

Library Security and Service Delivery in Federal University Libraries in North Central, Nigeria

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Abstract

This study investigated the library security and service delivery in federal university libraries in North Central Nigeria. It sought to find out the types of security systems adopted by the federal university libraries. A descriptive survey design was used for the study. The population of the study comprised of 25,590 using the Taro Yamane (1964) formula, the total sample size for the study was 572. The questionnaire and observation checklist were the instruments used for data collection. In analysing the data, mean and standard deviation and ANOVA were used. The data collected were presented in tables. Descriptive statistics was used based on SPSS statistical analyses. The findings revealed that close circuit television (CCTV) and surveillance cameras are slightly adopted, that other security systems are not sufficiently adopted by most of the Federal University libraries. The findings further, revealed that there is insecurity in the collections of reader services, through, theft, mutilation, defacing of library materials, and vandalism of the university library collections. Findings also indicate serious dysfunctional security implementation by library staff. However, some challenges such as insufficient budgeting/inadequate funding of the library, inadequate staff/personnel, sabotage of library security by members of staff, low lightning in essential areas of the library, epileptic/erratic power supply to implement electronic security, lack of institutional security policy among others were identified. There was a significant difference between the electronic security system and manual security system in Federal University Libraries in North Central, Nigeria. The study recommended the recruitment of competent security personnel to man the entrances/exit of the library, provision of close circuit television (CCTV), particular intervention in the installation of electronic security systems, the need for adequate funding, development of a workable security policy and the need for collaborative efforts by the entire library staff in ensuring the security of the library at all times.

Keyword: Library Security, Service Delivery, Universities, Nigeria.

Introduction

The emergence of libraries enables people to engage in all types of information. Students, teachers, practitioners, researchers, organisations, communities, governments, among others, rely on the library for information. In essence, the demand for a library for information, learning, teaching and research is central to functional school system-most, especially, university education. The traditional notion of a library looks at 'library' as a mere collection of books. A more comprehensive view, however, describes 'library' as: An organised collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. It provides physical or digital access to material and maybe a physical building or

room, or a virtual space, or both. A library's collection can include books, periodicals, newspapers, manuscripts, films, maps, prints, documents, microform, CDs, cassettes, videotapes, DVDs, Blu-ray Discs, e-books, audio-books, databases, and other formats. Libraries range in size from a few shelves of books to several million items (Freeman, 2014).

The libraries are central to the universities. The importance of the university library to the intellectual life of the students, staff and researchers is often underscored by the oft-quoted statement by the British University Grants Committee of 1921 in Baker (2013) which noted that:

“The character and efficiency of a university may be gauged by the treatment of its central organ, the library. We regard the fullest provision (of funds) for library maintenance as the primary and most vital need in the equipment of a university. A sound library is not only the basis of all teaching and study; it is the essential condition of research without which additions cannot be made to the sum of human knowledge”.

To replicate this strategic position in university education, the Nigerian government understandably assigned the prominent role to university libraries in its National Policy of Education (1998) which, for example, specifies that university education will make an optimum contribution to national development by:

1. intensifying and diversifying its programmes for the development of high-level manpower within the context of the needs of the nation,
2. making professional courses contents to reflect our national requirements,
3. making all students as part of a general programme of all-round improvement in university education to offer general study courses such as History of Ideas, Philosophy of Knowledge and Nationalism, and
4. university research relevant to the nation's developmental goals.

There are calls, not only for the establishment of more federal universities as the government has done in recent years but also, for the creation, provision, protection and maintenance of properly-funded university libraries. This effort will boost the information resources and collections in order to achieve the needed learning, teaching and research. However, after their establishment, security problems often threaten library resources and information services. There is, therefore, the need to provide security measures to prevent loss of resources, which if not checked, will put the operation of some federal university libraries in the North Central States of Nigeria in jeopardy. Aina (2004) observes that incidents of security threats negatively affect the quality of learning, teaching and research work being carried out by the students, staff and faculties.

In reality, research, teaching and learning cannot take place in a university where library collections and resources are not only inadequate, but the limited ones are pilfered, stolen, destroyed, or mishandled by students, staff and other users. There are research findings which showed that libraries are being exposed to environmental disasters due to careless handling of collections and absence of security programmes and policies for library management and administration. Others are of loss of library resources to theft and other criminal behaviours (Jato 2005) in (Akpom, Ike, & Onyam 2017). This research work seeks to identify these causes of security problems and suggest ways to solving the problems in order to achieve optimum

performance in service delivery. Ajegbomogun, (2004), Akinfolarin (1992) equally reported that in Egypt, a specific library collection had to be kept under lock and key to prevent theft.

Similarly, Terfarra (1996) cited cases of Middle-Eastern and European countries that chain-locked their collected works to prevent theft and vandalism. Nevertheless, most school authorities in Nigeria seem not to recognise the threat of security problems to the life of library collections. However, several security measures such as detective barcode machines; close circuit television (CCTV), 3M electronic security systems, and workable security policy for the university libraries are put in place to check theft and vandalism. This is more important than chaining or putting the materials under lock and key, which may likely prevent users' easy access to these resources.

Efficient library service delivery has been the cardinal objective of any library. Nwalo (2003) defined library services as all intangible offers given by a library to its clientele to ensure the full exploitation of the resources of the library in meeting their full information needs. Library service delivery is also any facility provided by a library to enhance the use of library resources and dissemination of information (Innocent, 2014). According to Hornby (2000), service delivery relates to any assistance or help offered to a person to enable him or her use or take advantage or benefit from something. In this work, library service relates to any assistance or help offered to the users in university libraries to enable them to use the university library resources and facilities.

Problem Statement

The importance of information resources cannot be overemphasised, as users depend on library resources for knowledge and new ideas to enhance intellectual development. As a result, university libraries face varying degrees of delinquency in the use of their resources. The extent of this security problem varies from one university library to another on mishandling, vandalism of the facilities such as CD ROM, DVD, and magnetic tape. This issue of insecurity can easily crack when it is not handled with care or falls on the ground, the CD ROM, DVD, may damage and information on it can lose. Accessibility of the information services cannot be possible as a result of data loss by mishandling of CD ROM, DVD, and magnetic tape, among others. Theft of books, journals, CD ROM, microfilms, computers and other library collections, diminish materials in the library.

Mutilation of pages of books, serials publication, reference materials in the library or distortion of computer programmes on CD, DVD, or digital materials constitutes security problems in the library.

Objectives

The study aims at investigating library security and service delivery in federal university libraries in North Central, Nigeria. Specifically, the study sought to:

1. Identify the types of security systems adopted by libraries for supporting service delivery in federal university libraries in North Central, Nigeria.
2. Determine the library users' (Students) perception of the influence of library security on service delivery.
3. Find out the challenges associated with the implementation of library security for effective service delivery in federal university libraries in North Central Nigeria.

Hypothesis

The null hypothesis was formulated to guide the study and was tested at 0.05 level of significance.

There is no significant difference between the electronic security system and manual security system.

Literature Review

The collection of written knowledge in some sort of repository is a practice as old as civilisation itself. The name for the repository eventually became the library. According to Abdulsalami, Okezie and Agbo (2013), the library is derived from the word "liber" meaning book. A library can, therefore, be defined as an organised collection of published and unpublished books and audiovisual materials with the aid of services of staff that can provide and interpret such materials as required, to meet the informative, research, educational and recreational needs of its users. The university library, as Yusuf and Iwu (2010) put it, is the nerve centre or the hub around which scholarship revolves. It is an indispensable instrument for intellectual development, being a storehouse of information to which user (students as well as lecturers) may turn to for accessing information. According to Nwezeh and Shabi (2011), librarians have information dissemination as their principal function. The library has a unique position as a potential educational force in the university community of staff and students of different levels especially in this era of information communication technology which can facilitate the libraries' capability to reach out to direct users as well as remote access users. Ajibero (1995) viewed a university library as the heart of the university using the human and material resources at its disposal to support teaching, learning and research objectives of the institution. A university library is a place where academic information sources are acquired, organised, processed, stored and made available to meet the information needs of the students, teachers and the entire University community (Byamugisha, 2010).

However, one major challenge that University libraries have been faced with is security problems; that is, how to secure their collections. The serious issue that has bothered librarians from earliest times to the present is how to ensure the security of library materials, especially against theft and mutilation (Akinfolarin, 1992). Library crime in university libraries is a global problem. Security of library books has been the subject of much investigation. Ugah (2007) identified theft and mutilation, vandalism, damage and disasters, over-borrowing or delinquent borrowers and purposeful displacing arrangement of materials as some of the leading security issues. The mismanagement and abuse of documentary materials contribute significantly to physical degradation. These include mutilation, careless handling, excessive photocopying, mis-shelving and flicking document over (Akussah 2010).

The threat to intellectual property through theft, mutilation and other forms of abuse has posed a tremendous challenge to the library profession worldwide (Akussah & Winifred, 2010). Again Ajegbomogun (2004) stated that theft and mutilation of books and non-books are a common phenomenon in Nigerian university libraries and if not checked will create a severe threat to library' collections and their preservation. Boss (1984) identified theft and arson as threats to collections and proposed that libraries formulate a planned security measure to protect their collections. Incidentally, Omoniyi (2001) has shown that both students and staff were often involved in collection theft which owes its roots to ignorance of the grave consequences of the

issues. According to Ifidon (1999), 'Mutilation and theft in libraries are menaces that have persisted, and it is indeed a global problem, the worsening state of university libraries in Nigeria appears to have aggravated its intensity and the consequent negative impact.'

With particular reference to electronic resources, Kumar & Haneefa (2005) observed that libraries are lagging in realising the need to protect their electronic resources and services from misuse, damage, theft, sabotage, mistakes and many more. Indeed, we can never wholly protect our library network from unauthorised users, but the attack can be minimised up to the desired level (Sarmah, 2003). Nowadays, any computer or library network connected to the internet is at risk of probes and scans, account compromise, packet-sniffing and malicious codes (Sarmah, 2003). As libraries move from paper to electronic medium, safely providing access to resources has become complicated. According to Akintunde & Anjo, 2013 view that there are many security requirements to consider because of the variety of different actors working with a digital library, each of these actors has different security needs. Osayande (2011) asserted that the security architecture of a digital library must be designed so that security concerns are handled holistically. A security system designer must view the whole architecture and consider all of the relevant security factors when designing a secure digital library.

Consequently, electronic security systems refer to the use of equipment which typically provides alarm notification to the appropriate authority on entry control and site surveillance. Significant elements of the electronic security system include burglary protection, collection security (hidden of materials), access control (a system that directly "read" unique personal characteristics such as voice quality, hand geometry, identity cards, and the like.), and video surveillance, particularly the CCTV system. Sensors (detectors) to detect intrusion and alarms (to notify appropriate authorities) are the facilities that make this type of security electronic (Osayande, 2009). On the other hand, security policies and procedures include all created and implemented security policies, procedures, and plans for the library. These should, at least, include entry and exit procedures, room registration procedure, personal belonging restrictions, particular collection use policies, and entry key management procedures (McComb, 2004).

The library is prone to various security threats, hence the need for library security systems such as Electronic security systems. Electronic security systems are devices used with the aid of an electrical apparatus to secure library materials against the misuse of digital information. They help libraries to control, minimise or avoid library material theft and unethical losses (Rajendran & Rathinasabapathy, 2007). Examples of electronic security systems installed in libraries are electronic surveillance camera (CCTV), 3M electronic security systems (electronic security gates), radio frequency identification (RFID) system, perimeter alarm system, and so on.

Methodology

The study adopted a descriptive survey design. The population of the study comprised 320 library personnel and 25,270 registered library users (students) within the seven federal universities in North Central Nigeria. The sample size for the study was 572. The study adopted the Taro Yamane (1964) formula to obtain the sample size. Based on this formula, 178 was the sample size for library staff, while, 394 was the sample size for library Registered users (Students). The instruments used for data collection were a questionnaire and observation

checklist. Data were analysed using mean and standard deviation, and ANOVA was used to run a statistical package for social sciences (SPSS).

Table 1: Frequency and percentages on the checklist of available security systems Adopted by federal university libraries in North Central, Nigeria.

S/N0		FUTM		UAM		UNIJOS		UA		UIL		FULA		FULO		OVERAL		D
		A	NA	A	NA	A	NA	A	NA	A	NA	A	NA	A	NA	A	NA	
1	Closed Circuit Television (CCTV)	√	×	√	×	×	√	×	√	×	√	×	√	×	√	2(28.6%)	5(71.4%)	NA
2	AV Security	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
3	Surveillance Cameras	√	×	×	√	×	√	×	√	×	√	×	√	×	√	1(14.3%)	6(85.7%)	NA
4	Radio Frequency Identification (RFID) System	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
5	Panic Alarms	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
6	Perimeter Alarm System	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
7	Door Intrusion Alarms	×	√	×	√	√	×	×	√	×	√	×	√	×	√	1(14.3%)	6(85.7%)	NA
8	Nexpak/Ama ray Secure Cases	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
9	Alpha Security Cases or Extreme-PAC Cases	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
10	Clear-vu one- time	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
11	EM Security Tags	×	√	×	√	×	√	×	√	×	√	×	√	×	√	0(0%)	7(100%)	NA
Total		2	9	1	10	1	10	0	11	0	11	0	11	0	11			
		(18.2 %)	(81.8 %)	(9.1 %)	(90.9 %)	(9.1 %)	(90.9 %)	(0 %)	(100 %)	(0 %)	(100 %)	(0 %)	(100 %)	(0 %)	(100 %)			

From the table, it can be observed that university libraries did not adopt all the eleven (11) security systems listed in the table in North Central, Nigeria.

At the Federal University of Technology Library Minna, there were two security systems 2(18.2%) available, while 9(81.8%) were not available. The University of Agriculture Library Markurdi 1(9.1%) was available, while 10(90.9%) were not available. In the University of Jos Library, 1(9.1%) was available, while 10(90.9%) were not available. The University of Abuja Library there was no security systems available 11(100%) likewise the University of Ilorin Library has no security systems available 11(100%). The Federal University of Lafia Library also has no security systems available 11(100%); finally, the Federal University of Lokoja Library also does not have any security systems 11(100%).

Types of security systems adopted by libraries for supporting service delivery in Federal University Libraries in North Central Nigeria

The result of the types of security systems adopted by University Libraries is presented in Table 2.

Table 2: Mean and Standard Deviation on type of Security Systems

Type of Security Systems	Item Statistics		Decision
	Mean	Standard Deviation	
Closed Circuit Television (CCTV)	2.39	1.23	SA
AV Security	1.88	1.03	SA
Surveillance Cameras	2.12	1.19	SA
Radio Frequency Identification (RFID) System	1.63	0.94	SA
Panic Alarms	1.77	1.01	SA
Perimeter Alarm System	1.62	0.98	SA
Door Intrusion Alarms	1.52	0.92	SA
Nexpak/Amaray Secure Cases	1.38	0.75	NA
Alpha Security Cases or Extreme-pac Cases	1.72	1.92	SA
Clear-vu one- time	1.39	0.73	NA
EM Security Tags	1.63	0.98	SA

Source: Author's Computation, 2019 using SPSS 22.0

To determine the types of security systems adopted by libraries for supporting service delivery in federal universities libraries in North Central, Nigeria, mean of the responses on the questions regarding the type of security system are estimated, and the result is presented on table 2 above. The Result shows that the mean of the statement are, Close Circuit Television (CCTV) (mean = 2.39), A.V. Security (mean = 1.88), Surveillance Cameras (mean = 2.12), Radio Frequency Identification (RFID) System (mean = 1.63), Panic Alarms (mean = 1.77), Perimeter Alarm System (mean = 1.62), Door Intrusion Alarms (mean = 1.52), Alpha Security Cases or Extreme- Pac Cases (mean = 1.72), and EM Security Tags (mean = 1.63), the mean value are 2, which is slightly Adopted. While, Nexpak/Amaray Secure Cases 1.38, Clear-vu one-time (mean = 1.3864), the mean value is 1, which is Not Adopted. This is an indication that libraries have not adopted any types of security systems contained in the table for supporting service delivery

in federal universities libraries in North Central Nigeria. In other words, federal universities libraries in North Central Nigeria did not adequately adopt any of the type of security systems examined in this study. The finding of the study shows that Closed Circuit Television (CCTV) showing that it is adopted insignificantly than any security systems. Surveillance Camera, Radiofrequency Identification System (RFIS), Panic Alarms, parameter Alarm System, Door Intrusion Alarms, Nexpk/Amaray secure case, Alpha Security cases or extreme pac cases, clear-vu one-time, and EM security Tag. Majority of the university libraries do not have any type of security systems in their libraries.

Perception of library users on the influence of library security on service delivery. The result of the perception of users on the influence of library security on service delivery is presented in Table 3.

Table 3: Mean and Standard Deviation on the Perception of Library Users (Students) on Library Security

Statement	Mean	Item Statistics	
		Standard Deviation	Decision
There is no form of security in the library at all.	1.89	0.91	D
Users are always at risk using the library.	1.85	0.86	D
The library is not a safe place for users and their property.	1.98	0.92	D
The security system in the library is very useful.	2.56	0.91	A
Safety of users and their property cannot be guaranteed.	2.48	0.93	D
The library staff are always security conscious.	2.72	0.86	A
It is easy to sneak out a library material without being caught	1.88	0.85	D
Users feel secure in the library	2.76	0.85	A
The library security system is very porous	2.19	0.85	D
The state of library security needs to be improved	3.20	0.88	A

Source: Author's Computation, 2019 using SPSS 22.0

The result in table 3 shows that the library users disagree with the assertion that there is no form of security in the library at all and that users are always at risk using the library, The library is not a safe place for users. Their property and safety of users and their property cannot be guaranteed. The respective means, (mean = 1.89, 1.85, 1.98 and 2.48) are approximately two (2) indicating that all these statements were disagreed to by the library users. Also, the means of the statements "It is easy to sneak out a library material without being caught" and "The library security system is very porous" are (mean = 1.88 and 2.19) respectively. These are approximately two implying that on the average the library users disagreed to the statement.

On the other hand, the means (mean = 2.56, 2.72, 2.76 and 3.20) are approximately three (3) which is the code for "Agree". Therefore, on the average, the library users agreed that

security system in the library is handy; the library staff members are always security conscious, users feel secure in the library, and the state of library security needs to be improved. The findings of the study imply determining the library users (students) perception of the influence of library security on service delivery. The findings of the study indicate that the library users in the Federal University Libraries have a positive perception of security management in the university libraries. Although, the users felt that the library security can be improved more than what it is now in the Federal University Libraries.

Table 4: Analysis of the Challenges Associated with the Implementation of Library Security for Effective Service Delivery

Statement	Mean	Item Statistics	Decision
		Standard Deviation	
Poor budgeting /inadequate funding of the library	3.46	0.66	A
Inadequate staff/personnel	3.07	0.77	A
Sabotage of library security by members of staff	2.70	0.96	A
Poor lighting in essential areas of the library	2.95	0.82	A
Epileptic/erratic power supply to implement electronic security	3.07	0.87	A
Lack of institutional security policy	2.71	0.85	A
Poor/non-implementation of security policy	2.87	0.78	A
A conspiracy between staff and users	2.60	0.90	A
Non-reporting for duty on time	2.70	0.92	A
Poor staff attitude to users, collection and security measures	2.61	0.98	A
The problem of choosing the right technological solution	2.84	0.89	A
The users do not consider library theft to be a punishable offence	2.66	0.98	A
Inadequate and non-functional library security measures	2.81	0.90	A

Source: Author's Computation, 2019 using SPSS 22.0

The result of the responses on the challenges associated with the implementation of Library Security for effective Service Delivery in Federal University Libraries in North Central Nigeria is presented in table 5 above. It indicates that (mean = 3.46, 3.07, 2.70, 2.95, 3.07, 2.71, 2.89, 2.60, 2.70, 2.61, 2.83, 2.66 and 2.81) are the averages of responses for all the items accordingly. The respondents agree that the challenges of implementation of library security are: poor budgeting /inadequate funding of the library, Inadequate staff/personnel, sabotage of library security by members of staff, poor lighting in important areas of the library, epileptic/erratic power supply to implement electronic security, lack of institutional security policy, Poor/non-implementation of security policy, a conspiracy between staff and users, non-reporting for duty on time, poor staff attitude to users, collection and security measures, the problem of choosing the right technological solution, The users do not consider library theft to be a punishable offence, inadequate and non-functional library security measures. That is, they agree that all the

items contained in cluster 5 are the challenges associated with the implementation of library security for effective service delivery in federal university libraries in North Central Nigeria. Meanwhile, poor budgeting/inadequate funding of the library has been identified as the most severe challenge. This is indicated in the mean value (mean = 3.46), which is the highest mean. On the challenges associated with the implementation of library security for effective service delivery, the findings of the study revealed that majority of the respondents strongly agreed and agreed that the university libraries are facing challenges on all the thirteen statement. These are: poor budgeting/inadequate funding of the library, inadequate staff/personnel, sabotage of library security by a member of staff, poor lighting in important areas of the library, epileptic/erratic power supply to implement electronic security, lack of institutional security policy, poor/non-implementation of security policy, a conspiracy between staff and users, non-reporting for duty on time, poor staff attitude to users collection and security measures, the problem of choosing the right technological solution, the users do not consider library theft to be a punishable offence and inadequate and non-functional library security measures. This implies that there are serious security challenges that need an immediate solution that will stop the stealing of library collections for effective service delivery in the university libraries.

Test of Hypothesis

The hypothesis was tested at 0.05 level of significance:

Hypothesis: There is no significant difference between the `electronic security system and manual security system.

Table 5: Analysis of variance (ANOVA) Test of Hypothesis

. The ANOVA test was employed to test the hypothesis of the study, and the result is presented in Table 5. The ANOVA test becomes the most appropriate because the responses on both electronic and manual security systems are categorical and naturally ordered.

Source of variance	Sum of the square (SS)	Degree of freedom (DF)	Mean square (MS)	F-statistic	Probability of F-statistic
Between groups	10.5155006	3	3.50516688	7.67	0.0001
Within groups	65.3348395	143	0.45688699		
Total	75.8503401	146	0.519522878		

Source: Author's computation, 2019

The result of the Analysis of Variance (ANOVA) test is presented in table 6 above. The test is used to examine if there is a significant difference between electronic and manual security system. The null hypothesis of the test is that there is no significant difference between the electronic security system and manual security system. The null hypothesis is rejected if the probability value of the F-statistics is less than a chosen level of significance (5%, i.e. 0.05). Otherwise, the null hypothesis is not rejected. The result of the test presented above showed that ANOVA F-statistic is (7.67) with Probability of F-statistics (0.0001). Since the Probability value of the F-statistic is less than 0.05 (5%), the null hypothesis is rejected. This implies that there is a significant difference between the electronic security system and manual security systems.

Conclusion

The importance of the university library collections to the intellectual life of the students, staff, researchers and the community cannot be overemphasised. The security of university libraries collections and resources should be taken as the most paramount major in ensuring the availability and accessibility of the resources to the users. The research identifies security threat and the majors on how security challenges will be effectively deal with, especially on theft, mutilation, and vandalism in the university libraries. The eradication of these vices would support the teaching, learning, and research activities of the various Federal University in North-Central Nigeria.

Recommendations

The following recommendations have been on the findings of the study:

1. Adequate funds should be made available to the university libraries by the institution to provide for effective security system and facilities to safeguard the library resources, as well as the users' property.
2. Where there are limited funds to provide for electronic security gadgets such as the close circuit television (CCTV) and other electronic security systems, alternative provisions such as frequent patrol of the reading areas, should be made to enhance the security system of the library.
3. The university libraries serve as the memory of the institutions and the nation at large, there is the need for government, to come to the aid of libraries through particular intervention. The Federal Government can help in the provision and installation of electronic security systems in the libraries to further boost the security system.
4. The university libraries need to develop a workable security policy, which should be made available to staff and fully implemented for effective library security management.
5. All the staff should see the general security of the library as a collective responsibility. The security of the library should not be left alone to an individual or management. This will make the staff be security conscious at all times.

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