

Needs Assessment for the Enhancement of Academic Library Products and Services: A University of Jos Review

Gilbert Paul Igboechesi¹

Librarian II, University of Jos, Nigeria
igboechesig@unijos.edu.ng

Thomas Akinbayo Adigun¹ (PhD)

University Librarian, University of Jos, Nigeria
atadigun@hotmail.com

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Abstract: *Users remain the defining force in academic libraries; the core relevance of the 21st Century academic library is anchored on its ability to meet the needs of its ever evolving users. This means that the any present vibrant academic library is largely determined by the pedigree of library management and the librarians in place; those who understand the merit and demerit of every service rendered at the library or potential service to be rendered. They are tenacious in offering every service with the view to developing the confidence needed at the library. This paper looks at the needs assessment for the enhancement of academic library products and services in the University of Jos library. Dwelling on the current issues it is facing arising from the changing contexts of librarianship and the clientele in its daily operations. This research involved collaborative and participatory/case study approaches in the investigation and addressing the practical issues with the UJLib and generating of solutions in several departments of the library like circulation/readers services, acquisition, cataloging, system unit, feedback and evaluation of service, training and retraining of staff etc. Among the diverse propositions, the paper concluded by recommending that there is a need to approach these identified issues with creativity and intentional steps towards realigning UJLib to greater heights.*

Keywords: Academic Library, Product and services, Assessment and Enhancement of Academic library, University of Jos Library.

INTRODUCTION

Advancements in the current information society have exponentially increased the nature and value of information as a vital product for global development in every sphere. The growth has

Publication of the European Centre for Research Training and Development-UK also advanced different formats of accessing this information. Libraries play a critical role in making sure that quality, current and reliable information are made available for users. One of the pertinent libraries that promote this is the academic library where a lot of research takes place. The need to critically evaluate the viability and operations of academic libraries remains a process that is welcomed.

Background

The University of Jos Library (UJLib) was established and organized from 1972 through 1975; the idea of an academic library naturally came with the establishment of the institution as an integral part of any academic institution. Its growth has surged over the years from a library that started with 1000 volume of books in 1972 to the provision of metadata for over 8 million+ resources in its physical and online collections, ranging from tradition hard copies to digital/electronic resources in its present services. Through its diverse information services, it has supported all community members of the institution by encouraging excellence in teaching, learning and research amplified by the 1,500-seating capacity edifice at the Naraguta campus (permanent site) with physical study spaces to effectively deliver library services.

As approved by the UJLib Board in 1979, the philosophy of the library is a Teaching library (Akintunde, 2022). The “Teaching Library” philosophy of the university library necessitated the establishment of subject libraries. These subject libraries are managed by academic librarians with their offices beside the information resources of the disciplines that are under them so that they can easily be reached. The term “disciplines” was used because each subject librarian covers a faculty, meaning that the “subject” here stands for “faculty”, that is faculty librarian. Thus, a subject librarian covers all the disciplines in a particular faculty under his/her control. One of the primary reasons for the model at the university was that the Subject Library was more or less “The Model” between mid - 80s and early 90s in African university libraries as it is a service model that joins users to librarians for the responsibility of developing library collections. According to Avafia (2016) as cited by Akintunde (2022), an earlier study of the operation of subject libraries in African University libraries found that the University of Jos was the only institution that practiced it in its purest form. Presently, based on working experience at UJLib, it has been discovered that whereas the library had conceptualized this model, the operators (Library management, librarians and faculties) were not fully utilizing its potentials. This may be due to their limited understanding/awareness or lack of operational capacity on the part of the parties involved. UJLib is made up of different departments (also called units) carefully put in place to run her daily operations according to their unique needs. Presently, the departments are

1. Circulation department
2. Acquisition department
3. Cataloguing department
4. Serials department
5. Document and special collections department
6. Systems/Digitization/Electronic Library department

7. Subject libraries
8. Bindery

Over the past decades, UJLib has continuously developed steadily, especially in the inculcation of information communication technology (ICT) services. The earliest step was in the digitization of its library collection to electronic formats in the early 1990s (Akintunde, 1999). UJLib currently runs her Online Public Access Catalogue (OPAC) since 2010 using the Virtual application as the Library Management System. From 2014, the conversion of its catalogue records was undertaken using the web-based Integrated Library Software; KOHA. The adoption of the KOHA software enabled the integration of other modules in the software to be functional; circulation, acquisition and serials systems. There is also adoption and development of Electronic databases, with subscription to online databases in various disciplinary fields most of which provide access to a variety of full-text journals and other materials. The Internet is also part of the services UJLib uses in discharging her services. It also prides itself with the first Institutional Repository in Nigeria which it adapted in 2009. This way, UJLib strengthened a culture of excellence in its immediate community and the international research community through the provision of quality services relevant to the needs of the institution in particular and the world in general. Several fire disasters that have affected UJLib and the obvious loss of data/information resources in its local server, Cloud computing, which is a virtual technology, with unlimited capacity for libraries to host all their resources, the UJLib is now fully integrated in the cloud to help mitigate challenges of efficient access information resources due its exponential growth. Library learning spaces of the UJLib is one that is equally vast, remodeled/re-conceptualized according to modern standards with library physical spaces and virtual spaces to encourage access to quiet study as well as group work areas within a networked environment thereby fostering independent and collaborative research among students in ways that encourage flexible research activities for staff and students. This paper dwells on the current issues UJLib is facing arising from the changing contexts of librarianship and the clientele; with respect the perspectives of professional staff members and the ever evolving users community at the University of Jos Library. It aims to proffer solutions to identified challenges limiting the daily operations of UJLib by suggesting new opportunities in enhancing information services at the library.

Objectives

The paper is anchored on the following research objectives:

- a. Illuminate on the current products and services presently undertaken at the University of Jos Library
- b. Identify current limitations in the products and services presently undertaken at the University of Jos Library
- c. Suggest ways to enhance the products and services presently undertaken at the University of Jos Library to meet up to modern standards for optimum service delivery

METHODOLOGY

PAR (Participatory Action Research)

This research involved collaborative and participatory approaches in the investigation of practical issues with the UJLib and the feasible ways to generate solutions that could address the practical issues observed. Because PAR enhances research relevance, impact and develops capacity and skills among participants, this made Participatory Action Research (PAR) and case study research design apt for the study as the study dwelt on equal partnerships between the researchers (academic librarians) to observe, reflect on their experiences, learning and outcomes, generate knowledge and take action. By using PAR and case study in this study, the researchers co-created knowledge and solutions that could lead to more effective and sustainable outcomes in UJLib.

Enhancing the University of Jos Library Products and Services

Over the years, especially after the renovation of the central library in Naraguta campus, there has been increase in the use of the library facilities by users especially because of the usage of its creative learning space. Figures show that in the peak periods of the library, it has improved from 50,000 thousand students in 2016 to 85,000 in 2024 in a month. In the quest to serve these users better and possibly increase value and our patrons' base, the following observations and propositions are put forward by the researchers to improve on the model and capacity of services rendered to the users based on the challenges of daily operations:

Circulation/Readers Services (CRS)

The face of every academic library is largely determined by the quality and professionalism of the staff at CRS of the library because it is the first point of call in the library. The manner of library service-patron relationship is very apt as it determines the level of users interest and satisfaction. For optimum efficiency, CRS requires a modern professional librarian to head and direct its activities so as to spur the use professionalism in handling users needs. Depending on the need of a patron, the CRS should be able to direct and guide such patron to get the desired information. The CRS should also be able to champion the Current Awareness Services (CAS) activities to enable users know about the latest information available at the library. Their capacity to package the services of the library in a modern way using the Koha LMS will go a long way to speak volume of their proficiency. This desired perspective is however limited at UJLib, giving that there are a lot of gaps that needs filling to enhance the desired CRS. With the direction of a modern professional librarian, the organization of records and keeping statistics becomes better, especially with the modern ways of carrying out such activity.

Presently, UJLib does not operate with borrower's pockets for all three categories of users which are; academic staff, students, and special permission readers. This directly means that there is no room for borrowing of books. As a result of this, the aspect of filing of cards at the desk and filings is presently not operational. Another observed pertinent aspect is on the need to have ICT inclined staff, trained on the nitty-gritties of every unit of the library, especially as it concerns the use of

Publication of the European Centre for Research Training and Development-UK the LMS (Koha) so as to equip them with basic information on how to attend to patrons and when best to direct them to appropriate authorities for better responses to their quests. This is a very important aspect of the UJLib at present as all efforts to make the present crop of CRS staff to use the LMS is met with stiff resistance and low indulgence. This is basically because of the less interest on ICT and inability to accept the change in the usual traditional ways of accessing information resources. Even when trainings are conducted from time to time by the systems unit of the library, it has limited impact to spur CRS staff to overhauling the traditional ways to providing modern services to patron. So at present, the full utilization of the CRS section of the LMS (Koha) used by UJLib is not maximally utilized. Thus, the need conduct staff training and replacement is dare in the CRS department. This is to bring in fresh thoughts and figure to approach the CRS better, using the modern ways made available by the library. CRS is also expected to be in constant connection with acquisition, serials and cataloguing units to know when best to advertise new information resources available at the library and advertise them rigorously. This could be achieved using library information scrolls/billboards, attractive well designed signs that will spur users and modern measures of Current Awareness Services (CAS):

UJLib Information Scroll

Designed and put in place to provide electronic information to all users of the library once they enter/exit the library. It also meant to disseminate messages from the library to her clients; more like an information carrier for news about the library and any critical information need. This initiative is presently functional but not efficiently handled as it is hardly/almost not regularly updated. Reasons for the inability of its regular update has been attributed to the loss of the access to the information scroll, as a result, it has remained with the same write up for several years. To address this, the services of experts in such could easily be called upon to do the needful. This is vital because it is the first point of call as users enter the library and last point while leaving the library.

There is also the original plan of strategic areas expected to have screens for Interactive Library Displays (ILD). ILDs display relevant contents available throughout the library and by extension, library services. This is presently not operational in the library. As obtained in modern libraries, they could also maximize self-check screens for enhanced communication between patrons and staff in terms of the specificity of the direction or nature of their needs. Such screens may also have demos that could easily orientate the users on how to go with frequently asked questions about the library and its services. Though this was partially the practice hitherto, before the transfer of the library from main campus (Bauchi road campus) to the central library, the need for it is more at the central library to help users navigate better with ease.

Acquisition

The major trend of acquiring information resources at UJLib is through the lists of materials gotten from the various departments through the subject librarians. The library routinely request for list of books that the departments need to enhance their teaching and learning capacities. While this process is an effective one, the quality of its credibility has also been questioned. In practical terms,

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many of these departments have questioned the sense behind asking for list of books that they never see or told that it has been made available. Some of the books are also not from users' immediate or particular information needs but mostly perceived by the writers because of their place as the lecturers. While most of the resources they seek for are physical books, most of the present patrons are electronically oriented who are in need of more electronic resources to help them easily satisfy their information needs faster, on time and with current resources. This brings to light the need to broaden the process of ascertaining collection development for the proper acquisition of resource information. As such, there is the need for feedback services.

Cataloging;

Cataloging constitutes the heart of library resources organization. The ability to get this right and timely helps to process books from acquisition faster. The present processing of books from acquisition to cataloging is one that is fairly stable considering the fact that they are able to process volumes of books that are yet to be cataloged. The pace at which the cataloging of book is carried out in UJLib is first of all manual cataloging to help process books from acquisition faster. However these materials are not immediately taken to the shelves as a result of the delay in the proper electronic cataloging of the materials through the Koha LMS. The challenge has always been the poor/unstable network that is needed for the uploading of the materials. As a result, catalogers are forced to do less of the electronic cataloging which also affects the rate of available physical books on the shelves. Based on these drawbacks, the need for shelving after manual cataloging is very crucial so as to help increase the ability to meet users' need on time. The document for the manual cataloging should be used to complete the process of the electronic aspect since all the details needed for the exercise is in it. The lack of efficient process in the electronic cataloging should not be a reason to withhold materials from users. Also, this review proposes the use of multiple servers specially for the library. The 'multiple servers' is to introduce layers of backup for the resources so as to have a fall back in case of any form of disaster. The servers should also be linked to the cloud as the final phase of security. The need for this is to enhance the availability of catalogued books in other to free up the overstuffed cataloging offices filled with books. Some of these books have been on ground for 3 to 4 years without proper cataloging and shelving. With this in place, dedicated team of cataloguers should be saddled with the responsibilities of only carrying out the uploads of to the cloud, especially when they discover the best time to do so especially as it has to do with strong and quality network connectivity.

System administrator:

The University of Jos Library presently relies on the information communication technology (ICT) center of the University for its Operations. They rely on the institutions ICT department administrative bureaucracies to run the library. It takes a long period of time to address issues that hamper the smooth operations of UJLib. This may not be immediately caused by the ICT departments in real sense, but the fact that too many steps are involved in getting it done right and quickly. In other to operate an efficient academic library in the university, critical IT professionals responsible for the upkeep, configuration, and reliable operation of computer systems, especially multi-user computers such as servers are supposed to be integral parts of the library; independent

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IT services managed by the systems unit of the UJLib (a department in the university of Jos library with the responsibility of library automation operations and ICT). The need for domiciled systems administrators is to ensure that the steady uptime performance, fast resolve of issues that arise from time to time, especially as it pertains internet connectivity, ICT gadget maintenance, local server and the likes, resources, and security of the computers they manage meet the needs of the users without exceeding a set budget.

Root access to Koha:

The need to have a root access to the Library Management System (LMS) by the ICT unit of library is part of what is expected to enhance library operations. Presently, the systems unit staff can only operate the backend and interactive/visitors face. The root access that can easily upgraded by the library and some level of troubleshooting etc. is not accessible to them. The LMS UJLib use is Koha, a free software library automation package. As at the time of this research, UJlib Koha version is 20.11.10.000, released in 2020/2021, while the current version which is 24.05 (stable), released in 2024. The Koha modules are the Acquisition module, Cataloguing module, OPAC (Online Public Access Catalogue) module, Serial Control module, Circulation module, Patron Management module, OPAC module, Report module, and Tools module. Most of these modules are not adequately utilized in UJLib presently. Therefore, running a modern UJLib means that these modules will be maximally leveraged on to enable optimal performance leading to users satisfaction. As an institution that runs the Koha LMS, UJLib may also join the KOHA Mobile App family designed for libraries that use KOHA library management software. It empowers users by enabling them to access their library resources conveniently from their smartphones, no matter where they are. This of course is also determined by the version of Koha the library is running; pointing to the fact that there is a need to always be on point.

Feedback and Evaluation of Service:

The study is of the view that efficient academic libraries conduct user surveys to assess satisfaction and needs of their users. Collection of data to support decision-making and planning for service improvement in University of Jos Library (UJLib) increases the chances of its relevance to the immediate community and lager community out there. This means that an academic library is operated based on understanding user's perception and satisfaction with regards library services. Going by the peculiar nature of UJLib, the study posits that the following mediums can be used to collect such data: (a) Library Help desk or Circulation services of the library, should be responsible for the provision and management of suggestion boxes in strategic areas of the library and weekly check to ensure apt implementation of users needs, (b) interactive and inviting social media handles, handled by information professionals e.g Facebook, X (formerly twitter), to also give the modern users easier ways to approach the library, (c) the display of dedicated library mobile lines for users is also a vital step that is needed and (d) there is also the need for the design and inculcation of UJLib app with feedback and suggestion interface. This way, the library can efficiently track reference questions and users feedback. This will enable the library management enhance library services by identifying strengths and weaknesses in library resources, facilities, and staff performance, present better analyses of library usage statistics and cost-effectiveness

Publication of the European Centre for Research Training and Development-UK metrics, allocate information resources efficiently based on user demand. Basically, feedback and evaluation of UJLib services is a systematic approach that will allow for continuous improvement in the operations to better serve the university community and demonstrate its value and impact to stakeholders and funders.

Institutional Repository (IR)

IR also known as the Digital Signal Processing and Control Engineering (DSPACE) is another aspect of making the University of Jos visible to the world. The University of Jos library, in June 2009 became the first institution in Nigeria to establish an institutional Repository (IR) (Akintunde, 2010), and the second in West Africa after the University of Science & Technology, Ghana (Akintunde and Anjo, 2012). UJLib IR houses the academic works of the members of the University of Jos community in all fields. The repository has enhanced the online presence, and global rankings, of the university and by 2011, UniJos had risen from relative obscurity to being the second-ranked university in Nigeria, and 42nd in Africa (Carnegie Corporation, 2022). Over time, UJLib has made attempts to populate the IR, especially after the unfortunate fire events that cost the institution lots of information resources that were uploaded in the server of the university library without a link to cloud uploading at that time. Subsequently, conscious efforts have been made to increase its volume as it has greatly helped in the ranking position of the University of Jos as a result of its visibility capacity in the time past.

Going further on this, the present version of the IR needs to be updated to give room for better performance and capacity. The need to allow the IT unit of the UJLib to run this from its installation stage to the regular upgrade aspects is pertinent. Also, a dedicated team in the system unit is needed to enhance capacity and efficiency in the populating of the IR. Another pertinent aspect that will increase the quality of the process is the availability of modern scanning machines and softwares for converting and cleaning old scanned materials. This has also hampered the speed of work in relation to the digitization of physical works; published academic works by members of the university community without online presence, for IR uploads. In addition, there is also the need for aggressive orientation and awareness on the need for the UJLib to make the university understand that the IR is not primarily for the library's good but for the University's. It is meant to increase the institution's pedigree in all standards, drawing the attentions of local and international collaborations especially in the areas of research and inventions. Thus, populating the IR needs a reinvented approach monitored by the university management itself. It should be made mandatory criteria for the academic staff, especially on the areas of internal appointments and promotions. The academic community should be seen to be leveraging on the IR to make their works visible to the world.

Private Network for UJLib

All that is discussed in the paper largely has a chunk of it relying on good internet speed. The present module of internet network in the UJLib continues to affect the smooth operations of the modern services needed from the library. Frequent network issue affects the efficient use of the LMS to the extent that members of staff sometimes see this as an excuse to remain in the traditional

Publication of the European Centre for Research Training and Development-UK ways of operations. The private network emphasized here is one that can be accessible only for library operations; Cataloguing unit, systems unit and CRS. Library staff, other units and administrative operations should run a separate one as well, segmenting them into 3 places with the higher volume for units that need it to ensure adequate running of the library, one for library users and the last one for the library staff, other units and administrative operations as stated above. This process is a necessary as internet network has gradually become the bloodline of modern academic libraries and where there is limited access to this blood; it may not be very health for such academic library. This feat can only be achieved with the support of the university management in conjunction with the library management.

Training and Retraining of Staff

For there to be effective operation, UJLib staff needs to undergo series of training and retraining to enhance their level of efficiency and effectiveness that is expected to bring up a better output. A Core unit that needs this is the Systems Unit because they are the internal trainers of all library staff and the university community at large in terms of library and information aspects. To this extent, the unit needs training on several aspects including:

- Basic and Advanced training on Koha, as this will enable them extend the training to other units according to their priorities and modules meant for respective units from time to time.
- Advanced training on Information Communication Technology, covering aspects like Networking, troubleshooting, advanced installations and other related aspects.
- Basic and advanced training on Artificial Intelligence (AI) with particular reference to Generative AIs for libraries.

Unique aspects for other units

Circulation/Readers Services:

- Basic training on service-client relationship as it relates to librarianship
- Basic training on ICT technical know-how and show-how as it relates to librarianship
- Basic training on the need to run an effective Current Awareness Services (CAS) and
- Feedback mechanism system in the library.

Internal Supervision Robust Team in the Library

There is a need to have a “watch-the-watcher” team in the library to increase productivity. Such team should be able to outline realizable job estimation for every unit in conjunction with unit heads, trickling down to every member of staff. This team will operate with less bureaucratic bottle necks, answerable directly to the university librarian. Its operation should also cover the following aspects:

- Think-tank of the anticipated enhanced library
- Evaluation of feedbacks and comments to develop/update policies, products and services.

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- Monitor the efficient capacity of subject librarians
- Monitor and make recommendations on library staff performance
- Manage the Library Mystery Shoppers (LIMS) initiative
- Monitor the use of available ICT and accessories resources in the library

Promote the use of Library Mystery Shoppers (LIMS)

Persons organized by the management of library to pose as clients in order to evaluate the quality of service, product quality, and overall customer experience of UJLib. LIMS are expected to provide valuable feedback to the proposed internal supervision team and the library management, helping them to improve their customer service, train employees where needed in other to enhance the overall customer experience of UJLib by assessing the library staff knowledge and courtesy, evaluate the library product knowledge and recommendations, measure staff response times and resolution of issues and identify areas for improvement in customer service.

Temporary Working Schemes

The library gets volunteers, Industrial Training (IT) Students and Youths on National Service (corpers) frequently. Their period of stay in the library is usually between 6 months to 1 year. During these periods, they are taught different aspects in the operations of library and how they can help out. Usually, there are modalities of rating their performances. On this aspect, leniency has greatly been extended to them, especially when it comes to the aspect of absenteeism and laxity towards commitment. Effective use of Industrial Training (IT) Students and Youths on National Service (corpers) through proper monitoring and engaging activities is not only a plus for the library but for those concerned too. It is only proper to ensure that they are rooted in the activities of their place of primary assignment because as they help in carrying out library operations, they are also helping to actualize intended goals. Critical areas they can come in handy are Shelving, coordination of patrons' movement, patrons' usage of library properties like chairs, ICT gadgets etc., securing of library resources, properties and clients personal items from unsuspecting individuals. Greater interest may be placed on those under volunteer because they tend to be more constant and interested.

Subject Libraries

UJLib operates the subject library model. The library appoints an academic librarian for each faculty in the university to be the library's representative in such faculty. Primarily, the subject librarian is expected to be in constant contact with the faculty dean and various heads of department under the faculty to ensure that they are frequently in tune with the library. They clarify them on issues that pertain the library in field(s), collect list of needed information resources from them for onwards submission to the library management; collection development in a specific discipline or disciplines under his/her coverage. They organize orientation on information literacy for respective departments under the faculty and are always available for users to get needed information on resources or access to resources; organizing user education programmes. Provision of detailed reference and information services in the specific field(s) they cover as subject librarian(s) and

Publication of the European Centre for Research Training and Development-UK they are in close communication with the teaching department(s) from which they monitor the academic programmes to know how the library will assist in the teaching and learning processes. Generally, the components of subject librarians Job description based on its unique operations at UJLib as put together over the years are:

- Keep reserve collection current in own areas including past examination question papers
- Educate various faculty heads about the role the university library is playing in the academic development of the university.
- Liaise with lecturers
- Select/develop collection. Present 100 items per week ready for ordering
- Prepare annual report by Mid-September
- Provide full reference service in own areas
- Source for items for BBP or other special collections
- Teach on the library vocation course for junior staff
- Supervise junior staff in shelving, dusting, cleaning etc.
- Supervise assistant attached to section
- Prepare at least one research paper a year
- Represent the library at the faculty board for own area and any other boards or committee assigned.
- Check filling of cards into card catalogues as assigned as a temporary measure
- Prepare loose journal issues for binding
- Prepare journal orders and submit to orders section
- Prepare list of core journals by faculty or department
- Prepare pathfinders for one department (or combination of departments) per year
- Prepare and teach lecturers for advanced use of library course for the department at present
- Lectures in GST 101 “use of library” section
- Keep a record of reference questions
- Inform requester on status order via status report
- Scan each journal issue for areas especially in relation to making recommendations for orders before shelving
- Know courses taught and corresponding strengths and weaknesses of the collection
- Know lecturers teach areas and research interests
- Classify in problem areas according to scale of preference

The above is not in any specific order as the level of importance in practical operations supersedes. Each of the Subject Libraries is ideally made of (a) Subject Librarian and their offices and (b) Office space for Subject Assistants.

On paper, this a daunting task; for example, conducting orientation on information literacy for several departments alone is one that may take a whole semester if effectively done. This clearly

Publication of the European Centre for Research Training and Development-UK proves that subject librarianship is designed to be a proficient position ascribed to academic librarians trained to do their jobs as obtained in any modern library, not a case of serendipity. In practical terms, most subject librarians are conservative when it comes to carrying out their duties adequately. This is largely connected to lack of proper training and orientation on what a subject librarian represents. It has greatly affected their confidence and understanding on how they relate with those they meet in their assigned duties. Ideally, a subject librarian is an automatic member of faculty/departmental board, he/she attends their meetings to raise issues pertaining the library and information resources peculiar to them. There is also the need to ensure that these positions are always filled by academic librarians as a result of their training, conscious efforts should be put in place to eradicate the situation where non-academic staff are given such positions. They are supposed to be assistants and support staff for the subject librarian, making sure that they assist in achieving desired objectives. In situations where they act, it is not supposed to remain that way as this may affect the capacity of the expected results, especially on the part of prudent/erudite oratory, which is a core quality of an academic librarian. Another pertinent aspect is that academic librarians with such positions must not only be ICT inclined but also regular in updating what they know as this is one of the primary areas of innate concern; students with needs will need to be shown the modern ways of solving their issues so as to make the library attractive to them. The part of orientation is a central part too because they are the bridge between the library and faculties/departments, hence, initiating and organizing for regular orientation is also a primary task for them; it is a mark of defining a proactive and proficient subject librarian.

Securing Information Resource and ICT Tools

Apart from acquiring and organizing resources, one significant purpose and function of any academic library is to secure information resource/ materials and tools in the library. It involves protecting resources against disasters of all kinds as well as thieves and intruders. The quality and manner in which information security is deployed remains the big issue. After the TETFund (Tertiary Education Trust Fund) fire disaster intervention renovation of the library, the entrance of the library was given a security face lift. The electronic security gate at the central library is a booth for head count and security of library resources. It is the first facility seen immediately on stepping into UJLib. The installed system is GALO EAS Library Security (3M) System M3501. It meant to automatically take count of users of the library as they pass through the gate. The data log can be analysed to assess the use of the library each day. And it also has the capacity to trigger alarm when any library book is not properly checked out of the library is carried out through the gate.

However, the installed GALO EAS Library Security has not been operational since its installation. While it is clear that this may not be a step in the right direction, various reasons/challenges must have contributed to its inoperable capacity at the moment. For example, the technical-show-how and technical-know-how with reference to operational capacity, the case of energy/power supply, the electronic/ ICT attitude of library potters meant to handle/oversee its daily operations and the upgrade of library tangible information resources with hidden security measure like Fully Digital Configuration (DSP), visual and audio alarm, advanced Electromagnetic Technology (EMT),

Publication of the European Centre for Research Training and Development-UK advanced Radio Frequent Identification (RFID) technology, magnetic media safe, that are expected to work in connection with the security gate in case of theft/inappropriate movement of library books, is lacking. In addition, multiple gate solutions are possible in all of these aspects, putting in perspective the vastness and multiple exits of the library.

From another angle on the securing library resources, the obtainable presently is at a distressed level as very limited measures are in place. On the ones available, their effective functionality is deficient; either it is hampered with low quality gadgets like Close-Circuit Television (CCTV) or irregular/ineffective manual checks at the point of entrance and exit by library staff. The UJLib records cases of theft from time to time. Some are in real time (operational periods) when services are still on and some others are when the library is closed. Desktop computers, printers, laptops etc. have been lost to thieves and intruders overtime. Books have also gone missing without cogent reasons. As stated above, identifying these thieves/intruders is mostly a daunting task as a result of the quality of the CCTV cameras that become more blur when zoomed to get the face/identity of the perpetrators. Except for commendable modern fire disaster gadgets all around the library facility, the security architecture is generally limited in several aspects. Hence the need for optimized strategies like maximum functionality of the security scan checks machine already installed, high density cameras that can capture and present clear cut videos and pictures and additional cameras on areas that they are obviously needed; in the initially unrecognized strategic and lonely positions in the library as result of its huge nature. Security personnel in the library should be specially trained and their duties should be separated from that of library desk portals (LDP). Another important aspect is the need to have male and female security personnel in the daily routine of the library to aid proper check. LDPs should be in strategic positions in the library; monitoring the activities of users and directing them on the appropriate quarters were needed.

Recreation Facilities

Based on the space design of UJLib, there are segments that have been mapped out as relaxation spots for staff and also for patrons of different categories. Part of this covers for a restaurant, staff relaxation space with tea and coffee spots in them, rest spots for possible naps, carrels for seeing educative films, biographies, histories etc. The idea behind such dream is to run an academic library that is all encompassing; staff and patrons can only leave when they want to leave the environment and not because they want to go for break and come back.

The library also has the facility for the children of staff in the community, were they can come and relax while also going through resources that they find interesting, thereby making learning a worthwhile experience. This part of the facility is not yet functional since the renovation and commissioning in 2020. Bringing it to life will go a long way to ease the stress most young parents in the university community face daily in making sure their young ones are safe and well cared for, especially during work hours for the parents or after school hours for the children.

CONCLUSION

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Based on the structure and organization of UJLib, the idea of the management hitherto is to bring to reality, an all-in-one engaging library where users can come in and relax as they carry out their research, rest, take part in their tutorials/group discussions and individual studies as well. The concept is to show that all categories of users are appreciated by the university in general and the library management in particular. While this is reasonably obtainable, not totally absent at the moment, there is the need to revisit the elaborate plan and design of UJLib as detailed in the already earmarked spaces and documented evidence. This is to assist in clarity of the master plan and guide to achieving them so as to reduce the stages of trial and error in enrolling them practically. The need to also involve experts with experience is also apt, especially persons from the pioneer/initial team that set up the renovated library as their impact will be enormous in making sure experience plays a grate part. Thus, every positive energy needs to be in place with creativity and intentional steps towards realigning UJLib to its greater master plan of championing the quest to a the attainment of a modern academic library.

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