

Collection Development Policies as Factor Influencing Quality Service Delivery in Kwara State University Library, Malete

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Abstract

The paper examined collection development policies as a factor influencing quality service delivery in Kwara State University Library Malete. Four research objectives were formulated to guide the study, These include to determine the extent of quality services delivery in an academic library; to find out if the availability of good collections influences quality service delivery; to find out if there exists a collection development policy in Kwara State University Library; and to find out the challenges facing collection development policies in the library at the Kwara State University, Malete. The study employed a descriptive survey design. The population of the study comprised of 12 professional librarians 15 Para-professional and 11 nonprofessional and three (3) supporting staff data were collected using questionnaires. Data collected were analysed using Spearman Rank Correlation. Findings revealed that: there is the availability of collection development policy in Kwara State University Library Malete; the types of collection development policy available are both written and unwritten; the study also revealed that inability to review collection development policy continually, lack of managerial support and inadequate funding are the major factors militating against collection development policy in Kwara State University Library Malete. Based on the findings, the study recommended that Collection development policy of Malete needs to be updated periodically to respond to the current situation of the library and the institution; the types of collection development policy should include both written and unwritten collection development policy and be updated time to time. This will influence quality service delivery in the library.

Keywords: Academic Libraries, Collection Development, Quality Services Delivery,

Introduction

In any academic institution, libraries are established as a significant part of the instrument to yield fruitful teaching and learning activities by providing necessary information resources and services to its users. Academic libraries all over the world are set up to assist their parent institutions in achieving their objectives of teaching, learning and research in any format. An academic library is any library situated at any higher citadel of learning to aid the research of the university faculty and the students. Saharan (2013) posits that an academic library is a library that is attached to academic institution beyond the secondary level, serving the teaching and research

needs of student and staff. These libraries serve as two quality features, which are: to aid the school curriculum and to aid the research work of the university community as a whole. The support of teaching needs materials for class reading and student paper. In the past, materials for class reading intended to improve lectures as prescribed by the lecturers have been called reserves. In the era before electronic resources became available, the reserves were supplied as actual books or as photocopies of relevant journal articles.

Academic libraries all over the world need to deliver quality service to the parent organisation, that is, the entire universities, polytechnics, colleges of education and the like. The academic library should be able to provide quality services to both the students and the lecturers of that institution in their areas of learning and research works. Academic libraries are working hard towards giving free and equal access to information resources to all patrons; this could either be in written form, electronic or audio-visual format. They enhance the creation of a literate environment and promoting literacy by offering quality, relevant and attractive information materials for all students and lecturers allowing them to prepare themselves for classes and also help in their research works. They agreed to be responsible for the provision of quality services that bridge social, political and economic barriers, and traditionally make some kind of effort to expand their services to all the university community.

Quality service delivery (QSD) in an academic library is simply the process of providing various types of services to the library users or patrons in order to enable them to meet up with their information needs in their various aspects of research work. In an academic library, every units or section is expected to show up improvement in meeting the target for quality service delivery in the library. In other words, quality service delivery is the manner at which certain services are being provided to library users in order for them to be able to meet up with their information needs. Many services are rendered in an academic library for quality services. They are reference services, current awareness services, selection dissemination of information and circulation services.

Problem Statement

Academic libraries supposed to have collections development policy which can be used as a guide in acquiring relevant and quality information resources for quality information service delivery. Preliminary investigation, however, revealed that quality services are affected by lack of current and relevant resources that should be provided by the library's collection development units in Kwara State University Library, Malete. This study was necessitated to investigate the position of collection development policy on quality service delivery in Kwara State University Library, Malete.

Objectives

The following objectives guided the study.

1. To find out the availability of good collection development policy in Kwara State University Library, Malete.

2. To discover the type of collection development policy available in Kwara State University Library, Malete.
3. To find out the challenges facing collection development policies in the Library Malete.

Literature Review

The primary function of libraries and information centres is to assist in accessing information and gathering knowledge. Collection development is the central professional function of any library since the very concept of a library is primarily associated with the idea of a collection. Developing library collection is one of the most demanding and challenging professional functions of a library which requires more profound knowledge and understanding of the service community, institutional priorities and information & publishing industry. According to Evans & Margaret (2004), collection development is "the process of identifying the strengths and weaknesses of a library's materials collection in terms of patron needs and community resources, and attempting to correct existing weaknesses if any". It involves the framing of a systematic plan for creating library collections that will meet the needs of library users and incorporate several activities like determination and co-ordination of relevant policies, fiscal management, and assessment of user needs. Others are collection use studies, collection analysis, identification of collection needs, and selection of materials, planning for resource sharing, collection maintenance, weeding and user liaison and outreach activities.

Collection development policy is any written or unwritten statement that plans to focus on the extent of collections and intending to correct the weaknesses of a collection and tend to strengthen the current collection can be term as collection development policies documents or records. Johnson, (2013) posited that collection development policies are officially written documents containing the rules and regulations guiding the selection of books and any other library collections the library wishes to add to the existing collection. He added that the written or unwritten document should include the criteria that will be used in the selection, weeding and the kind of gift the library need to accept or not. He further buttresses that collection development policies should point out the area of coverage of the existing collections and describe the areas which future collection may be developed, by identifying subject areas and form of collections that needs to be added or needs to be removed from the available collections (Johnson, 2013). The policy keeps selectors up-to-date about the extent and varieties of information resources that are being collected, and this assists them to know about all the collections than them to focus only on the ones for which they are responsible. It thereby fosters communication, cooperation, and points out the area where their weaknesses were assisting them in determining priorities for other library functions which they have to embark just for them to meet up with set target goal.

A Collection Development Policy is a written statement of the policies intended to govern the activities of a library regarding its collection (Kennedy, 2012). A collection development policy is a written statement about how the collection will be developed. The collection policy helps to determine preservation priorities because it states the level at which the institution collects in any given subject. The level is in turn, usually determined by the importance of a given

collection to the institution's programmes and ultimately to its mission. Collection managers and preservation administrators often use an objective methodology for determining collection level by measuring the quantity and types of materials in it. Singh (2004), as cited by Lamprey, (2011), is of the view that policy means a group of guidelines designed and established for a particular purpose. In his view, the collection development policy must be connected closely to the general and particular programs of the institution and informed by the user needs. The task of formulating a policy can be a learning experience for those undertaking it. It can teach librarians about the strengths and weaknesses of the collection and suggest actions to be taken to maintain strengths, as well as identifying weaknesses and the potential means to remedy them (Kennedy, 2012).

Libraries facilities are the basic structure of any information institute. Helpful information access and use rely on communication facilities such as telephones, Internet, telex, fax, computers, and even postal service, as well as an adequate supply of electricity. Books, computers and audio-visual materials are susceptible and have to be protected from extreme weather conditions, be it rain and humidity or sun and heat. Ideally, they need to be kept in a dry, temperate environment. Iwhiwhu and Okorodudu (2012) in their studies on user's satisfaction with library information facilities, resources and services in Edo State central library, Benin-city reported that the users were not satisfied with information resources. However, they were satisfied with three services provided in the library, which are hours of services labelling services and the binding services. However, they were satisfied with the facilities made available to them, such as right furniture, air conditioning systems and fan, and adequate electricity supply. Another difficulty is the protection from theft. The building and library materials need to be protected by bars and right doors. During office hours, ideally, a surveillance person, camera or appropriate equipment should prevent materials from being stolen. Protective measures are very cost-effective and are unaffordable for most libraries. Chamini (2010) conducted a study on students 'usage of an academic library which was a user survey done at the Main Library University of Peradeniya, revealed that the undergraduates are overall satisfied with available library resources, services and facilities. In contrast, it found that undergraduates are not fully utilising library resources and services. However, for a library to adequately deliver quality services to the users, there is a need for them to provide adequate facilities that will enhance the delivery of such services.

The more accessible information sources are, the more likely those materials will be used for the interest of the students and other library users to meet their information needs. The concept of information materials availability is used to describe the presence of relevant and up to date information materials in whatever format they appear stocked within the holdings of the library to satisfy user's information needs. Abdul-salami (2013) posited that if books are available, then the collection is considered adequate. Peter and Altman (2010), argued that libraries are now more preoccupied with the provision of information to users and the constant evaluation of their services in terms of relevance, currency and adequacy.

Supporting this view, Popoola and Oladele (2011) lamented that the ability of the university library to provide information materials of interest to users had been the most significant challenge facing Nigerian students today. Furthermore, it is evident that some users

make use of the library as reading rooms and not for consultation. In a recent and similarly study Seth and Parida (2016) opined that Many academic libraries in Nigeria have failed to provide necessary information materials needed by users blaming it on the lack of adequate funds from their parent organisation. Adomi (2009) cited by Johnson, (2010) pointed out that information resources such as e-journals, e-books, conference proceedings, preprint services, archived scholarly articles, and the like are increasingly being made available on the Internet.

Osundina (2010), notes that the problem of Nigerian students is not in question of wanting to use the college library, but whether or not the university library can provide for their needs, and whether there is access to what is provided. On this note, it necessary for all academic libraries to make available suitable information materials and at the same time provides easy accessibility them to enhance the institution academic performance.

According to Kisiedu (2010), numerous challenges facing academic libraries such as limited funds, lack of access to resources and information, inadequate human resource and material support hinder the growth and development of academic libraries in Africa. However, these challenges were recorded to be addressed; they have not yet seen the necessary attention in their operations.

A study carried out by Adekanmbi and Boadi (2010) also disclosed some of the challenges as inadequate constant training for information professionals, lack of adequate staff in the libraries, lack of managerial support, absence and ineffective use of collection development policies, and inadequate funds to support the exercise. Supporting this view, Okiki (2012) opined that the problems that weaken African libraries include financial constraints, lack of human resources, outdated materials and everyday use. Similarly, Odini (1991) cited in Promise (2015) affirms that a low budget makes it difficult for libraries to provide relevant information resources and at the same time, render quality services to their clients. In the absence of collection development policies and relevant information resources in the libraries, this will pose a significant implication on the teaching, learning, research and development as well as rendering quality services. In another study, Nnadozie (2013), posited that academic libraries need to be adequately funded to enable them to purchase essential resources that will help them in rendering quality services to the users of the libraries. Adequate funding is a requirement for academic libraries to perform their duties effectively.

Studies have revealed that academic libraries in Nigeria are poorly funded (Promise, 2015). The consequences of inadequate funding are severe, as it has led to a rapid fall in the volume and quality of information resources and the quality of services in academic libraries in Nigeria. Also, the challenge of insufficient funding in Nigerian academic libraries is a long age issue. Therefore, it is not strange to lament inadequate funding in academic libraries nationwide (Nnadozie, 2013). All the above-listed bottlenecks sum up to poor service delivering in the academic libraries in Nigeria today.

Methodology

The descriptive survey research design of correlation was adopted to carry out this study. According to Ekere et al. (2016), the survey research method was described as one of which a large group which can easily be used to generalise without touching each individual, but just a representative sample of the population. The population of the study comprised of the library staff of the institutions, which is Kwara State University, Malete. The entire population consists of twelve (12) professional librarians, (15) Paraprofessional library staff, (11) non - professional library staff and three (3) Supporting staff. Total enumeration was done since the population are small, according to (Saka 2014) states that in a condition where the population to be studied is small and can be managed, the researcher can study the entire population.

Findings and Discussion

The results are presented in tables and discussed to achieve the objectives of the study.

Table 1: Availability of Collection Development Policy in Kwara State university library

	Frequency	Per cent	Valid Percent
Yes	41	100.0	100.0

In table1, the total respondents (41) agreed that there is an available collection development policy. These respondents represent a 100% response rate. This, therefore, indicated that the library has a working collection development policy. Academic libraries with good and a working collection development policy can boost quality services. This finding agrees with that of Kennedy (2012) who pointed out that collection development policy teaches the librarians about the strengths and weaknesses of the collection and suggest action to be taken to maintain the strength, identify the weaknesses and potential means to remedy the weakness.

Table 2: Types of Collection Development Policy in Kwara State University Library Malete

Collection development types	Frequency	Per cent	Valid Percent
Written	4	9.8	9.8
Unwritten	6	14.6	14.6
Both written and unwritten	31	75.6	75.6
Total	41	100.0	100.0

From table 2, 4 staff representing (9.8%) say they have only a written collection development policy in their library, 6 representing (14.6%) says they have unwritten collection development policy. While 31 representing (75%) says they the library has both written and unwritten collection development policy. This finding is in line with Johnson (2013). He posited that collection development policies are officially written documents containing the rules and

regulations guiding the selection of books and any other library collections the library wishes to add to the existing collection. He added that the written or unwritten document should include the criteria that will be used in the selection, weeding and the kind of gift the library need to accept or not.

Objective 3: Factors militating against implementing collection development policy in Kwara State University Library Malete.

Table3: Factors Militating Against Implementing Collection Development Policy

S/No	Factors militating against implementing of collection development policy	S.A. 4	A 3	D 2	SD 1
1	Inability to continually review collection development policy	11	-	12	18
2	Inadequate funding	4	13	10	14
3	Lack of management support	25	16	-	-

From table 3, 11 staff representing (26.8%) strongly agreed to inability to consistently review the collection development policies of a library can be considered a factor militating against collection development policy. In comparison, 14 staff representing (34.1%) strongly disagreed with inadequate funding and 25 (60%) strongly agree that that lack of management support can be considered a factor militating against collection development policy. A study supports this finding carried out by Adekanmbi and Boadi (2010). They disclosed some of the challenges as inadequate constant training for information professionals on how to formulate collection development policies, lack of managerial support, and inadequate funds to support the exercise.

Summary of Findings

1. There is the availability of collection development policy in Kwara State University Library Malete.
2. The types of collection development policy available are both written and unwritten.
3. Inability to continually review collection, lack of managerial support and inadequate funding are the major factors militating against collection development policy in Kwara State University Library Malete.

Conclusion

Based on this of findings, it would be reasonable to conclude that Kwara State university library is very active in discharging quality service to the clientele because it is a significant duty of any academic library to render quality services to its clients. The finding s based on the analysis, concluded that the availability of good collection development policies would influence quality service delivery. For instance, the standard of quality services is very high; the overall assessment for the service rendered is satisfactory according to respondents; the library provides all kinds of information materials. The staff indicated that ineffective collections development

policy would affect the rate at which information resources are being collected, and the ways services are being rendered. They indicated that the availability of obsolete materials would negatively affect the rate of quality service delivery. The study further concluded that staff should try and adapt to changes and support librarians in charge of collection development, as this will enable the library to deliver quality services to its clientele.

Recommendations

From the findings, the following were the recommendations:

1. Collection development policy of Malete needs to be updated periodically to respond to the current situation of the library and the institution.
2. The types of collection development policy should include both written and unwritten collection development policy that will be updated from time to time. This will influence quality service delivery in the library.
3. The management of the institution must address factors militating against the implementation of collection development policy in Kwara State University Malete through adequate funding.

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