

Affectivity and Social Adjustment as Predictors of Librarians' User Relation: Evidence from Nigerian Librarians' Self-Rating

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Abstract

Background of the study: It has been observed that there is knowledge gap on how librarians' affectivity and social adjustment predict user relation. Moreover, it has been shown overtime that human's behavioural qualities may have a possible effect on interaction with people. All of these concerns necessitate this study.

Purpose: The purpose of the study is to examine the relationship between affectivity, social adjustment and Nigerian librarians' user relation.

Method: The authors adopt correlational research design and web-based questionnaire was used to collect data for the study. Purposive sampling technique was adopted for the study. The total response rate was 178.

Findings: It was found in the study that negative affectivity such as threat and hostility have poor effect on user relation. Contrastingly, it was revealed that positive affectivity such as subjective well-being and happiness ensure optimal library user relation. It was revealed that Nigerian librarians see opportunities in user relation, which can be used to improve the library image and effective service inside.

Conclusion: It was established that affectivity has statistically significant relationship with user relation. Also, it was shown that social adjustment has statistical significant relationship with user relation.

Keywords: *Social adjustment, positive affectivity, negative affectivity, library users' relation*

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Introduction

Behaviour and attitude are traits that characterize human. Librarians exhibit these traits in the course of relating with library users. These can have positive or negative impact on their service delivery, which will ultimately affect the library's image and statue. Some of these traits include affectivity and social adjustment, which can affect their user's relations. Affectivity is a result of people's past experience while social adjustment can simply be described as a psychological process that involves an individual change from a particular position to another. User's relation can simply be view as the social interactivity of librarians, which can be influenced by attitudinal and behavioural factors. Adeyemi (2017) describes traits as inherent characteristics, features, attributes or qualities possessed by a phenomenon or an individual. Librarians exhibit various traits in the discharge of their duties and these traits could enhance or decrease their effectiveness.

Paterson, Yeung, and Thornton (2015) described affectivity as human characteristics that portray how much people experience affects, and as a consequence how they interact with others and with their surroundings. Slownioski (2016) asserts that affectivity seeks to theorize social attitude through examining spheres of experience, particularly bodily experience and the emotions. The author notes that affectivity is intended to produce or alter emotional experiences in people. Kiener (2017) observes that in most places affectivity is centered on emotion and related capacities of the mind. The author states further that affectivity helps an individual to connect the compulsion to believe something with freedom in believing. Li, Starr, and Hershenberg (2017) noted that there are two categories of affectivity, which includes positive affectivity and negative affectivity.

Paterson *et al.* (2015) assert that people with high positive affectivity are typically enthusiastic, energetic, confident, active, and alert. They linked positive affectivity with an increase in longevity, better sleep, and a decrease in stress hormones. Li *et al.* (2017) observed that people with high positive affectivity have healthier coping styles, more positive self-qualities, and are more goal oriented; all which promote open-minded attitude, sociability, and helpfulness. Moreover, the authors expressed that people with negative affectivity have tendency to experience anxiety, dysthymia, and depression. This indicates that when librarians have positive affectivity, there is likelihood that they become more goal-oriented and constant achiever. As such, there is a great tendency to have more productive library service with librarians that have high positive affection. Hence, librarians may want to adjust between negative and positive end to ensure high productivity.

Social adjustment is a term that is common with psychologists. Shim, Cho, and Wang (2013) noted that in the technical language of psychology, social adjustment is getting along with the members of society as best as one can. Reid (2014) observes that psychologists describe social adjustment as various types of social and interpersonal relations in society. The author observes that social adjustments is an attempt made by an individual to meet up with the values, needs, and standards of a society in order to be accepted in the society. This indicates that social adjustment is effort made by an individual to attain some set standards in a particular social setting. Ordinarily, librarians have to make special efforts to adjust to suit the work environment they found themselves.

Blais, Craig, Pepler, and Connolly (2008) highlighted that there are some behavioural processes that contribute to the process of social adjustment. They noted that these processes of behaviour include learning, maturation, sensation, perception, and motivation. To Antheunis, Valkenburg, and Peter (2010), the processes which can be used for social

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adjustment include stress and adaptation and social influence. They observed that in human beings, certain kind of stresses produce anxiety, which sometimes produces defensive response. They stressed further that the process of social influence consist of two critical elements, which include intervention and inducing change. In a bid to propose concepts that will comprehensively describe social influence, the authors highlighted some processes of social adjustment, which include social felicitation, imitation, compliance to others, conformity to norms, and obedience. These social attributes often worsen individual's sound mind and may as well lead to a relapse. Subsequently, this will affect the quality of interrelations within a social setting.

Hartup and Rubin (2013) noted that social relations can be an important aspect of one's development and it is acquired through relationships with others. Moreover, it is the measure for evaluating social relations linked to the person's social adjustment between an individual and others. It is essential that librarians find their physical and emotional balance in order to carry out their various tasks. As such, this will prepare them for what they will find in their work environment and how they will qualitatively relate with co-workers and fellow colleagues. Here, it is quite instructive to note that having an emotionally balanced librarian may consequently predict the quality of user's relation that would be exhibited by the librarian in the process of service delivery.

Azarian (2010) describes social relations as patterned human interactions that encompass relationships among individuals, informally organized groups, and formally organized groups, including the state. Pecune, Ochs, Marsella, and Pelachaud (2016) observed that social relations can best be understood from the spontaneous development of social attitude, which affectivity and social adjustment belong. They expressed that social relation between two people influences their behaviour, and that social relation is based on the emotions felt by an individual. It can be in the context of "librarian-librarian", "librarian-library management" and "librarian-users". In this study, social relation is viewed from the perspective of the latter. Moreover, social relation manifests when one establish, reciprocate, or deepen relationships with one another in a social environment (Zhang, Luo, Loy, & Tang, 2016). Against the foregoing, this study examined Nigerian librarians' affectivity, social adjustment, and user's relation.

Librarians are characterized with various innate features, which are overt or covert in nature. Such features happen to guide their ways of relating with their users and service delivery. Effective user relation is vital to library because they are the clients/customers being served, without which the library will lose its need. Dr S. R. Raganathan in his widely accepted five laws of Library and Information Science stated that "books are for *use*", "every *reader* his/her book" and "every book its *user*". These stated three items out of the five laws evince that users are fundamental to the existence of a library. Without users, a library would be as good as nonexistent. Also, without proper user relation, a library may lose its value in the long run and that will eventually pose a great danger to the continuous growth of the library. Affectivity and social adjustment of librarians are some of the behavioural factors that can affect user's relation. It is possible that experience of librarians affect their user's relations and as such will breed either positive or negative affectivity. Similarly, social adjustment of librarian involves the coping mentality of librarian within the library environment. This may involve responding to user's queries, adhering to standards and upholding the values of the library in order to be mentally accepted by the users. The importance of these two factors cannot be overemphasized in the demonstration of qualitative user relation. Yet, there have been unanswered poser on how these factors affect user's relation among Nigerian librarians.

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It is based on this premise that this study examines affectivity, social adjustment and user's relation.

Research Question

The following research questions were answered by the findings of this study:

1. Does affectivity influence Nigerian librarians' relations towards users?
2. Does social adjustment of librarians affect users' relation?
3. What is the perception of Nigerian librarians of user relation?

Method

As this study sought to establish the relationship among behavioural variables of librarians on user's relation, correlational research design was adopted for the study. The author collected data with the use of Web-based survey of "Google docs" application. The respondents were selected purposefully as the web-survey link was shared with librarians via e-mail and WhatsApp. Hence, that suggests that purposive sampling technique was adopted for the study. This was because the study primarily deals with librarians and their experiences with how affectivity and social adjustment can affect their user relation. After initial share of the link with the librarians, they were subsequently notified and urged to respond to the survey through reminder mails and/or messages, which was done in a bid to have a high response rate from the respondents. The researcher gave the respondents the period of eight (8) weeks before working with the responses of 178. This served as the unit of analysis of the study.

Hypotheses

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

H₀₁: There is no statistically significant relationship between Nigerian librarians' affectivity and user relation

H₀₂: There is no statistically significant relationship between social adjustment and user relation

Result and Discussion

Affectivity could be positive or negative depending on individual characteristics. Hoergera and Quirck (2010) noted that the nexus between individual traits and affectivity is aged and results have shown that positive affectivity is related to extraversion while negative affectivity is related to neuroticism. According to Raman, Sambasivan, and Kumar (2016), employees who are high on negative affectivity experience unbearable level of misery, which may include anger, frustration, fear, hostility, and anxiety when faced with conditions they cannot handle emotionally. This may be attributed to the employee's dissatisfaction with themselves and environment in general. The authors noted further that employees with positive affectivity has positive outlook of themselves and the environment they found themselves.

Palaci, Salcedo, and Topa (2019) found that affective predictors have strong impact when services are hired and consuming goods. This suggests that there is a relationship between service delivery and affectivity. Consequently, this means that library which provides various library and information services should ensure they combine their relationship with customer with affectivity. Sears, Zhang, and Han (2016) studied the negative affectivity as a moderator of perceived organizational support – work outcome relationships. It was found that organization support and work outcomes were stronger with lower negative affectivity. This suggests that lower negative affectivity engender a positive significant work results.

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Watson and Naragon (2009) identified that the components of positive affectivity include joviality, self-assurance, subjective well-being, extraversion, happiness and attentiveness.

Sometimes, positive affectivity improves job satisfaction of the employees. This satisfaction may eventually determine a positive relationship with customers/users. This is buttressed with study of Kumari and Afroz (2013) on the impact of affective commitment in employee's life satisfaction. It was found in the study that organizational affective commitment is highly significantly related with life satisfaction among managerial employees. Giannopoulou and Tsakonas (2015) focused on the important drivers of the expression of affective relationships in between users and academic libraries in Greece and it was found that users are satisfied with the personal behaviour and productivity of the librarians. Furthermore, it shows that there exist efficient collaborative work and library users are satisfied with the personal behaviour and productivity.

According to Hocking, McCurdy, Turner, Kazak, Noll, Phillips and Barakat (2015), social adjustment can be described as meeting suitable developmental goals in terms of relationship and roles. For the purpose of this study, social adjustment can be described as any form of modification in the routine of librarians in the discharge of their duties in respect of user's state of affairs and demand. Social adjustment in the library is essential to ensure that there is no any form of disparity or gap in the relationship between librarians and users. Floricica (2017) believes that social adjustment is more than knowledge as it borders on anticipation, forecast and intelligent use of science acquisitions. The author notes that social adjustment is a concept that is used to explain the relationship between individual's behaviour to the unfathomable social system of where they found themselves.

According to Jain (2012), social adjustment involves the psychological process that includes handling of new social standards and values for individual acceptance owing to a change of environment or social setting. Prasad, Hardy, Zhang, Edelstein, Srivastava and Zeltzer (2015) made a general observation that most quantitative studies examined social adjustment using constructs such as educational level, employment status and marital status. These constructs identified by the authors illustrate developmental tasks that librarians could find themselves in as professionals. Schulte and Barrera (2010) measured social adjustment using the social function elements that determines quality of life or well-being. Romera, Gomez-Ortiz and Ortega-Ruiz (2016) averred that social adjustment will be difficult to achieve without proper social interactions and social reinforcement. This suggests that the two constructs are pivotal in determining social adjustment.

Piget (2011) notes that the behavioural processes involved in social adjustment include assimilation and accommodation. The author described assimilation as the integration of new data of previously accustomed behavioural expressions and accommodation takes place when new data obliterate a known pattern in order to be suited to the exigencies of a new condition. To Enachescu (2008), social adjustment has two supplementary factors, which involves individual's adaptation to the world and his/her agreement with others. According to Moita (2015), some factors that could lead to social adjustment problem include health adjustment, emotional adjustment, social adjustment and home adjustment.

Gray, Vitak, Easton and Ellison (2013) found that social adjustment has positive statistically significant relationship with persistence of students in a university. Cillessen and Lansu (2015) found that victimization at later stage of adolescence negatively influences social adjustment. Romera, Gomez-Ortiz and Ortega-Ruiz (2016) found that social adjustment has a direct relationship with social self-efficacy. It was however revealed that peer victimization, negative self-esteem and social anxiety have inverse relationship with social

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adjustment. Ray and Elliot (2006) revealed that the measure of social adjustment encompasses every efforts and programs organized to improve students' social competence and academic achievement.

Librarian's user relation may be conceptually referred to as customer relation. User relation is essential for effective user engagement and positive public relation. User relationship with librarians plays an important role in the intention of users to reuse the libraries. In a case whereby the users enjoy stable relationship with librarians, they tend to be more comfortable and get gratification in the use of library. However, if there is poor user relation with librarians, there is every possibility that such will affect the intention to reuse the library. According to Saibakumo, Orewa and Nwose (2019) noted that libraries should endeavour to improve their patronage through effective customer relationship. This effective user relation may determine by affectivity and social adjustment of librarians to whatever condition they find themselves that may impede efficient service delivery to library users.

Furthermore, Ojohwoh (2015) noted that user relation is determined by the behavioural tendencies of librarians in a library, which is the reason why human development is essential in addressing the complex needs of the job. This suggests that the behavioural factors of librarians in their various roles may have a telling effect on their relationships with library users. This points to the fact that librarian's affectivity and social adjustment can determine how librarians relate with their users. Oyeniyi (2009) stated that user relation involves analysis and understanding all the factors that influence user's attitude towards the library. User relation is a marketing element for library, which involves librarians to build robust relationship with users in order to achieve library objectives (Potter, 2012)

The responsibility of a library does not end with the recruitment of librarians but extends to the provision of enabling and motivating library environment (Elkof & Hellberg, 2009). However, the library environment can also be determined by the library users as they are also stakeholders in the library environment. The rate at which librarians interact with library users is observed to be higher than that of their interaction with library head. This may be because the users are the customers the librarians are primarily meant to serve and except in dire cases or strong need, they may not relate with library head. Hence, it can be deduced that librarians' relations with the library users in the library environment cannot be overemphasized. Moreover, this relation is what determined how the library users view the library. It is therefore important for librarians and libraries to understand their users, which necessitate the significance of users' studies in librarianship. Ordinarily, libraries should be more user-centered and they should endeavour to devise ways to make library services better for the users.

Steinerova (2001) opines that librarians, in the process of library service delivery, are usually based on social conditions, individual cognitive and behavioural features. This suggests that it is not only the educational background of librarians that determines their effective service delivery. Therefore, libraries should endeavour to beam search light on how behavioural factors of librarians determine their user relation and how that can be used to benefit the library or achieve its overall desired outcomes. Sheer (2017) perceived user relations as the effort to maximize employees' abilities to the attainment of desired organizational goal and objectives. Overall, user relations can be used by libraries to improve the service provided to library users. This will possibly inform an increased engagement of library resources and services.

Odede (2012) concluded that user relation is a function of effective library service delivery, which will also further project the library's image in a positive light. User relation

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requires a high-level of proactive and upbeat effort of librarians. Therefore, it is imperative that librarians diligently and proactively ensure that they maintain a cordial and working relationship with the users. This may help engender a positive library use and effective library service. Ramadevi (2017) examined that human resource management in academic libraries of Amhara region, Ethiopia. It was found that the relationship of the library professionals with authorities and colleagues were cooperative and cordial. The authors stated further that library and information centres are encumbered by maximization of librarians' capabilities towards efficient library service delivery. This may be as a result of the librarians' behavioural factors, which may determine or affect their relations with the users.

One hundred and seventy-eight (178) responses were collected from the Web-based survey. These responses were automatically analyzed using descriptive statistics (frequency count and simple percentage) with "Google docs" application. The data collected are presented in this section.

Table 1: Demographic Characteristics of Respondents

Variables	Frequency	Percentage (%)
Gender		
Female	83	46.6
Male	95	53.4
Total	178	100.0
Age		
Less than 25 years	18	10.1
26-35 years	94	52.8
36-45 years	44	24.7
46-55 years	18	10.1
56 years and above	4	2.3
Total	178	100.0
Years of Experience		
Less than 5 years	80	44.9
6-15 years	76	42.7
16-25 years	18	10.1
26 years and above	4	2.3
Total	178	100.0

Table 1 shows that the highest distribution of the respondents were male with 53.4% while female respondents were 46.6%. It is shown in Table 1 that more than half of the respondents were between 26-35 years while the least distribution of the respondents, according to their age, were those that were 56 years and above. It is notable that only 4 (2.3%) were of 56 years and above. It can also be observed in the Table that the highest distribution of the respondents (44.9%) had less than 5 years' experience. It can also be deduced that a large portion of the respondents (87.6%) had 15 years' experience or less. Moreover, it can be observed that a minute (2.3%) part of the respondents have 26 years' experience and above.

Table 2: Affectivity of Librarian

	Responses				
	Strongly	Agreed	Neutral	Disagreed	Strongly

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Items	Agreed				Disagreed					
	N	%	N	%	N	%	N	%		
Threats negatively affect behaviour at work	53	29.9	70	39.3	15	8.4	30	16.8	10	5.6
Attentiveness ensures optimal user relation	91	51.1	69	38.8	8	4.5	7	3.9	3	1.7
Subjective well-being improves user relation	63	35.4	81	45.5	9	5.0	14	7.9	11	6.2
Hostile library environment impede user relation	85	47.8	73	41.0	11	6.2	4	2.2	5	2.8
Happiness ensures positive user relation	89	50.0	65	36.5	6	3.4	8	4.5	10	5.6

Table 2 shows that 123(69.2) of the respondents agreed that threats affects their behaviour at work, 15(8.4%) were neutral and 40(22.4%) disagreed. This shows that most of the respondents agreed that threats affect behaviour at work. It can be seen in the Table that 160(89.9%) agreed that attentiveness ensures optimal user relation, 8(4.5%) were neutral and 10(5.6%) disagreed. This indicates that large amount of the respondents agreed that attentiveness ensures optimal user relation. Furthermore, it can be observed in the Table that 144(80.9%) agreed that subjective well-being improves user relations, 9(5.0%) were neutral and 25(14.1%) disagreed. This implies that most of the respondents agreed that subjective well-being improves user relations.

It can be seen in the Table 2 that 158(88.8%) agreed that hostile library environment impede user relation, 11(6.2%) were neutral and 9(5.0%) disagreed. This shows that most of the respondents agreed that hostile library environment can impede user relation. Also, it is shown in the Table that 154(86.5%) agreed that happiness at work ensures positive user relation, 6(3.4%) were neutral and 18(10.1%) disagreed. This indicates that most of the respondents agreed that happiness ensures positive user relation.

Table 3: Social Adjustment of Librarian

Items	Responses									
	Strongly Agreed		Agreed		Neutral		Disagreed		Strongly Disagreed	
	N	%	N	%	N	%	N	%	N	%
Adapt to user's queries to ensure productive relation	73	41.0	90	50.6	8	4.5	2	1.1	5	2.8
Forecast the needs of users to aid relation	69	38.8	77	43.3	4	2.2	1	0.5	1	0.5
Maintain healthy social interaction with users	83	46.6	75	42.2	4	2.2	1	0.5	6	3.4
Emotional imbalance affect user relation	52	29.2	61	34.2	1	0.5	2	1.1	2	1.1
Family issues	49	27.2	40	22.2	1	0.5	3	1.6	4	2.2

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hinders user relation	effective	5	5	3	5	1
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It can be seen in Table 3 that 163(91.6%) of the respondents agreed that they adapt to user's queries to ensure productive relation, 8(4.5%) were neutral and 7(3.9%) disagreed. This shows that most of the respondents agreed that they adapt to user's queries to ensure productive relation. It can also be seen in the Table that 146(82.1%) of the respondents agreed that they forecast the needs of user to aid relation, 4(2.2%) were neutral and 28(15.7%) disagreed. This indicates that most of the respondents agreed that they forecast the needs of users to aid relation. Furthermore, 158(88.8%) of the respondents agreed they maintain healthy social interaction with users, 4(2.2%) were neutral and 16(9.0%) disagreed. This implies that most of the respondents agreed that they maintain healthy social interaction with users.

It can be seen in Table 3 that 113(63.5%) agreed that emotional imbalance affect user relation, 16(9.0%) were neutral and 49(27.5%) disagreed. This shows that more than half of the respondents agreed that emotional imbalance affect user relation. It can also be observed from the Table that 89(50.0%) agreed that family issues hinder effective user relation, 13(7.3%) were neutral and 76(42.7%) disagreed. This shows that half of the respondents agreed that family issues hinder effective user relation.

Table 4: Librarian User's Relation

Items	Responses									
	Strongly Agreed		Agreed		Neutral		Disagreed		Strongly Disagreed	
	N	%	N	%	N	%	N	%	N	%
Effective user's relation improves patronage	95	53.4	8	45.1	2	1.1	0	0.0	0	0.0
User's relation involves understanding user's attitude and behaviour	60	33.7	5	30.4	15	8.5	2	16.3	2	11.0
Adequate user's relation aids attainment of library goal and objectives	67	37.6	6	38.9	9	5.0	1	7.9	1	10.9
Effective user's relation improves library image	59	33.2	7	39.0	11	6.2	2	11.2	1	10.8
Maintenance of cooperative and cordial	78	43.8	5	28.1	13	7.3	2	11.2	1	9.0

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relationship with
users

Table 4 shows that 176(98.9%) of the respondents agreed that effective user's relation improves patronage, 2(1.1%) were neutral and none of the respondents disagreed. This shows that a significant percentage of the respondents agreed that effective user's relation improves patronage. It can also be seen in the Table that 114(64.0%) agreed that user's relation involves understanding user's attitude and behaviour, 15(8.5%) were neutral and 49(27.5%) disagreed. This illustrates that most of the respondents agreed that user's relation involves understanding user's attitude and behaviour. Also, it can also be observed in the Table that 136(76.4%) agreed that adequate user's relation aids attainment of library goal and objectives, 9(5.0%) were neutral and 33(18.6%) disagreed. This indicates that most of the respondents that adequate user's relation aids attainment of library goal and objectives.

It can be observed in the Table 4 that 129(72.5%) agreed that effective user's relation improves library image, 11(6.2%) were neutral and 38(21.3%) disagreed. This shows that most of the respondents agreed that effective user's relation improves library image. Moreover, 129(62.5%) of the respondents agreed that maintenance of cooperative and cordial relationship with users, 13(7.3%) were neutral and 36(20.2%) disagreed. This shows that most of the respondents agreed that effective user's relation improves library image.

Test of Hypotheses

H₀₁: There is no statistically significant relationship between Nigerian librarians' affectivity and user's relation

Table 5: There is no significant relationship between affectivity and user's relation

Variables	N	df	R-value	P-value	Remark
Affectivity	178	176	.715**	0.011	Sig...
User's relation					

** Correlation is significant at 0.01 level (2-tailed)

It can be observed in Table 5 that the r-value is 0.7153204 and the degree of freedom is 176. The p-value of the hypothesis is 0.0109573, which is less than the 0.05 significance level. Therefore, the null hypothesis that states that there is no significant relationship between Nigerian librarians' affectivity and user's relation will hereby be rejected. This indicates that there is statistically significant relationship between librarians' affectivity and user's relation. H₀₂: There is no statistically significant relationship between Nigerian librarians' social adjustment and user's relation

Table 6: There is no significant relationship between social adjustment and user's relation

Variables	N	df	R-value	P-value	Remark
Social adjustment	178	176	.648**	0.024	Sig...
User's relation					

** Correlation is significant at 0.01 level (2-tailed)

It can be seen in Table 6 that the degree of freedom is 176. The r-value is 0.6475219. The p-value is 0.0237083, which is below the 0.05 level of significance. Thus, the null

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hypothesis that states that there is no statistically significant relationship between social adjustment and user's relation is rejected. This indicates that there is no significant relationship between librarians' social adjustment and user's relation.

The findings of the study show that most (69.2%) Nigeria librarians agreed that threat negatively affect their behaviour at work. Results show that large number of librarians agreed that attentiveness ensures optimal user relation. It was also found that most (80.9%) of the librarians agreed that their subjective well-being improves user relation. Watson and Naragon (2009) showed that subjective well-being improves employees' behaviour at work. The findings of the study revealed that most (88.8%) of the librarians agreed that hostile library environment can impede user relation. Raman, Sambasivan, and Kumar (2016) showed that employees that are high on negative affectivity such as hostility cannot handle emotional issue. This may lead to break down and subsequently affect their mental capability to deal with physical and intellectual stress at work. Results show that the most of the librarians agreed that happiness ensures positive user relation. The findings revealed that there is statistically significant relationship between affectivity and user's relation.

The findings of the study show that most Nigeria librarians agreed that they adapt to user's queries to ensure productive relation. Enachescu (2008) suggests that individual's adaptation is a supplementary factor of social adjustment. Hence, it can be deduce that Nigeria librarians show considerable supplementary factor of social adjustment. It was also found that most of the librarians forecast or predict user's queries in order to aid relation with them. Floricica (2017) showed that social adjustment exceeds the threshold of knowledge and it involves forecasting and intelligent use of science acquisition. Results show that most of the librarians agreed that they maintain healthy social interaction with users. Romera, Gomez-Ortiz and Ortega-Ruiz (2016) showed that social adjustment will be difficult to achieve without proper social interactions. This finding suggests that Nigeria librarians show impressive social adjustment with their healthy social interaction. It was also shown in the findings that more than half of the Nigeria librarians agreed that emotional imbalance affect user relation. It was found that half of the librarians agreed that family issues may hinder effective user relation. This shows that most Nigeria librarians' user relation can be affected by family issue, which is a factor of social adjustment. The study found that there is statistically significant relationship between social adjustment and user's relation.

The findings of the study revealed that most Nigerian librarians agreed that effective user's relation improves patronage. This is consistent with the suggestion of Saibakumo, Orewa and Nwose (2019) that libraries should improve their patronage through effective customer relationship, which may be in the form of user's relation. The study findings revealed that most of the librarians agreed that user's relation involves understanding user's attitude and behaviour. Oyeniyi (2009) stated that user relation involves analysing and understanding all the factors that influence user's attitude towards the library. Results show that adequate user's relation aids attainment of library goal and objectives. Sheer (2017) perceived user relations as the effort to maximize employees' abilities to the attainment of desired organizational goal and objectives. The study result show that most of the librarians agreed that effective user's relation improves library image. Odede (2012) stressed that user relation is a function of effective library service delivery, which also pronounce library's image in a positive light.

Conclusion

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It was established that affectivity among positive affectivity may enhance effective user relation among Nigerian librarians and negative affectivity may disrupt all effort to ensure effective user relation. It was also established that it is difficult for most Nigerian librarians to adjust to social events that plague them. However, most of them maintain social relation with library users in their line of duty. Furthermore, it was established that Nigerian librarians see user relation as an effective mechanism to improve library image, patronage and achieve library's goal and objectives. It was concluded that affectivity has a significantly positive relationship ($R = 715^{**}$; $p < 0.05$) with user relation. Social adjustment was also established to have significantly positive relationship with user relation.

Nigerian librarians are faced with many domestic issues that eventually lead to various behavioural issues that affect their relationship with library users. The issue of affectivity and social adjustment may engender poor library user's relation, which will affect the overall information service provision of libraries. Based on the findings of this study, it is suggested that librarians should be shown empathy when they are faced with behavioural issues that may affect their behaviour at work. This will facilitates optimum library and information service delivery.

The following recommendations were proffered based on the study findings:

- i. Library managements should make the work environment less hostile as that can improve the user relation of the librarians
- ii. Library managements should be emotionally attached with librarians in order to make them balance during period of emotional imbalance
- iii. Librarians with family issues may be supported through the phase in order not to let that affect the librarians' user relation
- iv. Librarians should ensure they understand the attitude and behaviour of users so as to ensure optimum relation with the users.
- v. Libraries in developing countries should ensure strategic user relation in order to boost their image

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