Ethical Issues and Competitive intelligence in Public Libraries Management

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Abstract
This article reviewed ethical issues and competitive intelligence in public libraries management. Ethical issues revolve around what is and is not allowable in terms of competitive intelligence practitioners' activity. Competitive intelligence is the action of defining, gathering, analyzing, and distributing intelligence about products, customers, competitors, and any aspect of the environment needed to support executives and managers in making strategic competitive intelligence for an organization. The researcher adopted narrative system of literature review. Narrative review provides a broad overview of a topic from selected literature, summarises and synthesises key points. This paper discussed ethical considerations that surround the application of competitive intelligence in public libraries management system. Scholarly articles on ethical issues and competitive intelligence were reviewed alongside public libraries management system. The literature reviewed showed that there is a correlation between the ethical issues and application of competitive intelligence in public libraries. The author concluded that public library managers in Nigeria should as a matter of urgency learn how to competitively harness information ethically and strife towards enhancing their role as public learning centre, performing their functions as enshrined in the Act that established them.

Keywords: Ethics, competitive intelligence, public libraries, Nigeria.

Introduction
A public library is a library that is accessible by the general public and is generally funded from public sources, such as taxes. It is operated by librarians and library paraprofessionals, who are also civil servants. There are five fundamental characteristics shared by public libraries (Rubin, 2020). The first is that they are generally supported by taxes; they are governed by a board to serve the public interest; they are open to all, and every community member can access the collection; they are entirely voluntary in that no one is ever forced to use the services provided; and they provide basic services without charge.

The main task of public libraries is to provide the public with access to books and periodicals. The role of libraries has been defined as ability to provide access to information and equity of access (Raven, 2016). It is also part of the profession's ethical commitment that no one should be denied information because he or she cannot afford the cost of a book or periodical, have access to the Internet or information in any of its various formats (Raven, 2016).

In the developed nations, libraries are responsible for supporting their patrons, and relating to their facilities through policies such as the right to freedom of speech and information is significant to public libraries; one way of upholding this doctrine is to protect the privacy of all patrons that belong to a library (Mathew, 2015). The concept of confidentiality is important because the users' right may be violated if a patron's information could possibly be shared. Patrons may not feel free to check out certain materials for fear it would later be revealed. Upholding the information professional ethical guidelines reinforces the reassurance among the members of society that even if they borrow controversial or embarrassing materials, their

privacy will be upheld (Knip and Dishman, 2014). A policy stating a library's view on privacy should thus be created and displayed where patrons can see when they enter the building. Some libraries require staff to talk about confidentiality or direct the patron to literature on the subject when registering a new library patron.

Part of the public library mission is to help bridge the digital divide. As more books, information resources, and government services are being provided online, public libraries increasingly provide access to the Internet and public computers for users who otherwise would not be able to connect to these services. They also provide community spaces to encourage the general population to improve their digital skills through Library Coding Clubs and Library makerspace. Almost all public libraries now house a computer lab. Internationally, public libraries offer information and communication technology (ICT) services, giving access to information and knowledge as the highest priority (Blenkhorn and Fleisher, 2015). While different countries and areas of the world have their own requirements, general services offered include free connection to the Internet, training in using the Internet, and relevant content in appropriate languages. In addition to typical public library financing, non-governmental organizations (NGOs) and business fund services assist public libraries in combating the digital divide (Blenkhorn and Fleisher, 2015).

Owing to the fact that the advent of electronic information system has added to the functionalities of the public library, the scope of information services delivery has been further enlarged (Raven, 2016). The users' expectations from the library has also changed as they expected that the public university status conferred on the public library before the emergence of information and communication technology (ICT) could better be enhanced now that there are more opportunities and privileges brought by the new information media. One of the major solutions to combating the challenges brought about by the introduction of the new information media is to embrace competitive intelligence in the public library system (Comai and Tena, 2013).

According to Don (2013), competitive intelligence is the action of defining, gathering, analyzing, and distributing intelligence about products, customers, competitors, and any aspect of the environment needed to support executives and managers making strategic competitive intelligence for an organization. Competitive intelligence essentially means understanding and learning what is happening in the world outside your business so you can be as competitive as possible (Don, 2013). It means learning as much as possible, as soon as possible, about your industry in general, your competitors, or even your county's particular zoning rules. In short, it empowers you to anticipate and face challenges head on. The key issues raised in this definition imply that competitive intelligence is an ethical and legal business practice, as opposed to industrial espionage, which is illegal (Gilad, 2017). The focus is on the external business environment and there is a process involved in gathering information, converting it into intelligence and then utilizing this in business decision making. Some competitive intelligence professionals erroneously emphasize that if the intelligence gathered is not usable, or actionable, then it is not intelligence.

A more focused definition of competitive intelligence regards it as the organizational function responsible for the early identification of risks and opportunities in the market before they become obvious (Gilad, 2017). Experts also call this process the early signal analysis. This definition focuses attention on the difference between dissemination of widely available factual information such as market statistics, financial reports and newspaper clippings performed by functions such as libraries and information centers, and competitive intelligence which is a perspective on developments and events aimed at yielding a competitive edge. The term

competitive intelligence is often viewed as synonymous with competitor analysis, but competitive intelligence is more than analyzing competitors, it is about making the organization more competitive relative to its entire environment and stakeholders: customers, competitors, distributors, technologies, and macroeconomic data (Shaker and Richardson, 2016).

Ethics on the other hand has been a long-held issue of discussion among competitive intelligence practitioners. Essentially, the questions revolve around what is and is not allowable in terms of competitive intelligence practitioners' activity. A number of very excellent scholarly treatments have been generated on this topic, most prominently addressed through Society of Competitive Intelligence Professionals publications (Shaker and Richardson, 2016). The book 'Competitive intelligence Ethics: Navigating the Gray Zone' provides nearly twenty separate views about ethics in competitive intelligence, as well as another 10 codes used by various individuals or organizations (Fleisher and David, 2013). Combining that with the over two dozen scholarly articles or studies found within the various competitive intelligence bibliographic entries, it is clear that no shortage of study has gone into better classifying, understanding and addressing competitive intelligence ethics.

Competitive information may be obtained from public or subscription sources, from networking with competitor or staff or customers, disassembly of competitor products or from field research interviews. Competitive intelligence research is distinguishable from industrial espionage, as competitive intelligence practitioners generally abide by local legal guidelines and ethical business norms (Prescott, 2019).

Objective
The main objective of this study is to review ethical issues and competitive intelligence in public libraries management. The specific objectives are to:
- Review competitive intelligence in public libraries management.
- Discuss ethical considerations that surround the application of competitive intelligence in public libraries management system.

Literature Review
The emergence of ICT into information services delivery necessitated the application of methods and strategies of competitive intelligence to the information industry (Gilad and Herring, 2014). The public library among other types of libraries requires the expertise of professionals in the field of competitive intelligence. As noted by Rubin (2020), in addition to access, many public libraries offer training and support to computer users. Once access has been achieved, there remains a large gap in people's online abilities and skills. For many communities, the public library is the only agency offering free computer classes, information technology learning and an affordable, interactive way to build digital skill. Libraries offer free wireless Internet to their patrons; e-books for borrowing; and formal or informal technology training. A significant service provided by public libraries is assisting people with e-government access and use of federal, state and local government information, forms and services. Some public library branches according to Raven (2016) reported that they are the only local provider of free public computer and Internet access while some studies such as Mathew (2015) and Rubin (2010) also confirmed that the largest percent of rural, high poverty outlets provide public Internet access. Access to computers and the Internet is now nearly as important to library patrons as access to books.

Public libraries also offer free or inexpensive meeting space for community organizations and educational and entrepreneurial activities. The addition of makerspaces in libraries, beginning
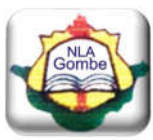
with the Fayetteville Free Library in 2011, offers the potential for new roles for public spaces and public libraries (Rubin, 2020).

The Internet has had a significant effect on the availability and delivery of reference services. Many reference works, such as the Encyclopædia Britannica, have moved entirely online, and the way people access and use these works has changed dramatically in recent decades. The rise of search engines and crowd-sourced resources such as Wikipedia has transformed the reference environment. According to Matthew (2015), in addition to the traditional reference interview, reference librarians have an increasing role in providing access to digitized reference works including the selection and purchase of databases not available to the general public and ensuring that references are reliable and presented in an academically acceptable manner. Librarians also have a role in teaching information literacy, so that patrons can find, understand and use information and finding aids like search engines, databases and library catalogs.

Depending on a community's desires and needs, the application of competitive intelligence may vary from one public library to another. The youths who are technology savvy constitute the larger part of the public library patrons and they savour the use of the modern technologies in the process of information provision. The public library may then decide for the sake of beating their competitors to it offer many other resources and services to the public. In addition to print books and periodicals, most public libraries today have a wide array of other media including audiobooks, e-books, CDs, cassettes, videotapes, and DVDs. Raven (2016) noted that certain libraries started to stock general materials for borrowing, such as pots, pans, sewing machines, and similar household items in order to appeal to a larger population. Collections of books and academic research related to the local town or region are common, along with collections of works by local authors. Libraries' storage space and lending systems may be used to lend a wide range of materials, including works of art, cake pans, seeds, tools and musical instruments. Similar to museums and other cultural institutions, libraries may also host exhibits or exhibitions (Raven, 2016).

As more government services move online, libraries and librarians have a role in providing access to online forms and assistance with filling them out. Gilad and Herring (2014) reported that in 2013, American public libraries were promoted as a way for people to access online health insurance marketplaces created by the Affordable Care Act. In rural areas, the local public library may have a bookmobile service, consisting of one or more buses or pack animals such as burros, camels, donkey, or elephants furnished as small public libraries, some equipped with Internet access points or computer labs, and serving the countryside according to a regular schedule. In communities that are extremely isolated or that have poor digital infrastructure, libraries may provide the only access to online education, telemedicine, or telework. Libraries also partner with schools and community organizations to promote literacy and learning.

Libraries promote cultural awareness; in Newark, New Jersey, the public library celebrated black history with exhibits and programs. One account suggested libraries were essential to economic competitiveness as well as neighborhood vitality and help some people find jobs (Haag, 2016).

Libraries have an important role during emergencies and disasters, where they may be used as shelters, provide space to charge phones and access the Internet, and serve as locations for the distribution of aid, especially financial aid, which requires access to computers and the Internet. The U.S. Federal Emergency Management Agency recognizes libraries as providing essential community service during times of disaster. Libraries have also had increasingly important economic role during the recession, providing job search assistance, computer skills training and resume help to patrons (Bill, 2014).
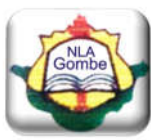
After being established and funded through a resolution, public referendum or similar legal process, the library is usually managed by a board of directors, library council or other local authority. A librarian is designated as the library director or library manager. In small municipalities, city or county government may serve as the library board and there may be only one librarian involved in the management and direction of the library. Library staff who are not involved in management are known as library paraprofessionals or library support staff (Rubin, 2020). They may or may not have formal education in library and information science. Support staff have important roles in library collection development, cataloging, technical support, and the process of preparing books for borrowing. All of these tasks may be referred to as technical services, whether or not they involve information technology (Bill, 2014). While the library's governing board has ultimate authority to establish policy, many other organizations may participate in library management or library fundraising, including civic and voluntary associations, women's clubs, Friends of the Library groups, and groups established to advise the library on the purchase and retention of books.

State and national governments also have a role in the establishment and organization of public libraries. Many governments operate their own large libraries for public and legislative use e.g., state libraries, the Library of Congress, the Bibliothèque Nationale de France, etc. These governments can also influence local libraries by reserving formal recognition or funding for libraries that meet specific requirements. Finally, associations of library and information professionals, such as the American Library Association (ALA) and the Chartered Institute of Library and Information Professionals (CILIP) help establish norms and standard procedures, secure funding, advocate at the state or national level and certify library schools or information schools.

Public funding has always been an important part of the definition of a public library. However, with local governments facing financial pressures due to the recession, some libraries have explored ways to supplement public funding. Cafes, bakeries, bookstores, gift shops and similar commercial endeavors are common features of new and urban libraries. For example, the Boston Public Library has two restaurants and an online store which features reproductions of photographs and artwork. Pressure on funding has also led to closer partnerships between libraries, and between libraries and for-profit ventures, in order to sustain the library as a public space while providing business opportunities to the community. While still fairly uncommon, public-private partnerships and mixed-use or dual-use libraries, which provide services to the public and one or more student populations, are occasionally explored as alternatives. Jackson County, Oregon (US) closed its entire 15-branch public library system for six months in 2007, reopening under a public-private partnership and a reduced schedule. Small fees, such as library fines or printing fees, may also offset the cost of providing library services, though fines and fees do not usually have a significant role in library funding (Rubin, 2020).

Public libraries receive higher ratings for effectiveness than other local services such as parks and police. However, the public was mostly unaware of financial difficulties facing their libraries. In various cost-benefit studies, libraries continue to provide returns on the taxpayer money far higher than other government spending (Mathew, 2015). Bill (2014) reported that there is sufficient, but latent, support for increased library funding among the voting population. A 2013 Pew Research Center survey reported that 90% of Americans ages 16 and older said that the closing of their local public library would affect their community, with majority saying it would have a major impact.

The public response analysed in this study so far clearly showed that despite all the competitors around in the field of information provision, the public libraries in some climes are still doing what they are expected to do, thereby gaining competitive advantage over their competitors.

The importance of competitive intelligence in the public libraries has therefore been reinforced and the focus of this study justified. However, the author seeks to reiterate from this study that the current methods of operation of the public libraries through their purposeful integration of electronic and telecommunication devices into information services delivery has not only engendered equitable distribution of knowledge using the cheapest and most accessible methods to public goods, it has also been done ethically. The information professionals and library experts navigate with ethical considerations as they engage in competitive intelligence within their domains, with a view to remain relevant with competitive advantage over their competitors.

According to Fleisher, Craig, Knip and Dishman (2013), global developments have been uneven in competitive intelligence. Accepting the importance of competitive intelligence, major multinational corporations, such as ExxonMobil, Procter & Gamble, and Johnson and Johnson, have created formal competitive intelligence units. Importantly, organizations execute competitive intelligence activities not only as a safeguard to protect against market threats and changes, but also as a method for finding new opportunities and trends.

Organizations use competitive intelligence to compare themselves to other organizations (competitive benchmarking), to identify risks and opportunities in their markets, and to pressure-test their plans against market response (war gaming), which enable them to make informed decisions. Most firms today realize the importance of knowing what their competitors are doing and how the industry is changing, and the information gathered allows organizations to understand their strengths and weaknesses (Fleisher, Craig, Knip, and Dishman, 2013).

One of the major activities involved in corporate competitive intelligence according to Sharp (2017) is use of ratio analysis, using key performance indicators (KPI). Organizations compare annual reports of their competitors on certain KPI and ratios, which are intrinsic to their industry. This helps them track their performance, vis-a-vis their competitors. He noted that the actual importance of these categories of information to an organization depends on the contestability of its markets, the organizational culture, the personality and biases of its top decision makers, and the reporting structure of competitive intelligence within the company, public libraries inclusive.

Strategic Intelligence (SI) in Barnea (2015) view focuses on the longer term, looking at issues affecting a company's competitiveness over the course of a couple of years. He noted that the actual time horizon for SI ultimately depends on the industry and how quickly it is changing. According to him, the general questions that SI answers are, 'Where should we as a company be in X years? and What are the strategic risks and opportunities facing us? He further noted that this type of intelligence work involves among others the identification of weak signals and application of methodology and process called Strategic Early Warning (SEW), first introduced by Gilad, followed by Steven Shaker and Victor Richardson, Alessandro Comai and Joaquin Tena, and others. According to Gilad (2016), 20% of the work of competitive intelligence practitioners should be dedicated to strategic early identification of weak signals within a SEW framework.

Tactical Intelligence focuses on providing information designed to improve shorter-term decisions, most often related with the intent of growing market share or revenues (Skyrme, 2019). Generally, it is the type of information that would be needed to support the sales process in an organization. It investigates various aspects of a product/product line marketing:

- Product – what are people selling?
- Price – what price are they charging?
- Promotion – what activities are they conducting for promoting this product?
- Place – where are they selling this product?
- Other – sales force structure, clinical trial design, technical issues, etc.

With the right amount of information, Skyrme (2019) assured that organizations can avoid unpleasant surprises by anticipating competitors' moves and decreasing response time. Examples of competitive intelligence research are evident in daily newspapers, such as the Wall Street Journal, Business Week, and Fortune. Major airlines change hundreds of fares daily in response to competitors' tactics. They use information to plan their own marketing, pricing, and production strategies.

Resources, such as the Internet, have made gathering information on competitors easy. With a click of a button, analysts can discover future trends and market requirements. However, Fleisher, Craig, Knip, and Dishman, (2013) argued that competitive intelligence is much more than this, as the ultimate aim is to lead to competitive advantage. As the Internet is mostly public domain material, information gathered is less likely to result in insights that will be unique to the company. According to them, there is a risk that information gathered from the Internet will be misinformation and mislead users, so competitive intelligence researchers are often wary of using such information. As a result, although the Internet is viewed as a key source, most competitive intelligence professionals should spend their time and budget gathering intelligence using primary research, networking with industry experts, from trade shows and conferences, from their own customers and suppliers, and so on. They further warned that where the Internet is used, it should be to gather sources for primary research as well as information on what the company says about itself and its online presence (in the form of links to other companies, its strategy regarding search engines and online advertising, mentions in discussion forums and on blogs, etc.). Also, important are online subscription databases and news aggregation sources which have simplified the secondary source collection process. Social media sources are also becoming important, providing potential interviewee names, as well as opinions and attitudes, and sometimes breaking news e.g., via Twitter (Fleisher, Craig, Knip, and Dishman, 2013).

Comai and Tena (2013) warned that organizations must be careful not to spend too much time and effort on old competitors without realizing the existence of any new competitors. They averred that knowing more about the competitors will allow the business to grow and succeed since the practice of competitive intelligence is growing every year, and most companies and businesses now realize the importance of knowing their competitors. According to Fleisher (2016), competitive-intelligence professionals can learn from national-intelligence experts, especially in the analysis of complex situations. Competitive intelligence may be confused with (or seen to overlap) environmental scanning, business intelligence and market research. Fleisher questions the appropriateness of the term, comparing it to business intelligence, competitor intelligence, knowledge management, market intelligence, marketing research and strategic intelligence. Fleisher (2016) suggests that business intelligence has two forms. Its narrow (contemporary) form is more focused on information technology and internal focus than competitive intelligence, while its broader (historical) definition is more inclusive than competitive intelligence. Knowledge management (KM), when improperly achieved, is seen as an information-technology driven organizational practice relying on data mining, corporate intranets and mapping organizational assets to make it accessible to organization members for decision-making. According to Fleisher (2016), competitive intelligence shares some aspects

of KM; they are human-intelligence and experience-based for a more sophisticated qualitative analysis. KM is essential for effective change. A key effective factor is a powerful, dedicated IT system executing the full intelligence cycle.

According to Fleisher and David (2013), market intelligence (MI) is industry-targeted intelligence developed in real-time aspects of competitive events taking place among the four Ps of the marketing mix (pricing, place, promotion and product) in the product (or service) marketplace to better understand the market's attractiveness. A time-based competitive tactic, MI is used by marketing and sales managers to respond to consumers more quickly in the marketplace. Fleisher (2013) suggests it is not distributed as widely as some forms of competitive intelligence, which are also distributed to non-marketing decision-makers. Market intelligence has a shorter time horizon than other intelligence areas, and is measured in days, weeks, or (in slower-moving industries) months. Market research according to Fleisher and David (2013) is a tactical, method-driven field consisting of neutral, primary research of customer data (beliefs and perceptions) gathered in surveys or focus groups, and is analyzed with statistical-research techniques. Competitive intelligence draws on a wider variety (primary and secondary) of sources from a wider range of stakeholders (suppliers, competitors, distributors, substitutes and media) to answer existing questions, raise new ones and guide action.

Gilad and Herring (2015) lay down a set of prerequisites defining competitive intelligence, distinguishing it from other information-rich disciplines such as market research or business development. They show that a common body of knowledge and a unique set of tools (key intelligence topics, business war games and blindspots analysis) distinguish competitive intelligence; while other sensory activities in a commercial firm focus on one segment of the market (customers, suppliers or acquisition targets), competitive intelligence synthesizes data from all high-impact players (HIP). Gilad (2016) later focused his delineation of competitive intelligence on the difference between information and intelligence. According to him, the common denominator among organizational sensory functions (whether they are called market research, business intelligence or market intelligence) is that they deliver information rather than intelligence. Intelligence, says Gilad, is a perspective on facts rather than the facts themselves. Unique among corporate functions, competitive intelligence has a perspective of risks and opportunities for a firm's performance; as such, it is part of an organization's risk-management activity.

Discussions on Ethical Issues and Competitive Intelligence in Public Libraries
Values can be viewed as conceptions of the good or the desirable that motivate human behaviour and that function as criteria in our making of choices and judgment (Johannesen, 2022). Ethical judgments focus more precisely on degrees of rightness and wrongness, virtue and vice, and obligation in human behaviour. Standards such as honesty, promise-keeping, truthfulness, fairness, and humaneness usually are used in making ethical judgment of rightness and wrongness in human behaviour (Bracci, Sharon and Clifford, 2021). The case of ethical considerations when unleashing the intellectual capability to gain competitive advantage over other forms of information sources via both prints and electronics domiciled outside the public domain of public libraries could be overwhelming. The competition may sometimes get stiff so much that the rivalry whether healthy or not could become obvious. There are government agencies that are saddled with the responsibility of informing, educating and creatively entertaining the general public using several tools, equipment, facilities and expertise in such areas. The public library being one of the oldest institutions that have imparted and benefitted from the public goodwill sometimes at times feel the need to competitively challenge these
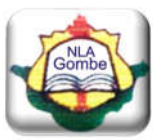
new and emerging agencies and organizations. Nothing spoil, as noted by Means (2022) provided the issue of ethics is always at the forefront of competitive intelligence being desperately deployed to lubricate the wheels of public libraries to keep them moving as relevant and impactful organizations.

Ethical issues may arise in human behaviour whenever that behaviour could have significant impact on other persons, when the behaviour involves conscious choice of means and ends , and when the behaviour can be judged by standards of right and wrong (Aarons and Willis, 2021). If there is little possible significant, immediate, or long term impact of our actions either physical or symbolic on other humans, matters of ethics normally are viewed as minimally relevant. If we have little or no opportunity for conscious free choice in our behaviour, if we feel compelled to do or say something because we are forced or coerced, matters of ethics are usually seen as minimally relevant to our actions. According to Johannesen (2022), ethics denote the general and systematic study of what ought to be the grounds and principles for right and wrong human behaviour. Morals or morality denotes the practical, specific, generally agreed upon, culturally transmitted standards of right and wrong, although many authors use these terms interchangeably.

Potential ethical issues are inherent in any instance of competitive intelligence being deployed by the public library to the degree that such competitive intelligence practice can be judged on a right-wrong dimension, that it involves possible significant influence on other humans, agencies or organisations and that such public library consciously chooses specific ends sought and the public goodwill to achieve those ends. Whether a competitive intelligence-inclined information practitioner seeks to present information, increase someone's level of understanding, facilitate independent decision in another person, persuade about important values, demonstrate the existence and relevance of a societal problem, advocate a solution or programme of action, or stimulate conflict, potential ethical issues inherent in such public library manager's symbolic efforts. Such is the case for most information communication from government to citizen, or the public library managers who engage in competitive intelligence to other government agencies and the users of their library services (Chesebro, 2022).

Humans are the only animals that can be meaningfully described as having values and believes (Carter, 2018). More specifically, Means (2022) contends that the essence of man par excellence may be *homo ethicus*, man the maker of ethical judgments. While some opines that after all, ethical judgments are simply matters of individual personal opinion and there are no answers, some believes that it is presumptuous, perhaps, even unethical, to judge the ethics of others. Tension potential exists between is and ought, between the actual and the ideal, what everyone is doing and what we judge they ought to do, what the majority says is ethical and what a few argue ought to be ethical, may differ.

We may then overemphasise our understanding of the nature and effectiveness of competitive intelligence techniques, processes and methods at the expense of concern for the ethical use of such techniques towards enhancing the effectiveness and efficiency of public library operations. According to Means (2022), we should examine not only how to, but also whether we ethically ought to, employ methods and appeals. He noted that how participants in competitive intelligence transaction evaluate the ethics of that transaction, or how outside observers evaluate its ethics, will differ depending upon the ethical standards they employ. Some even may choose to ignore ethical judgments entirely. Nevertheless, potential ethical questions will always follow competitive intelligence deployment with a view to affecting the public libraries positively.

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Conclusion

The literature reviewed has shown that there is a correlation between the ethical issues and application of competitive intelligence in public libraries. Public libraries in the developed nations of the world are making waves even in the face of tough technological competitions particularly from the Internet services from the WorldWideWeb. The publics of users in those nations are still very much desirous of the public library services because of their application of competitive intelligence and ethical considerations. Public library managers in Nigeria should as a matter of urgency learn how to competitively harness information and strife towards enhancing their role as public learning centre, performing their functions as enshrined in the Act that established them. The import of current information technology and communication facilities that support the effective dissemination of information to the teeming populace of the public library patrons should also be encouraged within the public library setting in Nigeria.

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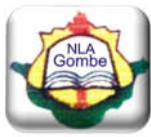
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