UNIVERSITY LIBRARIANSHIP:
ISSUES AND PERSPECTIVES IN NIGERIA

A Festschrift in Honour of
Professor Raphael U. Ononogbo

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Library and Information Services Policies

Introduction

Library and Information Services Policies are principles and guidelines informing of activities to perform in the library and information centres. The policies that workers in libraries and information centres should adhere to in ensuring that procedures on all activities are followed; the rules and regulations guiding the use of library and information services and the dos and don’ts of the library are what are involved in library and information policies. All the policies are to ensure that librarians and library and information users do not offend.

In this chapter, library and information services policies will be deliberated upon under the following subheadings: Library Materials Selection Policy; Acquisition Policy; Cataloguing and Classification Policy; Circulation Policy; Reference Services Policy; Preservation Policy; Reservation Policy; Withdrawal Policy, and ICT Policy.

Library Selection Policy

The goal of every library is to have a sufficient number of “informational resources with sufficient scope, depth, relevance, and accuracy in a variety of useful formats for the purpose of providing information; education and instruction; cultural experience and growth; and meaningful recreation to the library’s public” (Wpl.lib, 2018). This can never be achieved unless there is a policy to ensure its implementation. Informational resources depict any materials that contain information to enrich ones knowledge. These include any form of recorded material whether printed or audio; bound or unbound; photographed or otherwise reproduced on tapes, discs and pictures. Inclusive are photographs, paintings, drawings, cartoons, graphs, audio and video cassettes, etc.
Selection has to do with the decision to choose, either a book material or an audiovisual material to be added to an existing collection. The choice to choose is the right of everyone involved in the selection but acquisition depends on many criteria.

In a university setting, materials' selection for acquisition in a library is done by the students, the other users of the library, the lecturers, the staff, and the librarians who have the final say because they have to crosscheck the selections for possibility of purchases. Selection does not automatically mean acceptance. Materials may be selected and not purchased for many reasons ranging from its age, availability in the market, funds available, departmental and educational need, currency, to its usefulness. Nigerian universities face National Universities Commission accreditation almost every year since different programs are at stake. This makes it pertinent that selection of materials for acquisition must have an eye on accreditation of programs of the university.

The purpose for selection is because not every material is useful for academic purposes. Some materials are useful for recreation and others for counseling. The goal of an institution should be considered when selecting materials. The academic level of the students and their course of study determine the type of materials to be selected. The curriculum of the institution plays a pivotal role.

Many libraries and information centres have acquisition librarians who are saddled with the responsibility of collating selected materials for possible acquisition. They work in collaboration with the university librarian who has the final authority to accept or reject the selections. Selections are based on desire and need. According to Haverhill Public Library (2018), though a public library, the principles are generally applicable:

**Specific Principles for Selection**
The following principles will help to condition selection: (1) Contemporary significance or permanent value (2) Accuracy (3) Authority of author (4) Relation of work to existing collection (5) Price, format and ease of use (6) Scarcity of information in subject area (7) Availability of material elsewhere in this community (holdings of the school and college libraries in Haverhill are considered in developing this library's collection), and (8) Popular demand – The library should make available materials for enlightenment and recreation even if not enduring in value, interest or accuracy. A representative sampling of experimental or short-lived material should be purchased

**Selection Criteria**
Anybody or institution or organization authorized to select library and information materials must be guided by the following as documented by Brooklyn Public Library (bklynlibrary.org, 2018). Materials are to be selected in accordance with one or more
The following criteria: (1) Popular demand (2) Contemporary significance of value (3) Scope and authority of the subject matter (4) Reputation and/or authority of the author, editor or illustrator (5) Literary merit (6) Relationship to the existing collection and to other materials on the subject (7) Price and availability (8) Format and arrangement (9) Scarcity of information in the subject area (10) Availability of material in the area, and (11) Attention of critics, reviewers and the media.

**Selection Tools**

Many tools are used in selecting materials for acquisition. These tools or aids should be given to members identified to have authority to select materials. Where the tools are limited, the selectors of materials must clearly state the address of where to acquire the materials and possibly the amount if known.

The selection tools include professional library journals, magazines, bibliographies, publishers' list, vendors' list, library catalogues, students' thesis and dissertations, book reviews in newspapers, and even from fliers. There may be other sources for materials selection including verbal information from friends.

**Materials' Selection Policy**

The purpose of any Materials Selection Policy is to articulate the collection goals and objectives of the owners of the library. From the beginning of this chapter till here it has been unequivocal on the rules, guides and regulations to use in selecting library and information materials for a library. It behoves the owners of the library to articulate their objectives for setting up a library and use it to formulate a policy. Many Nigerian academic libraries do not have selection policies, they just select at random based on available finance and on department’s accreditation. The selection of materials is sometimes left on the hands of the acquisition librarians. This essay has become an eye opener to academic libraries that have been contemplating on how to go about it. Formulate your selection policies from the guidance given in this chapter. Every selection policy will not be the same because the establishment's objectives are not the same. In any case, here are some standards from Brooklyn Public Library:

1. Attention of critics, reviewers, media, and the public
2. Suitability of format for library use and content
3. Suitability of subject and style for the intended audience
4. Importance as a document of the times
5. Relation to the Library's existing collection and other material available on subject
6. Authority, reputation, or qualifications of the author, artist, publisher, or producer
7. Organization and ease of use; clarity, accuracy, and logic of presentation
8. Cost and availability
9. Currency of information
10. Inclusion in standard bibliographies, webliographies, or indexes
11. Enhancement of existing Library collection to reflect:
   a. Importance of the title when compared with other works on the subject
   b. Importance of the subject matter or point of view to the collection
c. Adequate retrospective and current subject coverage

d. Adequate coverage when there is a scarcity of material published on the subject

(12) Representation of an important movement, genre, trend, or national culture

Artistic presentation and experimentation (14) Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials that reflect current conditions, trends, and controversies

Acquisition Policy

Acquisition means getting materials for use. There are many ways to do this. Materials are acquired by purchase, by donation or gift, by exchange, or by law (legal depository). After selection of materials, the department saddled with the duty crosschecks to ascertain the suitability of the selected materials according to the need of the institution and the availability of funds. Things looked for are currency of the material (year of publication), the edition, publisher (whether it is published or printed by the hungry authors and printers) and, of course, the type of binding. After selection has been made, ordering follows and this should have its own policy too.

Considerations under acquisition policy could be:

1. How many copies of a title should be bought?
2. Under what conditions a given number of materials should be acquired?
3. Should same number of different materials, for example books, CDs, Cassettes be purchased?
4. What makes any selected material acceptable – what qualifies a selected material for acquisition?
5. How many vendors should be called for negotiation and what criteria should be used to select a supplier?
6. Who makes up the committee, where applicable, to place order for the selected materials?
7. Will acquisition be centralized, that is, should one person or department be in charge of acquiring serials or journals, magazines, newspapers, books, CDs and other educational materials?
8. Will the acquisition be annually or when need arises?
9. Will money be shared equally to departments or according to the price of materials, that is, if books in Law are more expensive than books in Economics, should Law be assigned more money?
10. Should emphasis be on government publications, professional body publications, or on individual merits?

The suggestions made here are not exhaustive. Here is a policy on acquisition from University of Amherst library though it is a mixture of selection and acquisition policies.
The following considerations apply to all materials, regardless of format, recognizing that the format and content of the material under consideration may affect the degree to which individual criteria apply.

- Utility in teaching, learning or research
- Scope and content – comprehensiveness and depth of coverage
- Scholarly value
- Reputation of source
- Currency and timeliness
  - Computer books, especially computer manuals, published four years or prior are generally not purchased
  - Newer editions are generally preferred to older.
- Relevance to existing collections
- Physical quality and/or special features
- Inclusion in major indexing and abstracting tools or professional organization indexes
- Ease of use for users and accessibility for persons with disabilities
- Suitability for use on available hardware and platforms
- Consistently reliable response time and overall technical performance
- Cost, including both purchase price and on-going expenses for maintenance and continued access.
- Mode of access available from the vendor; e.g., Internet, LAN, single workstation
- Size of the potential audience
- Ability of the library to support and provide access to the resource (e.g., foreign language materials, technical demands)
- Convenience for users: electronic resources can typically be used by multiple simultaneous users
- Consideration of licensing restrictions on normal library activities such as Interlibrary Loan, walk-in user access, electronic reserves linking, etc.
- Versatility for users: electronic resources can often be repurposed and manipulated by users to aid in research
- Availability of material via patron driven acquisition programs
- Availability of standards compliant (for example, COUNTER) use statistics

Approved by SMG, September 11, 2013; Reviewed and endorsed by Research Library Council, March 7, 2014; © 2018 University of Massachusetts Amherst.
Cataloguing and Classification Policy

The concept of cataloguing and classification in library and information science discipline is hinged on knowledge organization. It is of no use having a building full of information resources in their types and forms without access to them. The essence of cataloging and classification therefore is to make possible accessibility and retrieval of information resources regardless of the form, size and location. The history of cataloging and classification is dated back to after the Revolution when historical societies were formed to gather materials of historical importance to the state and territory. The materials had to be safeguarded and this necessitated the establishment of libraries. The Library of Congress was therefore, established and saddled with the responsibility of housing state documents.

Cataloguing has been defined by Onuoha and Unegbu (2015) as the process of preparing catalogue entries according to standard rules. Cataloguing can be looked at in two distinctive ways: descriptive cataloguing and subject cataloguing. While descriptive cataloguing describes an item’s physical attributes including the main entries and access points, subject cataloguing determines what the item is about and expresses these using the accepted subject headings and call number. According to Broughton (2004), classification is everywhere as it is natural to the human mind to classify, essentially if we want to make sense of the world which is full of unique creatures and objects. Classification of library resources is a major activity that is central to library operatives. In library and information resources management world, it is not only essential to classify information resources but also necessary to put in place systems that enable cataloguers to organize stored information resources in a way that allows us to find it whenever the need arises. To carry out the task of classification in any library, there are tools to be used by the information specialist. These tools are Classification Schemes and Subject Heading Lists. Classification schemes are of different types and so are their uses for different types of collection (library). Some popular classification schemes are Library of Congress Classification Scheme (LC), Dewey Decimal Classification Scheme (DDC), Universal Decimal Classification (UDC), Moys Classification Scheme (MCS) while the two most known subject headings list are Library of Congress Subject Headings and Sears List of Subject Headings.

Broughton (2004) emphasized that classification is a fundamental tool in the process of organizing a collection and in the complementary process of searching for and retrieving information. In any system of classification, two ideas are essential and these are grouping and ordering. Grouping is the act of putting like with like and separating unlike and the principle used in doing this is referred to as principle of division or characteristics of division. Ordering on the other hand is the grouping together related terms or concepts. Since emphasis in Librarianship and Information Resources Management is on the mechanism by which information is
organised and retrieved for use rather than information itself, it is important that the 
information specialist is versatile with the use of the classification tools to ensure 
standardization as well as easy access to his/her organization’s resources. Aina (2004) 
posits that libraries should have a list showing records of all information carriers in a 
collection through the access points of author, title and subject and how such 
materials can be located must be provided. Indeed, for users of the library to make the 
most effective use of a library’s resources, the nature, extent, interrelationship, and 
location of these resources must be clearly identified. Every item in the collection 
must be described using a standard format. It is therefore the task of an information 
specialist to see that information materials are arranged in such a way that every 
reader will find his or her book by effectively organising material in a manner that 
would assist users to identify and locate necessary information materials. To achieve 
global standardization in the description of library information resources, there are 
standard rules or policies that guide the information specialist in cataloguing the 
resources. An example of a typical cataloguing and classification policy is hereby 
presented.

Ingredients of Cataloguing and Classification Policy

Purpose of Policy Statement
The purpose of this policy is to inform individuals about (name of library) approach 
to bibliographic metadata in order to achieve consistent definitions and application of 
standards.

Who can Catalogue and Classify?
This policy applies to anyone who adds bibliographic data directly to the Library 
Management System, or who contributes data in other format, such as Excel, that is 
subsequently repurposed into catalogue records. This includes library staff and 
students on industrial attachment especially those that specialize in cataloguing and 
classification. The library cataloguer works to make the library resources readily 
accessible to all its patrons by cataloguing and classifying new materials and by 
performing the following activities:

1. Preparing bibliographic metadata to represent collection resources, using applicable 
   standards to enable discovery and access and provide efficient inventory control.

2. The above shall be achieved by creating catalogue records of all information 
   resources owned by (Insert name of the library) in the Library Integrated System.

3. The catalogue record shall provide accurate bibliographic descriptions of the items 
   with searchable access points such as subject headings, name, title and series entries 
   according to the Anglo- American Cataloguing Rules, Second Edition.

4. Cataloguing and Classification of all resources shall be done according to the 
   international standards using the following tools:
- Anglo-American Cataloguing Rules, 2nd edition, 2002 revision
- Library of Congress Classification Schedules
- Library of Congress Subject Headings
- Online Computer Library Centre (OCLC)
- Library of Congress Classification Online

This applies if your library uses LC classification scheme, if not, other tools applicable to the classification system your library uses takes effect. For example, if your library uses DDCS then your tools will be:

- *Dewey Decimal Classification Scheme* (Tables, Schedules, Index)
- Online Computer Library Centre (OCLC)
- Dewey Decimal Classification Scheme Online

v. Making Export of catalogued materials and Authorities from OCLC and making Import of catalogued items and Authorities into our library management system.

vi. Priority shall be given to cataloguing resources which support programmes offered in this institution.

vii. Catalogue metadata may be reviewed and updated to meet changing standards, technical requirements or to enhance access.

viii. Materials for Faculty/Departmental libraries shall be integrated into the Library online catalogue. These materials are assigned a location indicating that they are shelved in the faculty/department. This will also apply to sections in the library.

ix. The assignment of location to materials shall be predetermined by the physical format of the item for instance Serials, Reference materials, Textbooks, Reserved Books etc.

x. Physical preparation of items for use by the public shall include bar-coding, call number labelling, and secret page for book protection

xi. Catalogue metadata shall be provided at the earliest time feasible for use.

xii. This library shall maintain Authority Note of items catalogued and classified to ensure consistency in forms of terms (names and subjects) used in other to facilitate discoverability.

In addition to the above guidelines, a Library may also use other ways of describing and making accessible resources in the Library's collections when appropriate. For instance, finding aids that provide information on the arrangement, context and content of collections of personal papers are accessible from the Library catalogue.
These finding aids, summaries, transcripts and lists provide more detailed information than could normally be stored in a catalogue record.

Even though cataloguing and classification is central to library operatives, information gathered from some library managers at the time of this write up revealed that not many libraries in Nigeria (if any at all) have any form of written policy that guides their cataloguing and classification activities. Operatives are based mainly on experience and knowledge gathered from library school. It is suggested that stakeholders should come up with an acceptable policy in order to ensure consistency and standardization in our libraries. Just as we are being taught in library schools, libraries must have policies suitable to their operations. There may be some peculiarities but the basic rules must apply.

**Circulation Policy**

Circulation policy contains guidelines for maintaining accurate, efficient, and consistent service procedures in any library. Individual libraries may have policies that apply to particular materials or patrons in addition to the standard rules guiding circulation activities in libraries. It must be noted that circulation is still a major function of almost all libraries. Circulation policy normally would take care of operations such as library membership, registration, patron account management, borrowing privileges, checking out and checking in of library resources, and so on. A typical circulation policy in an academic (university) library may look somewhat like this:

**Circulation Policy for (Name of Library) Library**

**Purpose of Policy Statement**

This policy is to allow (Name of Library e.g. Laz Otti) library to serve all patrons in an accurate, consistent and accountable manner. This policy shall be enforced by library staff in order to maintain equitable treatment of all that use library facilities and services.

**Library Membership**

Membership of this Library shall consist of the university community (staff, students and researchers). In addition, university council members, alumni of the university, members of university senate who are not members of staff and external users (students of other institutions and freelance researchers). Membership shall be free for all categories of users except external users (freelance researchers). There shall be annual membership of five hundred (N500.00) per student and one thousand (N1,000.00) for freelance researchers. Students from other institutions shall pay one hundred (N100.00) per week. This is just an example of what should be obtained. Amount payable differs from library to library and according to the esteem held with the resources.
Registration
In order to register as a member of this Library, students shall provide their biot data form in addition to the fee stated while members of staff shall provide identification. Alumni and members of university senate who are not members of staff of this university would require a letter of introduction plus a valid identification. University Council members, members of staff (academic, senior members of administration and technical) shall register freely with valid identification. Students from other universities and freelance researchers shall present letter of introduction from their respective institutions plus a valid identification for library registration. In addition to the stated items, all intending patron shall provide a recent passport photograph for registration purposes. Those who are to pay for registration must be guided on how to remit the money and to present their evidence of payment before they are allowed to use the library.

Recommended List of ID includes: valid staff identity card; valid voter registration card; valid driver’s license; valid national ID card; student ID; letter of attestation from your village head; letter of attestation from your local Pastor or Imam; any other requirement as the institution deems necessary to avoid mistake. All these requirements are not universal. All are not necessary for all libraries. You only select those that pertain to your type of library.

Access to Library Materials
Upon registration, users shall have access to ALL information resources available in this Library. Access to electronic resources shall be through remote Log-in access on request. This shall be provided free of charge to users. Password to assess the electronic materials will be given after due registration as a bona fide user of the library according to the conditions for borrowing.

Borrowing Privileges
All staff members, students, council members and members of university senate are eligible to borrow books from this Library while alumni members and external users shall be eligible to reference services only. Patron must provide valid library registration card to qualify for borrowing of library book and their account must be in good standing to borrow materials. Borrowing shall not be done by proxy but in person.

Loan period
The regular loan period for staff members, council members, postgraduate students and members of senate is 60 days while undergraduate students can borrow for 28 days. This varies from library to library. One of the criteria to be used to determine the duration of borrowing is the quantity of library resources available. Another is the number of users.
Loan Limits
Maximum books loanable to undergraduates at a go shall be decided and incorporated in the policy, to some it may be 2 books while to others it may be 3. Other category of users can borrow more or less as the policy stipulates. Laptop loan shall be available to all library card holders at the rate of fifty Naira (N50.00) per day.

Renewals
Renewal of borrowed materials can be done twice. This shall be done physically. However, materials to be renewed shall not be one on high demand nor on reserve for another patron. Renewals shall be done on or before the due date. Materials can only be renewed when nobody is on “waiting” list for it.

Reserving Materials
All circulating materials may be reserved for library card holders if not available on the shelf. This may be done in person, by telephone or by e-mail. Circulation staff shall notify the user as soon as the material is available and user will have one week to pick it up. Users shall not be allowed to reserve reference materials, DVDs, CDs, and media resources.

Return of Materials
Library materials shall be returned to the Library on or before the due date to avoid fines. This shall be done within the Library’s hour of operations e.g. 8am – 10pm. This may be done in person or by proxy. Some western libraries where trust and honesty are esteemed virtues, the returned materials may be kept in a designated place until the library opens to pick them up. Policy should state the mode of return of borrowed materials.

Loss of Privileges
A user’s access to materials may be limited due to overdue materials or fines. In this case, a user’s card may be blocked, and no circulation services may be obtained with it if, for instance the patron has 5 or more overdue items, or owes some amount in unpaid fines.

Fines
Patrons are responsible for returning borrowed materials on or before the due date. Failure to do so shall attract a fine. Overdue materials incur a stipulated amount of money as fine. The amount is according to the library’s policy. It may range from 100 Naira to 500 Naira according to the material borrowed and the library involved.
Payment of Fines
All fines shall be paid to the Library and receipt shall be issued. Patrons may pay all or a portion of overdue fines. However, a patron's record will remain blocked until the fines are fully paid. The authority to collect the fine should be stated.

Overdue Notices
Patrons shall be notified by staff when materials are overdue. Notices shall be sent as a courtesy via e-mail, telephone or letter or form. Failure to receive notices does not exempt patrons from the responsibility for payment of overdue fines because they already know.

Lost/Damaged Items
Library members shall be responsible for all materials while on loan to them. Therefore, it is obligatory to report lost or damaged items at the earliest possible opportunity to stop the accruing of additional overdue fines. Loss or damage of library material shall require payment by the borrower at the current cost of item plus a processing fee to be determined by the library. Replacement copies or donations for lost items may not be acceptable. Where they are acceptable, if the condition of the document is good, the processing fee will also be paid.

Purging of Inactive Patron Records
Patrons' accounts shall be automatically marked inactive when the patron's privilege expires. Patrons' accounts that do not reflect fines, items checked out or claims returned activity will be deleted automatically one year after being marked inactive.

Copying of Materials
Every library adheres to copyright laws in Nigeria with regard to the use of photocopying to reproduce all or a substantial part of another person's intellectual property. Though fair deal is allowed with some works for the purpose of research, private study, review or criticism, the responsibility of determining whether permission is required as well as obtaining permission shall be that of the person making the copy. Library staff shall not participate in any act capable of copyright infringement. The type of materials allowable to be photocopied should be part of a library's policy.

Printing
Amount to be charged for printing, especially from electronic resources, shall be stipulated. Some libraries charge between five and ten Naira per copy. Photocopying and printing of materials should be encouraged to prevent or minimize theft and mutilation of documents or library materials.
Circulation policy governs most of the interactions between any library and the patrons. It is a guideline that cannot be overlooked by any library. Enquiries at the time of this write up reveal that many academic libraries in Nigeria do have circulation policy. However, the details may not be comparable to what obtains in libraries in the developed parts of the world.

Reference Services Policy
Reference collections are characterized by their ability to provide information and to summarize, condense, or give a comprehensive overview of a topic. Reference collections also referred to as reference sources can appear in both print and electronic formats and they are consulted in order to provide specific information to library users. Nowadays, reference resources are increasingly available online; although there are some sources in particular topics such as local history and genealogy that remain accessible only in the library. The reference collection may contain any materials necessary to answer the informational needs of library users. Those materials exist in multiple formats, not merely books, but also electronic databases, online collections, and other emerging technologies that will be evaluated under the selection criteria as they arise. Selection criteria of particular importance for all reference sources are: accuracy, user-friendliness, uniqueness of information, authority, documentation, and searching flexibility.

Reference works may be acquired in electronic format, depending on availability, cost, and appropriateness of format to the anticipated type of use. Reference Service assists, educates, informs and empowers library users in all areas of knowledge through availability of expert staff and access to a broad and in-depth range of authoritative resources and collections. Basically, reference collections are not to be borrowed. A typical Reference Services Policy would state clearly the type of reference collection to be housed, conduct of services providers, category of users that can access the collections, how reference questions should be treated (whether openly or confidentially), whether users' are permitted to ask queries over telephone or must come in person, and so on. In addition, a good reference services policy must have a stated purpose/goal and objectives suitable to the operatives of that library. So, a typical reference services policy would look somewhat like this:

Reference Policy for (Name of Library) Library

Purpose of Policy Statement
The Reference Services Policy in this library (name of the library) is to provide standards for library staff in ensuring that same quality of service is provided to all library patrons regardless of age, race, gender, nationality, educational background, disability, sexual orientation or any other criteria which may be the source of discrimination.
OR

The general goal of this policy is to meet the information/research needs of users (category of user could be mentioned) accurately, efficiently, and pleasantly. It is also our goal to provide our users with instruction so that they may become independent in their use of library resources.

Types of Reference Service

i. The reference collection in this library shall include general and research-oriented dictionaries, encyclopaedias, biographies, bibliographies, indexes, directories, almanacs, handbooks, and statistical sources. In addition to print copies, electronic reference resources shall be subscribed to depending on availability of funds.

ii. Staff shall provide assistance in finding the answer to specific reference questions.

iii. Staff shall assist in developing research strategies for reports, term papers, theses, and dissertations.

iv. Staff shall provide instruction in the use of the Library and its resources.

v. Staff may refer user to other appropriate sources or institutions when the query cannot be answered to the satisfaction of the client using this Library’s resources.

vi. Assistance shall be provided on online search service.

vii. Staff shall provide orientation to the Library through tours, tutorial sessions, subject specific workshops, etc.

viii. Service to the public receives priority over any other duties.

ix. Reference questions shall be treated confidentially.

x. As much as possible, in-person reference shall receive priority over telephone queries.

xi. Staff shall exhibit model reference behaviour always.

xii. Staff will rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions.

xiii. Staff shall also use professional judgment in determining how best to serve each customer’s reference needs.

xiv. Staff shall always cite the source of the answer to user’s queries.

xv. There shall be no time limit to providing answer to reference queries.

xvi. Because telephone reference generally falls into the Ready Reference category, it should take no more than 5-10 minutes.

xvii. For long and/or complex questions, reference staff will follow-up with the library user by calling them back or another mutually agreeable means of communication.
If there are a number of library users needing assistance, requests that are directional or brief in nature may be given priority over lengthy or complex questions.

Answer to complex or subject specific nature questions could be forwarded to user’s e-mail.

Reference staff shall not guarantee the validity or accuracy of information retrieved from the internet.

Staff reserves the right to refuse to answer questions considered offensive and inappropriate.

Therefore, profane, racial epithets and intrusive personal questions should be avoided by users.

Reference staff shall make every attempt to provide information and reference assistance for all forms of inquiries in real time, when it is needed, regardless of where the patron is; and in doing so, he/she will painstakingly provide authoritative answers to questions. If it is an academic or college library, there may be a caveat stating that reference resources, be it print or electronic, will be those relating primarily to the institution’s programs. Depending on the type of library, reference policy could extend more than the example given in this discourse. The above listed is not exhaustive. Library management could beef this up to accommodate their goal of the needs of their patrons. However, it is not certain if there is any form of written policy governing reference services in Nigerian libraries as revealed by enquiries and literature search during the course of this write up. In view of this, it is suggested that library and information professionals especially reference librarians come together to formulate an acceptable policy to guide reference services activities in Nigerian. There could be an adaptation of what obtains in other libraries of the world with the 21-item sample here given.

Preservation Policy

Preservation is the art of ‘keeping safe’, ‘maintaining’, ‘retaining’, and ‘keeping alive’. Preservation, as it applies to library and archive collections, can be defined as ‘all managerial, technical and financial considerations applied to retard deterioration and extend the useful life of (collection) materials to ensure their continued availability’ (National Library of Australia, 2004).

A preservation policy is an essential component of a collections management framework, regardless of the size of the collection or organization. It sets out an organization’s approach to preservation, addressing the questions of what needs to be preserved, why, for what purpose, and for how long. The policy clarifies the responsibilities of all concerned, staff, volunteers and users alike. It enables organizations to set and validate priorities and to review long-standing practices.
Preservation strategies, work plans, procedures and processes should all follow from a preservation policy. Building a successful preservation policy relies on a clear sense of purpose, widespread collaboration and good communication. A comprehensive preservation program includes a system of plans, policies, procedures, and resources required to care properly for and prolong the life of the library’s collections (Njeze, 2012). An active preservation program conserves collections through the application of preventive and corrective measures and promotes respect for the library and its holdings (Ogbodo, 2011). The preservation policy should cover the following points:

1. Restrictions on the type of material that can be exhibited or loaned
2. Conditions for security and handling
3. Environmental standards required and levels of illumination
4. Design of shelves and types (made of iron, steel, wood)
5. Security provision in the display area or in the open stack
6. Responsibility for insurance
7. Fumigation of the store or the stack (number of times in a year)
8. Eating or drinking to prevent food dropping and liquid spilling which attract insects

These are some items that should be considered when drafting a policy on preservation of library and information materials. They are not exhaustive but should help beginners. Preservation policies could be gleaned from these suggestions.

**Reservation Policy**

Reservation is a condition of use of some library materials. To reserve a material means that the material should be kept aside for a short period use – they are materials for a shorter loan period. Some could be overnight, 2-hour use, 4-hour use, 2-day use and so on. Materials on reserve are usually kept because of the limited copy or according to lecture’s instruction, may be, there are many students doing a course while the copies of material to be used are limited. The lecturer may mandate the librarian in charge to allow the use of such material for a 2-hour use per person so as to go round all the students. Reserve items may be on “closed reserve” which means that the items should not be taken out of the library. Other items may be on “permanent reserve” which means that they are always on reserve, they cannot be sent to the open stack. All these are what to be considered before any reservation policy should be made.

Olabisi Onabanjo University in Ogun State, Nigeria has a policy on reservation and it states as follows:

a) Reservation may be made on books out on loan. However, such reservations are cancelled if not collected within three days after notification of availability.
(b) Books in constant demand by readers or when specially requested by Faculty staff or students, are removed from the open shelves and displayed on reserved shelves at the Circulation Desk for a specified period.

(c) Reserved books may be consulted only within the Library for a period of two hours at a time, after which they must be returned to the desk for the use of other readers.

(d) Failure to return ‘Short Loan’ or, reserved books when due incurs a fine of Ten Naira (N10.00) per hour or part of an hour overdue (Olabisi Onabanjo University, 2014).

Many other libraries have reservation policy that guides them in the discharge of their duties. Oregun State University has its own reservation policy but it dwelt more on rooms’ reservation instead of the reservation of educational materials. For examples, the Library may ask any occupant to leave a study room if complaints are received. Failure to leave a study room when requested by library staff, regardless of reason, may result in loss of the privilege to use study rooms, a referral to the Student Conduct office, or a referral to campus Public Safety.” (Oregun State University, 2016)

Reservation policy has to include how long a material has to be kept for a potential user. How long a material on reserve should be held by a user. The policy should state the conditions that qualify a material to be on reserve. Who are qualified to declare a material for reserve. Determine the penalties to be paid when the material is misused, lost, overused. Whether materials on reserve should be borrowed or not, and for how long?

Withdrawal Policy
This is a collection development policy that guides libraries in the weeding of their materials that are not in constant demand and use. This is also referred to as weeding or discarding of out–dated or worn out resources of the library to ensure economical use of library spaces.

Criteria for Discarding
i. Material out of date
ii. Worn out or in need of mending
iii. Duplicate copies
iv. Not have been used for 3-5 years
v. Books which have ceased to fulfill their purpose in the library

As a general rule, material to be discarded will not be rebound if it meets the criteria for discarding.
Disposal of Withdrawn Materials

As part of withdrawal policy, after materials have been withdrawn, their way of disposal should be made clear. Some of the stated ways of disposal could include:

1. Gifts to other libraries: Materials in good condition which are found to be inappropriate for the library's collection, no longer needed, or of a special research nature may be given to other libraries. Local libraries will receive first consideration for such gifts.

2. Book sales: Outdated, damaged, or worn materials which may be of interest to others will be sold to them. Books not sold will be disposed of at the discretion of the library board.

3. Discards: Materials of very limited use to the general public (old statistical reports, out-dated directories, documents, etc.), reference books owned by the publishing companies which the library is not permitted to pass on, and materials in very poor physical condition are discarded.

4. Discarded materials could be shredded, pulped, burnt, or destroyed by any other means according to policy.

ICT Policy

Information Communication Technology (ICT) is ruling the world today. It cannot be avoided. The old “generation”, those above the age of 60 years, is finding it difficult to assimilate. As the saying goes, if you cannot beat them, join them. This generation cannot do without ICT, so the old generation should try to learn or they will be frustrated. The Internet enables access to valuable information resources in many different formats (Chris, 2003). The Library does not deny legitimate access to information by any library user but recognizes that such a resource may be open to misuse and abuse. Therefore policy should be produced in order to safeguard the interests of the library fraternity. The ICT policy may include:

i. Library assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of accessing the Internet.

ii. Access to Library is available for all. Anyone wishing to access the computers enrolls as a library member, although those users who are not library members can be authorized to use by the library management.

iii. The use of computers is free of charge. Any assistance on related services is also free.

iv. Users may save their work on the hard drive of the PCs they use but they MUST ensure they delete it before the end of their respective sessions. Backing up is entirely
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...their way of could include: they are found to be of a special research first consideration may be of interest to the discretion of the statistical reports, by the publishing materials in very poor Withdrawal-royed by any other today. It cannot be finding it difficult to m. This generation irm or they will be resources in many legitimate access to resource may be open to er to safeguard the... indirect or indirect, access the computers library members can related services is also use but they MUST ticking up is entirely the user's responsibility. Downloading inappropriate information in form of text, still or motion pictures or in any other form is NOT allowed.

v. Library staff will try whenever possible to help users in the proper/correct use of the computers. Although library staff may be able to provide some assistance on the use of the hardware and software provided for use, they are not authorized to provide any assistance with completing or advising commercial or personal transactions.

vi. The library users should be aware that the University and/or library security systems are capable of recording all transactions, website visits and emails made on library computers. Any public access of illegal, offensive or controversial material may be subject to further action. Nigeria, as at today, seems not to have any policy on ICT in education. The Ministry of education, however, created its ICT department and several government agencies and stakeholders in private sector have initiated ICT-driven programmes to impact all levels of educational sector. Poor electricity and telecommunication infrastructure are the major challenges to ICT in Nigeria.

A sample of a good ICT policy for libraries from the University of Kenyatta is hereby presented:

Policy for Accessing and Using ICT Facilities in Kenyatta University Library

Access to the World Wide Web is available free of charge at all Kenyatta University libraries. The access currently provided enables users to browse the Internet to access the online resources subscribed to by the Library and those available on open access.

Using the Internet
1. By using our ICT facilities to access the Internet you are agreeing that you will not access any material which:
   - Is obscene, racist, defamatory or illegal
   - Causes harassment or gross offence to others
   - Would be a breach of copyright

In addition, you are agreeing that you will not interfere in any way with the hardware, software or general operation of the PC. Any user must stop any activity if requested to do so by a member of staff.

2. All users are expected to demonstrate a responsible approach to the use of resources made available to them, and to show consideration for other users, both using the Libraries' facilities and with whom they may come into contact on the Internet.
3. The Library does not accept responsibility for slow network responses, non-availability of websites, and the content of any e-mails received by users, other users retrieving information left on open files or any loss resulting from use of a credit card over the Internet.

4. It is requested that only one person use a computer at any one time, unless assistance is required.

5. The Library has no control over the information accessed and cannot be held responsible for the content or quality of the information retrieved.

6. Appropriate filters and monitoring software are installed on computers. This has been done to restrict access to sites considered unsuitable.

7. The use of personal CD ROMs is allowed, subject to “Using the Internet policy no.1.”

8. If a virus warning message is displayed on the computer please tell a member of staff.

There is also Internet acceptable usage policy which does not deny legitimate access to information by any library user but recognizes that such a resource may be open to misuse and abuse and therefore cautions against that.

In conclusion, there is the need to establish policies and implement them in all types of libraries in Nigeria. This would ensure equal access and facilitate library usage among citizens of the country.

Summary
Basically, library and information services policies can be regarded as a set of rules or principles guiding the operations and use of library information resources. These rules are globally acceptable and serve as guides to library and information professionals in the performance of the various routine activities that are carried out in any library. Library policy can be defined as carefully designed, broadly stated written guidelines for actions and decisions of the library. A typical library policy should be consistent with its mission. For instance, when we talk of collection development in libraries, there are basic principles to be followed. So also in cataloguing library information resources, there are guidelines in classification of resources depending on the type of classification scheme in use. Regardless of the type of library, it must be borne in mind that certain library operatives are guided by some principles often referred to as library policies.
On a general note, research has revealed that there are existing policies for almost all library operations especially in the Western world. However, one is not so sure of the situation in Nigeria. As a result, it is suggested that library and information professionals in Nigeria come together to formulate policies that would guide library and information services in our libraries. Heads of libraries and senior colleagues in the profession could form a consortium to share their wealth of experience in this regard. It is obvious from the examples given in this discourse that, though there are general rules, some rules are peculiar to each of the libraries depending on the mission statement of the library and the category of patrons it serves. Nigerian Libraries can adopt any of these policies to suit their situation and circumstances.

References


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Issues and perspectives associated with university librarianship in Nigeria constituted the content of this festschrift. The thirty-three chapters that made it in this book didactically present the operations, services and management of university libraries in Nigeria. The first chapter is on the life and journey of the honouree, especially his university education from physiotherapy at Obafemi Awolowo University, Ile-Ife, Nigeria, to LIS at University of Ibadan, Nigeria, and later, Loughborough University, United Kingdom. Also, part of the first chapter is the working experience of the honoureee from one institution to another, till his retirement as a Professor of LIS.

Other chapters that made it are current trends in Nigerian university libraries, personnel management in Nigerian university libraries, information resources in Nigerian university libraries, functions and services of university libraries, administration and management of Nigerian universities, organizational patterns in Nigerian university libraries, operational standards in Nigerian university libraries, and funding of university libraries, collection development in Nigerian university libraries, technical services in Nigerian university libraries, readers' services in Nigerian university libraries, and library and information services policies. Also, included in the work are information literacy programmes in Nigerian university libraries, marketing of information products and services in Nigerian university libraries, readership promotion in Nigerian university libraries, academic status of librarians in Nigerian university libraries, university libraries and programme accreditation, fee-based library services in Nigerian universities, library cooperation and networking, ICTs and Nigerian university libraries, institutional repositories in Nigerian university libraries, Nigerian university library buildings, stock evaluation in Nigerian university libraries, capacity building in Nigerian university libraries, statistical compilations in Nigerian university libraries, and a comparison of public and private university libraries. This scholarly work also looked at user misdeemeanour in Nigerian university library system, the university librarian in Nigerian university system, knowledge management practice in Nigerian university libraries, social media and university libraries in Nigeria, 21st century advocacy tactics for sustainability of university libraries in Nigeria, and challenges and prospects of Nigerian university libraries.

Again, focused on university librarianship in Nigeria, this book is a rich compendium of facts, data, information and knowledge that would serve as a teaching, research and reference resource in the Nigeria's rapidly increasing university libraries and LIS Schools. It is believed that a publication of this nature, contributed by sixty-nine outstanding scholars, deepens library practice, widens the frontiers of LIS education, and thus, fills the obvious gap in published knowledge on university librarianship. Wishing you a happy reading!

– The Editors