT facilities, and poor reference services. This supported the findings of Ibrahim, Musa, and Tanko [6], who observed that libraries with non-professional staff recorded inefficiency in service delivery and poor use of library management software.

Third, the study revealed that quackery significantly affected user satisfaction. Users complained of rude attitude, inability to locate materials, and lack of guidance. This was consistent with Eze and Uzochukwu [3] who found that 67% of library users were dissatisfied with services provided by non-professionals. The implication was that patronage declined when libraries were managed by quacks.

Finally, the study found no significant difference in the perception of professional librarians and library users regarding the effect of quackery. This suggested that both groups agreed that quackery was detrimental to library services. The findings generally indicated that for libraries in Cross River State to deliver quality services and satisfy users, the employment of qualified and registered librarians was necessary.

Summary of Findings

- i. The study investigated the effect of quackery on library services in Cross River State. Based on

the analysis of data, the following findings were made:

- ii. There was a significant relationship between the prevalence of quackery and information service delivery in libraries in Cross River State. $r=0.673, p=0.000 < 0.05$.
- iii. There was a significant relationship between the prevalence of quackery and user satisfaction with library services in Cross River State. $r=0.598, p=0.000 < 0.05$.
- iv. There was no significant difference in the perception of professional librarians and library users on the effect of quackery on library services in Cross River State. $t=1.243, df=340, p=0.215 > 0.05$.

Conclusion

Based on the findings of this study, it was concluded that quackery has a significant effect on library services in Cross River State. The prevalence of quackery negatively affects both information service delivery and user satisfaction in libraries. However, both professional librarians and library users shared similar perceptions regarding the effect of quackery on library services. Therefore, urgent measures need to be taken to curb the menace of quackery in libraries to enhance effective service delivery.

Recommendations

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

- i. Library management should organise regular training and workshops for library staff to

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- equip them with the necessary skills to combat quackery.
- ii. Government and relevant stakeholders should enact and enforce policies that regulate library practice and sanction quacks.
- iii. Public awareness campaigns should be carried out to educate library users on the dangers of quackery and the importance of patronising only professional libraries.
- iv. The Nigerian Library Association (NLA) should intensify its efforts in monitoring and sanitising the library profession in Cross River State.

Limitations of the Study

This study was limited to public and academic libraries in Cross River State, Nigeria. Therefore, the findings cannot be generalised to other states or regions without caution. Also, the study relied on self-reported data from questionnaires, which may be subject to respondent bias. Furthermore, due to time and financial constraints, other variables that could affect library services were not considered in this study.

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