STRESS AND BURNOUT IN LIBRARIES & INFORMATION CENTERS

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Abstract. Stress has been variously defined by popular sources and researchers. A useful construct positions stress and burnout on continuum. In recent years, psychologists have become interested in the study on phenomenon known as, burnout. Burnout is an occupational stress. In organizations, different factors cause stress. One of the immediate outcomes of psychological stress is phenomenon of burn out. Some of the causing agents of burn out, of burn out are presence of severe and improper working condition at organization, improper leadership style practices in the organization and marital status. In this regard, due to development of new technology, information explosion, reduction of finance, lack of professional staff, immediate change at execute posts, specially chiefs of libraries and not using trained librarians caused which stress on the library staff which is followed by reduction of performance, job change, interferences (frustration), pre-term retirement, frequent lack of illness, burnout syndrome, consequently, in search of jobs and having official and executives roles. When there is no job stress for the librarians, they can do these most effort, stress free environment, would result in the acceleration of performance and efficacy. In this condition, proper management can no irradiate burnout.

Material and Methods: This research designed and performed   for the librarians employed in the libraries affiliated to Mazandaran and Babol Medical Sciences in Mazandaran Province in the North of Iran. Data were collected in the questionnaire designed for different questions.

Results: 19 people were married and 11 people unmarried. Most of the participants had bachelor degree holder and 14 permanent (official elopement) employed. It is note worthy that 53.3 % of participants suffered stress (burnout). Since this study is going on, in case of acceptance the results will submit later, with detail and completed. Very little, however, has been done to measure the effectiveness of these remedies in preventing, improving, or eliminating the problem of burnout in these professionals.

Conclusion: There is growing research supporting the existence of burnout among academic librarians. Many suggestions to prevent, or remedy, this condition in librarians, some of them addressed specifically to help the academic librarians, have been considered and appear promising. Proffered solutions are targeted at both the individual level, and at a level deemed more effective by most researchers, the organizational level, which includes the broadest level, that of society itself. Very little, however, has been done to measure the effectiveness of these remedies in preventing, improving, or eliminating the problem of burnout in these professionals.

Introduction

Burnout is costly, and it is preventable. Popular sources and researchers have variously defined stress. A useful construct positions stress, distress, and burnout on a continuum. At one end is a feeling of well being and next to it a perceived sense of imbalance that is righted with effective coping strategies. Further one is a stage in which the use of inappropriate coping strategies results in a loss of physical and mental resources; things are out of control. Last is burnout in which one feels "done in" by the stressful situation. It is important to consider here the great role a person's perceptions of a situation play. Perceiving one's skills and resources as adequate to deal with a situation is very different from perceiving oneself confronted with demands that appear seriously threatening.

In fact, a certain level of stress is positive and can inspire and motivate. Also important is recognizing that stress and its sources are unique to the individual and his situation. The popular notion, that stress is some menacing external force poised to burn one out, is a fallacy.

In recent years, psychologists became interested in the study on phenomenon known as, burnout and did different relevant studies. Burnout denoted to the term burnout that goes back to the work of

Herbert J. Freedenberg's work in 1972. Since the term, "burnout" began to be used in the mid 1970's (Freedenberg, 1974) to refer to the process of deterioration in the care and professional attention given to users of human service organizations (Public service, volunteer, medical, human social service, educational organizations), a variety of instruments has been developed to measure this phenomenon (GilMonte & Peiró, 1997).

A review of the literature makes it possible to conclude that among these measurement instruments the Maslach Burnout Inventory (MBI) has been employed with the greatest frequency to measure the burnout syndrome, regardless of the occupational characteristics of the sample or the source of the burnout (Golembiewski et al, 1996; Maslach et al, 2001). Today the syndrome is defined, according to this instrument, as a syndrome of emotional exhaustion, depersonalization, and low personal accomplishment. Because of this, the concept of burnout used in this study is not the result of theoretical analysis of the phenomenon.

On the contrary, the phenomenon has been defined from one of its multiple measurement instruments: the MBI. The MBI has been widely accepted in all countries of Latin America, the European Union (EU), and in the United States (Golembiewski et al, 2001.) Fruedenberger explains the burnout in terms of personality while Pines, Aronson, Maslach and Jackson elucidate this concept in terms of environmental concepts, i. e looking for stressful condition, instead of seeking features of personality.

Computer programmers are often prone to burnout. See death march for instance. However, research has shown that it is more likely to affect those in the care industries. Cordes and Doherty (1993), in their study of employees within this industry, found that workers who have frequent intense or emotionally charged interactions with others are more susceptible to burnout. Still, burnout can affect workers of any kind.

Students are also prone to burnout at the high school and college levels. High stress jobs can lead to more burnout than normal ones. Cab drivers, Air traffic controllers, musicians, and artists are all more prone to burnout than others. Burnout is also English slang for a habitual user of drugs. Burnout is also English slang for spinning the wheels on a car so that they smoke. As in "Do a burnout, mate!"

Burnout is an occupational stress. Burnout is defined as a syndrome consisting of emotional exhaustion, depersonalization, and reduced personnel accomplishment. Popular sources and researchers have variously defined stress. A useful construct positions stress, distress, and burnout on a continuum. At one end is a feeling of well being and next to it a perceived sense of imbalance that is righted with effective coping strategies. Further on is a stage in which the use of inappropriate coping strategies results in a loss of physical and mental resources; things are out of control. Last is burnout in which one feels "done in" by the stressful situation. It is important to consider here the great role a person's perceptions of a situation play. Perceiving one's skills and resources as adequate to deal with a situation is very different from perceiving oneself confronted with demands that appear seriously threatening. (Sadovich, 2005)

In organizations, different factors cause stress, of which the important are as follows: kind of profession, like manager of production, librarianship, anesthesiologists, firefighter, pilot, consultant, teaching at university, etc. One of the immediate outcomes of psychological stress is phenomenon of burn out. Some of the causing agents of burn out, of burn out are presence of severe and improper working condition at organization, improper leadership style practices in the organization and marital status.

In this regard, due to development of new technology, rapid technological change (1990.s.), information explosion, reduction of finance, lack of professional staff, immediate change at execute posts, specially chiefs of libraries and not using trained librarians caused which stress on the library staff which is followed by reduction of performance, job change, interferences (frustration), pre term retirement, frequent lack of illness, burnout syndrome, consequently, in search of jobs and having official and executives roles.

When there is no job stress for the librarians, they can do these most effort, stress free environment, would result in the acceleration of performance and efficacy. In this condition, proper management can no irradiate burnout.

Need for the Present Study

Knowledge about burnout scope, rate and reasons could play a vital role in managing staff and decreasing of it. Burnout is an occupational stress. Burnout defined as a syndrome consisting of emotional exhaustion, depersonalization, and reduced personnel accomplishment. We cannot say, when

job burnout may occurs in individuals, in most of cases, some librarians are sad and depress, but we cannot determine and specify the reasons of burnout correctly.

This research will investigate reasons and signs of librarians' burnout undergone libraries; meanwhile, it may provide reasons and signs of burnout and give good references for library mangers for confronting and reducing burnout between librarians. The result of this research may help the mangers for keeping of health and mental condition for librarians, and it may increase the productivity of librarians.

Objectives of the Study

The objectives of this study are to:
1. Examine the level of burnout librarians in central Universities that is to find out if there is any burnout among this group of librarians, what is its scope and reasons and if there are differences in the scope of burnout between various universities.
2. Reasons of burnout in librarians
3. Effected factors of burnout between librarians
4. Comparative burnout among University Librarians in Babol and Sari Medical Universities.
    Questions of this research investigate relationship between course of study, occupation background and levels of study, age, sex of persons who are working in the library at the time of study.

Research Methodology

This research included accredited and major central and divisional libraries in these universities, in Mazandaran, north of Iran .All of the persons who are working in these libraries include in this study. The study will use a questionnaire-based survey for data collection. This technique is preferred as it is less time consuming and affordable for scattered population. Another reason for using a questionnaire is the convenience of contacting librarians; some of them are working in different cities of Mazandaran province, in North of Iran. The questionnaire, which serves as a basis for the study, is based on measuring the Levels of burnout according to MBI scale (Maslch & Jackson, 1981). Rate of burnout could be between o-7, where 0 is not relevant, 1 stands for "not burnout" and 7 stands for "extremely burnout". The data collected from the respondents, first will sort and organize in a Microsoft Excel Spreadsheet and SPSS. The demographic data will examine using a regression model developed for this study. In this study, I will benefit from different journals and Internet resources. Study population includes accredited and major central and divisional libraries in these universities, in Mazandaran, north of Iran

Scope of the Study

In recent years, psychologists became interested in the study on phenomenon known as, burnout and did different relevant studies. Burnout denoted to the term burnout that goes back to the work of Herbert J. Freudenberg's work in 1972. Fruedenberger explains the burnout in terms of personality while Pines, Aronson, Maslach and Jackson elucidate this concept in terms of environmental concepts, i.e. looking for stressful condition, instead of seeking features of personality.

Review of the Literature

Review of the literature found few studies related to work burnout. Within the last decade or so, interest in the problem of burnout has increased tremendously. Most scholars agree that burnout is a reaction to role stress and is quite prevalent among human-service professionals unable to deal with excessive demands on their energy, time, and resources (Cordes & Dougherty, 1993). More specifically, burnout was defined by Maslach and Jackson (1986) as a syndrome of emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment. Burnout

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Maslach and Jackson recommended participative decision-making and job enrichment as corrective actions to counter aspects of burnout.

In 1996, Mary Ann Affleck surveyed bibliographic instruction (BI) librarians in New England. The psychometric instrument she used, the Maslach Burnout Inventory, measures three dimensions of burnout: emotional exhaustion, loss of feeling for clients or depersonalization, and diminished feelings of personal accomplishment. (Maslach, 1981; Affleck, 1996). She found high levels of burnout among 52.8 percent of 142 BI librarians in a single dimension of the syndrome, and in all three of its dimensions among 8.5 percent. (p.197-198). In 1993, Karen Becker used the Maslach Burnout Inventory with academic teaching librarians, having made a strong case for the presence of burnout among them. She cited the literature of burnout among other "helping professionals" and indicated the parallels between classic characteristics of burnout among many of them and the work of academic teaching librarians. In 1990, Charles Patterson and Donna Howell surveyed members of the Bibliographic Instruction Section of the Association of College and Research Libraries (ACRL). They found 39.3 percent of the teaching librarians responding to their survey considered burnout a problem in their positions. In 1990, Charles Patterson and Donna Howell surveyed members of the Bibliographic Instruction Section of the Association of College and Research Libraries (ACRL). They found 39.3 percent of the teaching librarians responding to their survey considered burnout a problem in their positions.

Odelia, surveyed burnout among librarians in Israel's academic libraries: scope, rate, and reasons. He found that, there is a low degree of burnout among librarians working in university libraries in Israel. Based on MBI questionnaire, level of burnout was found to fluctuate between low to medium (between 1-4). Close to 75% of the librarians sampled were between the ages of 41 and 60. The few younger ones had feelings of frustration and lack of self-fulfillment. Fast technological changes were not considered as a main cause for burnout. Two main approaches to the concept of burnout have been described in the literature. The main cause of Burnout among academic in Israel librarians is the profession's low status. This Determinate is related to work environment and conditions, which are not related to personal features but to environmental conditions that can be manipulated towards Change improvement. The study discovered that high degree of burnout and Dissatisfaction appeared saliently in the topic of my environment and "I which Included questions concerning the professional status working conditions and Motivation. The low status bothers many librarians and appears in several Expressions: Large gap between high levels of education required from librarians on one hand and the Low financial reward on the other hand and there is a remarkable ignorance among the public concerning Understanding the profession and its complexity. The gap between self and public perception results in low self-estimate among university librarians in Israel.

Emotional exhaustion is associated with higher levels of effort. As the quantitative level of the workload increases, demands on the worker increase, particularly if a worker has insufficient time to get the job done (Lee & Ashforth, 1993). Similarly, higher levels of role conflict imply dealing with multiple demands, and consequently higher levels of effort are necessary (Jackson, Turner, & Brief, 1987; Leiter & Maslach, 1988).

Diminished personal accomplishment refers to a decline in one's feeling of competence and successful achievement in one's work. Job conditions that lead to a situation in which employees feel that their efforts are not being recognized include a lack of supervisor support and trust, a lack of supportive peer relationships (Leiter, 1988), a lack of positive feedback (Jackson, Turner, & Brief, 1987), and lack of autonomy (Lee & Ashforth, 1993). Lower levels of personal accomplishment are also caused by a lack of job skills and abilities, particularly when the employee feels that he or she does not possess the skills required to perform the job effectively. Furthermore, an individual's sense of personal accomplishment may also be affected by a lack of clarity regarding procedures for performing a task or ambiguity concerning criteria for performance feedback (Jackson, Schwab, & Schuler, 1986; Schwab & Iwanicki, 1982).

Maslach and Jackson (1984) argued that depersonalization develops as a coping response to work overload. Characteristics of the job conditions that lead to depersonalization include a heavy workload, role conflict, and a lack of participation in decision-making (Jackson, Turner, & Brief, 1987). We also hypothesized that a negative work environment characterized by poor co-worker relations will lead to higher levels of depersonalization (Leiter, 1990; Leiter & Maslach, 1988).

Thus, emotional exhaustion will be positively related to role conflict, role ambiguity, and workload. A low sense of personal accomplishment will be positively related to role ambiguity and negatively related to job autonomy, job significance, job variety, task identity, job ability, feedback, supervisor trust, and supervisor and co-worker support. Emotional exhaustion will be positively related

to role conflict and workload and negatively related to cohesiveness and participation. Figure 1 contains the hypothesized relationships in graphic form.

Conclusion

This study showed society comprised 30% men and 70% women mean age 35.25 years. Base of confidence index 95 %
47.75-23.5 , married status: 63.3% were married and 36.7% single.
Education: 40% of society were undergraduates and 60% graduates and post graduate.
In terms of employment: 71% were permanently employed and 29% were temporarily employed.
View point of burnout: in 26.7% had reasonable condition, 43.3% suffered severe job burnout. Improvement of employment condition is necessary for them. It should be mentioned that, 30% seriously suffered job burnout. They need immediate improvement of their work conditions.
A comparative study about the degree of job burnout based on education level was done indicated that those with graduate and higher degrees suffered more job burnout.
In addition, for comparison of job burnout based on relevant and non relevant educational degree, showed that those holding library science degrees and relevant course of studies, showed more job burnout.
    A comparative study based on the employment condition on sex point of view did not indicate any significant differences. Based on linear regression, the main job
Burnout factors are as follows:
1. Lack of facilities and enough time for doing the duty.
2. Boring from the class and preceding the activities.
3. No chance suggestions and complaints on work environment.
4. Lack of correlation between the assigned duties and the employee's efficiencies.
5. Lack of proper condition in the work environment.
6. Lack of properrmotivation.

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