The Effect of Library Security on Service Delivery in Federal University Lafia, Library- Nigeria

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Abstract

Security is an important and complex challenge in contemporary societies. This study on library security and service delivery in Federal University Lafia Library dwels on the types of security apparatus adopted by the Library, the challenges associated with the implementation of library security for effective service delivery as well as the remedies to these challenges were investigated. The descriptive survey design was used for the study. The population of the study comprised 16 library staff and 491 registered students. Findings revealed that of all the security aparatus identified by the researcher such as surveillance cameras, radio frequency identification, panic alarms, perimeter alarm system, door intrusion alarms, nexpak/amaray secure cases, alpha security cases or extreme-pac cases, clear-vu one- time and em security tags, the library did not adopt any of them. In addition, it was discovered that poor budgeting /inadequate funding of the library, inadequate staff/personnel, epileptic/erratic power supply to implement electronic security, lack of institutional security policy, among others were some of the challenges faced by the library in the area of security of library materials. the results however points out that the strategies to enhance the implementation of library security are; improve funding of university libraries, employ more staff in the library, there should be security policy for the library among others. from the findings, the following recommendations among others were made : the federal government can help in the provision and installation of electronic security systems in the libraries to further boost the security system. 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 the university libraries need to develop workable security policy and disaster management plan, which should be made available to staff and fully implemented for effective library security management.

Key words: Library, Library Security, Service Delivery,

Introduction

Security of library resources is very paramount in the provision of efficient library service delivery. Where there is insecurity of library collections, the resources are exposed to dangers such as theft, mutilation, and vandalism among others. These can have adverse negative effect on library service delivery. Ani (2010) looks at "security" as the condition of being protected physically, emotionally, psychologically as well as from other harms, attacks, terror which could be considered as non-desirable. Edem (2010) defines security as assurance of the future wellbeing and freedom from threat. Security therefore refers to a process designed to protect something or somebody against danger. It is an act of preventing crime. In the case of library resources, it prevents un-authorized removal or loss of materials, usually as a result of intruders' or thieves' interference (Ajegbomogun, 2004).

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.

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There are research findings that show that libraries are being exposed to environmental disasters, careless handling of collections, absence of security programmes and policies for library management and administration, loss of library resources to theft and other criminal behaviours. Ajegbomogun, (2004) and Akinfolarin (1992) equally report that in Egypt a certain 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. Yet, most school authorities in Nigeria seem not to recognize the threat of security problems to the life of library collections. Although, this is no longer obtainable in some Nigerian libraries as several security measures such as detective barcode machines; close circuit television (CCTV), 3M electronic security systems, and a workable security policy for the university libraries are put in place to check theft and vandalism. This is more so that chaining or putting the materials under lock and key may likely prevent user's easy access to these resources.

Security is an important and complex challenge in contemporary societies. Not only do individuals require security and safety of their lives and properties, but also university libraries in particular, strive to provide information resources in both print and non-print materials to support the educational services of the university community and humanity at large. From documented evidences, every day there are reports of loss, theft, fraud and vandalism of library resources by users, hence the need for university libraries to provide, maintain and secure its collection in order to ensure the availability, accessibility of its collections, as well as to provide effective services to its users. This study, therefore, investigate the effect of library security on service delivery in Federal University Lafia, Library.

Statement of the Problem

The importance of information resources cannot be overemphasized 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. Mishandling, vandalism of the facilities such as CD ROM, DVD, and magnetic tape can easily crack when it's not handled with care or falls on the ground. The CD ROM, DVD, may damage and information on it can loss. Accessibility of the information services cannot be possible as a result of data loss by mishandling of CD ROM, DVD, magnetic tape among others. Theft of books, journals, CD ROM, microfilm, computers and other library collections, diminish materials in the library. These crimes, which are committed by some users, have deprived many users from fully achieving their information needs as it has led to loss of many valuable materials in university libraries. Hence the need for measures to be taken to protect and preserve them to avoid complete loss of materials in university libraries. This study therefore is aimed at investigating the effect of library security on service delivery in Federal University Lafia, Library

Purpose of the Study

The study aims at investigating the effect of library security on service delivery in Federal University Lafia, Library. Specifically, the study seeks to:

1. Determine the types of security apparatus adopted by Federal University, Lafia Library for supporting service delivery.
2. Find out the challenges associated with the implementation of library security for effective service delivery in Federal University Lafia, Library.
3. Identify the strategies to enhance the implementation of library security for effective service delivery in Federal University Lafia, Library.

Methodology

The study investigated the influence of library security on service delivery in Federal University Lafia, Library. The descriptive survey design was used for the study. The population of this study comprises 16 library Staff and 491 students that registered with the library as at the time of the study. Instrument for data collections was questionnaire. Two set questionnaire were developed, one for library Staff and the other for students. The respondents were allowed to fill in the questionnaire and return them on the spot.

The research questions were answered and fequency and percentages (%) were used in analysing the data. For clarity, each item was presented in a table and all findings were presented as the tables revealed

Results and Discussion of Findings

Research Question 1:

What are the types of security apparatus adopted by Federal University Lafia Library for supporting service delivery?

To provide answers to the above question, the relevant data is presented in Table 1.

Table 1: Type of Security Apparatus

STATEMENT	Highly Adopted	Averagely Adopted	Slightly Adopted	Not Adopted	Missing	Total
Close Circuit Television (CCTV)	37 (24.7)	39 (26)	21(14)	53(35.3)		150(100)
AV Security	15(10)	33(22)	29(19.3)	71(47.3)	2(1.3)	150(100)
Surveillance Cameras	27(18)	31(20.7)	22(14.7)	66(44)	4(2.7)	150(100)
Radio Frequency Identification (RFID) System	12 (8)	18(12)	28(18.7)	90(60)	2(1.3)	150(100)
Panic Alarms	17(11.3)	20(13.3)	30(20)	83(55.3)		150(100)
Perimeter Alarm System	15(10)	18(12)	21(14)	95(63.3)	1(0.7)	150(100)
Door Intrusion Alarms	10(6.7)	16(10.7)	18(12)	103(68.7)	3(2)	150(100)
Nexpak/Amaray Secure Cases	6(4)	15(10)	20(13.3)	105(70)	4(2.7)	150(100)
Alpha Security Cases or Extreme-pac Cases	8(5.3)	20(13.3)	23(15.3)	93(62)	6(4)	150(100)
Clear-vu one- time	6(4)	10(6.7)	27(18)	104(69.3)	3(2)	150(100)
EM Security Tags	16(10.7)	13(8.7)	29(19.3)	91(60.7)	1(0.7)	150(100)

Source: Author's Computation, 2019 using SPSS 17.0 . Note: Percentages in parenthesis

Table 1 above shows frequency and percentage ratings of respondents on the types of security apparatus adopted by federal university lafia library for supporting service delivery. The study reveals that, of all the security aparatus identified by the researcher, the library did not adopt any of them.

Research Question 2:

What are the challenges associated with the implementation of library Security for effective service delivery in Federal University Lafia, Library?

To provide answers to the above question, the relevant data is presented in Table 2 below

Table 2: The Challenges Associated with the Implementation of Library Security for Effective Service Delivery in Federal University Lafia Library

STATEMENT	RESPONSES					
	Strongly Agree	Agree	Disagree	Strongly Disagree	Missing	Total
Poor budgeting /inadequate funding of the library	83	55	9	1	2	150
	(55.3)	(36.7)	(6.0)	(.7)	(1.3)	(100.0)
Inadequate staff/personnel	47	70	27	4	2	150
	(31.3)	(46.7)	(18.0)	(2.7)	(1.3)	(100.0)
Sabotage of library security by members of staff	33	50	50	15	2	150
	(22.0)	(33.3)	(33.3)	(10.0)	(1.3)	(100.0)
Poor lighting in important areas of the library	41	61	36	7	5	150
	(27.3)	(40.7)	(24.0)	(4.7)	(3.3)	(100.0)
Epileptic/erratic power supply to implement electronic security	57	56	29	6	2	150
	(38.0)	(37.3)	(19.3)	(4.0)	(1.3)	(100.0)
Lack of institutional security policy	29	58	50	10	3	150
	(19.3)	(38.7)	(33.3)	(6.7)	(2.0)	(100.0)
Poor/non-implementation of security policy	31	75	36	7	1	150
	(20.7)	(50.0)	(24.0)	(4.7)	(0.7)	(100.0)
Conspiracy between staff and users	26	50	54	15	5	150
	(17.3)	(33.3)	(36.0)	(10.0)	(3.3)	(100.0)
Non-reporting for duty on time	27	73	26	22	2	150
	(18.0)	(48.7)	(17.3)	(14.7)	(1.3)	(100.0)
Poor staff attitude to users, collection and security measures	26	60	36	24	4	150
	(17.3)	(40.0)	(24.0)	(16.0)	(2.6)	(100.0)
Problem of choosing the right technological solution	32	70	33	13	2	150
	(21.3)	(46.7)	(22.0)	(8.7)	(1.3)	(100.0)
The users do not consider library theft to be a punishable offence	31	55	39	24	1	150
	(20.7)	(36.7)	(26.0)	(16.0)	(0.7)	(100.0)
Inadequate and non-functional library security measures	35	64	35	15	1	150
	(23.3)	(42.7)	(23.3)	(10.0)	(.7)	(100.0)

Source: Authors Computation, 2019 using SPSS 17.0 . Note: Percentages in parenthesis

The result of the responses on the challenges associated with the implementation of library Security for effective service delivery in Federal University Lafia Library is presented in table 2 above. It indicates that (36.7%, 46.7%, 33.3%, 40.7%, 37.3%, 38.7%, 50.0%, 33.3%, 48.7%, 40.0%, 46.7%, 36.7% and 42.7%) of the library staff respondents respectively agree that the challenges of implementation of library security are; Inadequate staff/personnel, Poor lighting in important areas of the library, Lack of institutional security policy, Poor/non-implementation of security policy, Non-reporting for duty on time, Poor staff attitude to users, collection and security measures, Problem of choosing the right technological solution,

In addition, poor budgeting (inadequate funding of the library) has also been identified as the most severe challenge. This is indicated by (55.3% and 38.0%) of the respondents who strongly agree that poor budgeting /inadequate funding of the library and Epileptic/erratic power supply to implement electronic security are challenge of library security.

Research Question 3:

What are the strategies to enhance the implementation of library security for effective serice delivery in Federal University Library?

To provide answers to the above question, the relevant data is presented in table 3 below:

Table 8: Strategies to Enhance the Implementation of Library Security for Effective Service Delivery in Federal University Libraries in North Central Nigeria

STATEMENT	RESPONSES					
	Strongly Agree	Agree	Disagree	Strongly Disagree	Missing	Total
Improve funding of University Libraries	113	35	1	0	1	150
	(75.3)	(23.3)	(.7)	(.0)	(.7)	(100.0)
Employ more staff in the library	94	46	8	1	1	150
	(62.7)	(30.7)	(5.3)	(.7)	(.7)	(100.0)
Improve lighting of important areas in the library	87	53	8	1	1	150
	(58.0)	(35.3)	(5.3)	(.7)	(.7)	(100.0
There should be stand by generator in the library	96	48	4	1	1	150
	(64.0)	(32.0)	(2.7)	(.7)	(.7)	(100.0
There should be security policy for the library	86	56	5	1	2	150
	(57.3)	(37.3)	(3.3)	(.7)	(1.3)	(100.0
Library should ensure the implementation of security policy	80	66	2		2	150
	(53.3)	(44.0)	(1.3)		(1.3)	(100.0)
Staff should ensure they report to duty on time	90	54	4		2	150
	(60.0)	(36.0)	(2.7)		(1.3)	(100.0)
Library staff should stop conspiracy with users to steal materials in library	81	58	9	1	1	150
	(54.0)	(38.7)	(6.0)	(.7)	(.7)	(100.0)
Sanction/punishment for offenders should be specified	1	53	6	89	1	150
	(.7)	(35.3)	(4.0)	(59.3)	(.7)	(100.0)
Continuous security patrol by security officers for 24hours	86	57	3	1	3	150
	(57.3)	(38.0)	(2.0)	(.7)	(2.0)	(100.0)
Use of security personnel at the main entrance/exit	87	59	2		1	150
	(58.0)	(39.3)	(1.3)		(.7)	(100.0)
Education/orientation of library users'	95	49	5		1	150
	(63.3)	(32.7)	(3.3)		(.7)	(100.0)
Digitization of rare library materials	95	48	4	1	2	150
	(63.3)	(32.0)	(2.7)	(.7)	(1.3)	(100.0)
Stamping of library materials with ownership stamps	93	40	12	2	3	150
	(62.0)	(26.7)	(8.0)	(1.3)	(2.0)	(100.0)
Checking in and out of the library users	103	41	3	1	2	150
	(68.7)	(27.3)	(2.0)	(.7)	(1.3)	(100.0)

Source: Authors Computation, 2017 using SPSS 17.0 . Note: Percentages in parenthesis

The result of the responses on the Strategies to enhance the implementation of library security for effective service delivery in Federal University lafia Library is presented in table 3 above.

The results point out that the strategies to enhance the implementation of library security are; Improve funding of university libraries, employ more staff in the library, improve lighting of important areas in the library, There should be stand by generator in the library, there should be security policy for the library, library should ensure the implementation of security policy; staff should ensure they report to duty on time, continuous security patrol by security officers for 24hours, use of security personnel at the main entrance/exit, education/orientation of library users', digitization of rare library materials, stamping of library materials with ownership stamps, Checking in and out of the library users, this is shown by responses of the library staff (75.3%, 62.7%, 58.0%, 64.0%, 57.0%, 53.3%, 60.0%, 54.0%, 57.3%, 58.0%, 63.3%, 62.0% and 68.7%) respectively, most of who strongly agree that the aforementioned strategies can enhance implementation of library security.

Discussion of Findings

The findings of the study are discussed under the following subheadings:

Types of Security Apparatus Adopted by Federal University Lafia Library

The findings of the study show that, majority of the library staff identified that Close Circuit Television (CCTV), A.V Security, Radio Frequency Identification (RFID) system, Panic Alarms, Parimeter Alarm system, Door Intrusion Alarms, Nexpa/Amaray secure cases, Alpha Security cases or Extreme-pac cases, Clear-Vu one-time and EM Security Tags are not adopted by federal university Lafia library. This is in agreement with the opinions of Akussah and Bentil (2010) who recommended that libraries should invest more in electronic resources, which will reduce to a large extent the incidence of user's physical handling of documentary materials. This will enhance multiple accesses to library materials with little damage. Freddie (2003) also advocated the use of electromagnetic security system in securing library collections because it is cost effective.

The Challenges Associated with the Implementation of Library Security

The result of the study revealed that, the problems the library face, throw a big challenge to the implementation of library security for effective service delivery. The findings indicated strongly agree to the poor budgeting/inadequate funding of the library and epileptic/erratic power supply to implement electronic security among others as the challenges faced by the Federal University Lafia Library.

These finding agreed with those of Ayong, Boatbit and Banbil (2014) who found out that in some cases libraries do not get the support of management in their attempt at enforcing security management protocols. Dwindling funding to universities and consequently to university libraries has also been cited as obstacles to implementation of security policies (Kelly, 2012 and Ajegboogun, 2004). The implementation of some policies such as electronic monitoring and surveillance system is expensive. Some university libraries therefore have no choice but to shelve such ambitions for cheaper options which have often proven to be ineffective at detecting and preventing breaches (Thanuskodi, 2009).

Strategies to Enhance the Implementation of Library Security

It is observed that the respondents indicated that out of fifteen identified factors, fourteen were appropriate as strategies for enhancing the implementation of library security for effective service delivery in the library. These strategies include improved funding of university libraries, employment of more staff in the library; improvement in lighting of importance areas in the library among others. The finding agreed with Maidabino (2012) who proposes the recruitment of competent and dedicated staff that are adequately trained to handle threats and should be supported with the appointment of a security supervisor and literate security guards as enforcement officers.

Recommendation

The following recommendations have been made based on the findings of the study.

1. As the university libraries serve as the memory of the institutions and the nation, there is the need for government, at the federal level to come to the aid of libraries through special intervention. The Federal Government can help in the provision and installation of electronic security systems in the library to further boost the security system.
2. The general security of the library should be seen by all the staff as a collective responsibility. The security of the library should not be left alone to an individual or management. This will make the staff to be security conscious at all times.

3. Where there are limited funds to provide for sophisticated security gadgets such as the close circuit television (CCTV) and other electronic security systems, alternative provisions such as frequent patrol of the reading areas, registration of personal property at entry points, etc. should be made to enhance the security system of the library.

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