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Abstract
This study investigated the incidence of job-related stress and how it affects job performance of librarians and library officers. Three universities in Lagos State, Nigeria were selected for the study. The study adopted a survey method and questionnaire was used to gather data from 86 librarians and library officers from the university libraries. The study revealed that job-related stress is prevalent among the librarians and library officers. It identified lack of opportunity for career development, low salary/compensation, work interference with family time, the absence of training, lack of motivation, lack of co-operation and lack of conducive working environment as factors responsible for job stress. The study further identified low productivity, increased absenteeism, hypertension, job dissatisfaction, frustration, depression and negative job attitude as effects of stress on the job performance of librarians and library officers as consequences of stress. The study concluded that librarians and library officers in Lagos state experienced the stress of exhaustion and burnout resulting from too many routines leading to tiredness and lack of enthusiasm, lack of motivation and frustration. They also experience time-related stresses which include a shortage of time to attend to students with different information needs almost at the same time and time to meet up with publications, The study recommends efficient and effective service delivery in the nation's university libraries, parent institutions should help in reducing sources of stress among library staff in university libraries, among others.

Keywords: *Job-related stress, Job performance, Library Personnel- Nigeria, Universities-Nigeria, Librarians-Nigeria*

Introduction

Work has been an elemental constituent of human existence from time immemorial. Immediately an individual starts working, there is a possibility that such individuals would use up great part of years working. The workforce and workplace therefore constitute a crucial part of an organization's potential towards conveying their goals (Ulrich, Brockbank, Johnson, Sandholtz, and Younger, 2008). However, there are factors within the organization that often meddle with the workers' ability to help the organization accomplish its set goals. These could come in form of stress, job engagement, and others. All over the world, individuals experience stress.

Stress is experienced at one time or the other irrespective of race, cultural background, and occupational status (Oyerinde, 2004). Stress according to Ali, Raheem, Nawaz and Imamuddin (2014) is the human and cognitive reaction to severe conditions. The authors reiterated that stress is a force, pressure, or tension that human beings resist and attempt to uphold its true condition. Job functions are getting more multifaceted and altering more rapidly as compared to the days of methodical management. This flexibility could only be achieved with better use of people. Therefore, libraries should develop their staff to be better informed and equipped to handle the problems and situations of various types of clientele such as students, lecturers, or researchers (Ogunlana, Okunlaya, Ajani, Okunoye and Oshinaike, 2013).

Librarians perform various functions towards making their institutions more efficient and, to achieve their goals. They also perform professional functions and raise the level of collections in university libraries. Librarians need knowledge of diverse information sources to select, catalogue and classify the materials appropriate for users' needs. Librarians also educate individuals on how to use the library systems to meet their information needs Furthermore, they provide special programmes or classes in the form of user education for library clientele. Other duties include participation in grant writing and fundraising (Ogunlana, Okunlaya, Ajani, Okunoye and Oshinaike, 2013). Library officers render support services to librarians in the course of carrying out their functions. These inevitable, obligatory circumstances in which work must be performed in the library create difficulty and job stress for the librarians. These manifest in a high frequency of occurrence of physical stress, environmental circumstances, emotional stress, etc.

Librarians expend substantial time in passionate association with other people. Frequently, when the dealings between the librarian and users are centred on the users' challenges, solutions might not be apparent and effortlessly obtained; the situation may

become more vague and wearisome for the librarians hence, stress. Job stress can be psychologically wearisome and result in burnout. From observations, many librarians experiencing job stress and burnout, low-productivity, fatigue, insomnia and other stress-related problems due to lack of equilibrium in personal and professional lives. A stress-free atmosphere would result in an increase in the rate of job performance, efficacy and job satisfaction (Bentsi-Enchill, 2005). This study, therefore, seeks to examine the relationship between job-related stress and job performance of librarians in Lagos State, Nigeria.

Statement of Problem

The advent of new technology and rapid technological change have resulted in information explosion, reduction in employment of both supporting and professional staff, high job demand and work overload. These developments bring about stress to librarians and library officers working in university libraries. In the same vein, an immediate change which is known as job rotation at executive levels has been reported in literature to have resulted in mounting stress on librarians consequence of which are low job performance, job changes, interferences (frustration), preterm retirement, frequent illness, burnout syndrome etc. It is on the basis of these problems that this study seeks to probe into job-related stress and job performance of librarians in university libraries in Lagos state of Nigeria.

The objectives of the study

The main objective of this study is to examine job-related stress and job performance of librarians in university libraries in Lagos state, Nigeria. The specific objectives are to:

1. ascertain the factors that cause job stress for librarians
2. examine the different types of job-related stress experienced by librarians
3. find out the job-related stress that affects library staff the most and
4. ascertain the effect of job-related stress on the job performance of library staff
    Research Questions

The study answered the under listed research questions:

1. What are the factors that cause job stress for librarians?
2. What are the different types of job-related stress experienced by librarians?
3. What are the job stressors that affect librarians' job performance the most?
4. What are the effects of job-related stress on the job performance of librarians?

Literature Review

The International Labour Organisation (2012) considejred stress as the detrimental corporeal and disturbing reaction necessitated by an inequality amid the alleged demands, resources and capabilities of individuals to deal with those strain. Work-related stress takes place when the demands of the job surpasses the capabilities, resources, or needs of a personnel, or when the knowledge or abilities of an individual worker towards handling issues is not in line with the hope of the organizational traditions. Stress habitually can occur in anyone who feels that he is under pressure. It is the product of an imbalance between environmental demands and individual capabilities. Ilo (2016) stated that stress has to do with the way people react to conditions, changes and demands of life. The effect may possibly be psychological, corporeal or disturbing. Aldwin (2007) referred to stress as han experience that arises from a transaction between a person and the environment. The author observed that over scheduling, procrastination and inadequate planning are behaviours that can lead to stress. Stress is an inexorable part of life in our contemporary society since it is found in the home, schools and the workplace (Hart, 2007).

Job stress is seen as a physiological state of the individual as influenced by a wide array of environmental factors known as stressors (Ogunlana, Okunlaya, Ajani, Okunoye and Oshinaike, 2013). Omolara (2008) regarded stress as a dynamic and mutual relationship between a person and environment. Stressors can range from catastrophic events to exasperating occurrences. Aldwin (2007) maintained that stressors can be physical, social or psychological. Physical stressors are those equivocal environmental circumstances which manifest harmful effects on individuals such as pollutants, noise. Included in this category are buildings with sealed windows that inhibit cross ventilation, fumes from computers, printers and photocopiers. Poorly ventilated offices and poorly maintained work areas also result in physical stress. Miclellan (2011) in a study on stress among cataloguers in academic and public libraries in Florida noticed some stresses from the library work environment. According to the study, environmental factors attracted a 40.5% response, while 10.5% of respondents averred that they often experience stress from work overload. In the study, 61% of respondents experience stress because they are expected to know so many things while others said their stress results from apprehension of making mistakes.

Also, Aldwin (2007) observed that physical stressors can result from environmental circumstances which include fumes from photocopying machines and cleaning compounds. The parent institutions where librarians and library officers work also contribute to generating stress. Bamber (2011) correlated that physical working conditions, support, relationships,

change, pay and career prospects are factors that bring about stress to librarians. Library workers also undergoes stress while trying to meet up with professional demands, teaching function, researching and publishing articles for promotion. The demand for meeting the need of users and meeting up with publications requirements gives librarians real-time stress (Ajalla, 2011). Employees have family demands outside the library workplace. These include taking care of spouses, children and relatives. Home-work demands may pose a stress to librarians and library officers depending on what is happening at home. Okonkwo (2014) observed that family tension intrusion with work results in a family conflict which in turn results to pressure, tension, anxiety, stress to the employee.

Consequently, Akinade (2007) maintained that stress at work may significantly add to ill-health, human anguish, production loss and damages. Bamber (2011) maintained that occupational stress results in loss of huge amounts of money due to absenteeism arising from illness, low staff morale, poor timekeeping, a decrease in productivity, increased industrial conflicts, replacement costs etc. Aldwin (2007) reflected on the effects of such stress as headaches, irritation in the eyes and vulnerability to viral infections. Along the same line, Ajalla (2011) noticed that stress results in depression, anxiety, low self-esteem, absent-mindedness as well as failure. However, the adverse effects of stress on the employee and the employer alike calls for its reduction to the barest minimum. The best approach to managing workplace stress in the library therefore is changing one's perception of the profession and its stress area. Library personnel should also take out time to calm down when they notice stressful circumstances. It is useful to involve staff in the discussion process and explain changes in their jobs and communicate strategies put in place to deal with change (Bamber, 2011). There is also need to develop the habit of working together as a group in the library and cooperating with each other instead of engaging in detrimental competitions.

Methodology
The study adopted a survey research method. The respondents for the study comprised of 86 librarians and library officers from three university libraries in Lagos State, Nigeria. The universities are University of Lagos, Lagos State University, Ojo and Pan -Atlantic University Lagos. The universities used for the study are in the categories of public and private universities. University of Lagos and Lagos State University are public while Pan-Atlantic University is private. Total enumeration sampling technique was used due to the small and convenient size of the population. Questionnaire was used to gather data. Eighty (86) copies of the questionnaire were distributed to the respondents. All the copies of the questionnaire were duly completed, returned and found usable. This gave a response rate of

100%. The data collected for this study was analysed using simple percentage and frequency counts.

Findings and Discussion

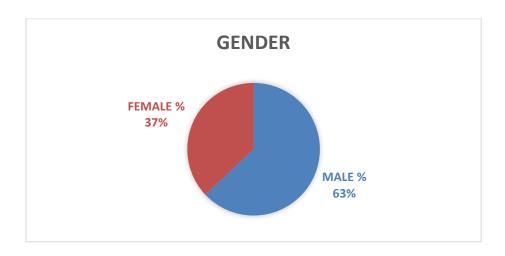**Figure 1:   Distribution of Respondents by Gender**

Figure 1 above shows that 54(63%) of the respondents are males while 43(37%) of them are females. This indicates that majority of the library staff in the universities understudied in Lagos state are males

Table 1: Distribution of respondents by Institutions

Institution	Frequency	Percentage
University of Lagos	34	40
Lagos State University, Ojo	29	34
Pan -Atlantic University, Lagos	23	27
Total	**86**	**100**

Table 1 revealed that 34(40%) of the respondents are from University of Lagos, 29(34%) from Lagos State University, Ojo and 23(27%) of them from Pan-Atlantic University, Lagos. This means that the majority of the respondents are from the University of Lagos.
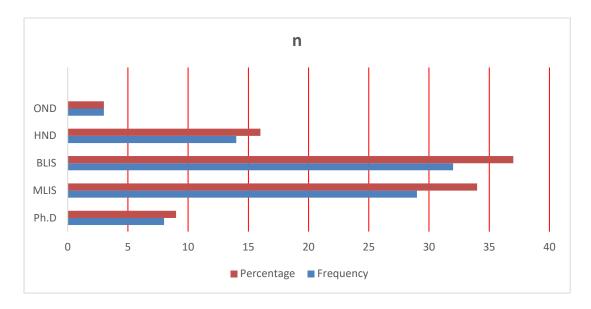
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Figure 2: Educational Qualification

Figure 2 shows that 8(9%) of the respondents are PhD holders, 29(34%) of them are MLIS holders, 32(37%) hold BLIS, 14(16%) are HND holders while 3(3%) hold OND. It can be inferred from the table that majority of the respondents are first degree (BLIS) holders.

Research Question 1: What are the factors responsible for job stress among librarians?

Table 2: Factors responsible for job stress among librarians

Factors responsible for job stress	Agree	%	Disagree	%
Lack of opportunity for career development	56	65	30	35
Enormous workload	27	31	59	69
Working for very long hours	25	29	61	71
Low salary/compensation	78	91	8	9
Work interference with family time	81	94	5	6
Job insecurity	34	40	52	60
Lack of training	77	90	9	10
Lack of motivation	67	78	19	22
Lack of co-operation among co-workers (Librarians)	72	84	14	16
Lack of a conducive working environment	59	69	27	31

From Table 2, responses on factors responsible for job stress among librarians shows that work interference with family time attracted the highest number of responses 81(94%). Other factors with high positive responses include low salary/compensation with a response rate of 78((91%), lack of training 77(90%), lack of co-operation among co-workers 72 (84%), lack of motivation 67(78%), lack of condusive environment 59 (69%) and lack of opportunity for career development 56(65%) among others.

Going by the percentages of the responses to each of the identified problems, the following can be deduced as predisposing factors to job stress among the respondents: work interference with family time, low salary, lack of training, lack of co-operation among co-workers, lack of motivation and lack of conducive working environment, among others.

Table 3: Job-related stress experienced by library staff

What are the different types of job-related stress that librarians mexperience in their jobs?

Types of Job-related stress	Responses			
Acute stress	Agree	%	Disagree	%
Anxiety related stress	24	28	62	72
Trauma-Related stress	21	24	65	76
Heavy workload	23	27	63	73
Job Insecurity	31	36	55	64
Natural Disaster	5	6	81	94
Family Issues	82	95	4	5
Exhaustion and burnout	Responses			
Too many routines leading to tiredness	55	64	31	36
Lack of enthusiasm and motivation	70	81	16	19
Feelings of ineffectiveness	23	27	63	73
Frustration	77	90	9	10
Time-related job stress	Responses			
Time to attend to many students with various information needs almost at the same time.	51	59	35	41
Time to meet up with publication/ research writing results to stress.	78	91	8	9

Table 3 shows the job stress that library staff experience on their job. In this category of stress, 82(95%) respondents affirmed that family issues are stressors to them. Responding to exhaustion and burnout as a stressor to librarians, 77(90 %) of the respondents agreed on frustration. Similarly, 70(81%) of the respondents averred that lack of enthusiasm and motivation is also a stressor. On the issue of time-related stress, if they pass through time-related stress, 78(91%) respondents admitted that lack of time to meet up with academic publication/research writing constitute stress. Equally, 51(59%) of the respondents agreed

that shortage of time to attend to many students with various information needs almost at the same time is a stressor From these analyses, it can be inferred that the respondents experienced time-related, exhaustion and burnout stress more than acute stress. Family issues or work interference with family time is the only stress situation being experienced by the respondents in the acute stress situation.

Figure 3: Job Stresses that mostly Affect Library Staff' Job Performance

What are the job-related stressors that mostly affect librarians job performance?
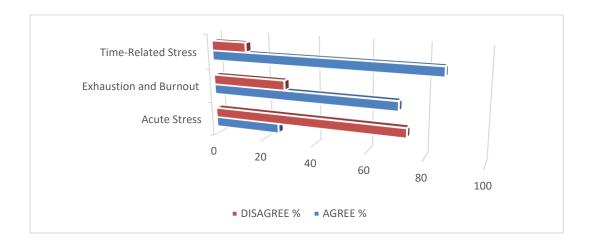

Figure 3 above shows the category of job stress that affects librarians the most. As seen in the table, only 22 (26%) of them agree with acute stress while a whole lot 64 (74%) of disagreed with acute stress. Majority of them 61(71%) of the respondents agreed with exhaustion and burnout. In the same vein, 74(86%) agreed with time-related stress.

From the analysis, it can be inferred that job stress experienced most by librarians are exhaustion and burnout, as well as time-related stress.

Figure 4: Effect of Job-related stress on librarians' productivity

What effects do job-related stress have on the job performance of librarians and library officers?
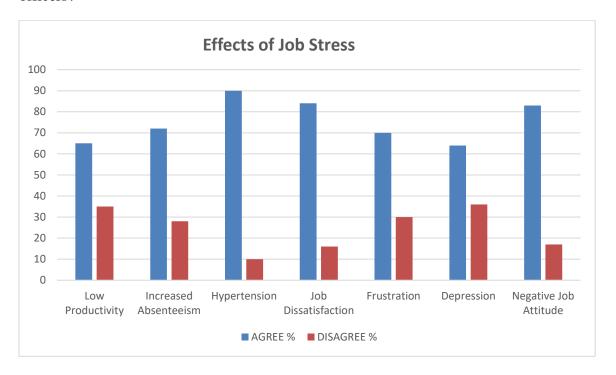

Figure 4 above shows the effect of job stress on job performance of librarians and library officers, 56(65%) of the respondents averred that it causes low productivity. 62(72%) affirmed that it leads to increased absenteeism while 77(90%) confirmed that stress can result in hypertension. Similarly, 72(84%) agreed that it can lead to job dissatisfaction while 60 (70%). Among other responses harvested, 55(64%) agreed that stress leads to depression while 71(83%) admitted that stress result to negative job attitude. It is therefore obvious from the table that stress has an effect on the productivity of library staff. All the indices of the negative effect of stress on job performance were attested to by the respondents.

Discussion of Key Findings

From the demographic findings of the study, majority of the librarians are males. Similarly, the majority of the librarians and library officers in this study are from University of Lagos and majority of the librarians and library officers have first-degrees. The study revealed that lack of opportunity for career development, low salary/compensation, work interference with family time, the absence of training, lack of motivation, and lack of co-operation among librarians as well as lack of conducive working environment are factors responsible for job stress. These findings are in agreement with the study of Edward (2011) on overcoming stress "there is the need to drastically reduce the work load of university lecturers in Nigeria. The lecturer-student ratio should be at least 1:35. This can be achieved by employment more quality and qualified manpower into the Nigerian universities. Recreational centres should be provided by the government and stake holders in Nigerian education across all Nigerian universities".

The types of stress that librarians and library officers pass through is minimal in the acute stress category. Some of the librarians disagreed with anxiety related stress, trauma-related stress, heavy workload, job insecurity and natural disaster as the type of stress they pass through. However, majority of them agreed with family issues in the acute stress category. In the exhaustion and burnout category, all the respondents agreed with too many routines leading to tiredness, lack of enthusiasm, motivation and frustration. These findings corroborate the findings of Ruotsalainen, Verbeek, Marine and Serra, (2014). Their findings revealed family issues, lack of enthusiasm and motivation and frustration as examples of acute stress and exhaustion/burnout related stress that librarians and library officers pass through in the course of discharging their duties.

Furthermore, in the time-related stress category, the majority of the respondents agreed with the shortage of time to attend to students with various information needs almost at the same time, and time to meet up with publication/ research writing as stressors to them. This study also revealed clearly in Table 6 that the type of job stress that affects librarians the most is exhaustion/burnout and time-related stress. These findings also agree with Shams and El-Masry (2013) that carried out a study on Job Stress and Burnout among Academic Career Anaesthesiologists at an Egyptian University Hospital. The study revealed that the faculty members experience job-related stress with the higher population experiencing emotional exhaustion 62.2%, 56.1% depersonalisation, and 58.2% reduced personal capacity which are all stressors related to exhaustion/burnout and time-related stress.

Lastly, this study revealed that low productivity at a workplace, increased absenteeism; hypertension, job dissatisfaction, frustration, depression and negative job attitude are all evidence effects of stress on the job performance of librarians. These findings are in line with the findings of Babatope (2013). The author carried out a study on the causes and effects of job-related stressors among Polytechnic librarians in Delta State, Nigeria. According to the study, job stress results in negative consequences such as job dissatisfaction, frustration, low productivity, depression, negative job attitude, illness, etc. Also, the study of Dar, Akmal, Naseem and Kkhan (2011) on the impact of stress on employees' job performance in the Business and academic sectors of Pakistan shows that job stress results in subjective effects such as feeling undervalued, victimization, unclear role, fear of joblessness, poor concentration and poor decision-making skills.

Conclusion and Recommendations

It is evidenced from this study that librarians and library officers practising in Lagos state experience stress in the course of discharging their duties. These stressors are lack of opportunity for career development, low salary/compensation, and work interference with family time, absence of training, lack of motivation, lack of co-operation among librarians and lack of conducive working environment. Types of stress experienced by librarians are acute stress which includes anxiety related stress, trauma-related stress and family issues. Another stressor to them is exhaustion and burnout resulting from too many routines, thus leading to tiredness and lack of enthusiasm, lack of motivation and frustration. Time-related stresses which include inadequate time to attend to students with various information needs almost at the same time, time to meet up with publication/research writing are stressors to them. The resultant effects of these stressors on library staff are low productivity, absenteeism, hypertension, job dissatisfaction, frustration, depression and negative job attitude.

In view of the foregoing, the study makes the following recommendations:

1. The library management should endeavour to provide professional training opportunities for librarians since this will help them to develop their career and gain confidence on the job.

2. Since the environment in which librarians do their work has significant relationship with their job performance, it behoves the Management of the institution and that of the library to seek the support of non-governmental organizations to help in generating funds, where need towards the provision of basic requirements to ensure a tension free library environment. This will go a long way towards alleviating the stress emanating from the library work environment.

3. There is need to improve on the level of job performance for the librarians. This could be done through the provision of facilities and other requirements necessary for their assignments. Similarly, Management should ensure that the librarians are motivated through recognition and reward system towards positive performance. Participatory management equally has a part to play in this regard.

4. Job stress for librarians can also be minimized through strategies such as integrating new skills with the old ones, in order for librarians to be able to tackle emerging challenges within the library environment, paying attention, acquiring necessary technological skills as well as ergonomics.

5. It is essential that University Library Management ensures that librarians and library officers get promotions to boost their morale for effective job performance and to reduce the incidence of job-related stress.

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